

1. DATE OF ORDER: 09/29/2008 2. ORDER NUMBER: GSV0008PD0485 3. CONTRACT NUMBER: GSO0V08PDD0071 4. ACT NUMBER: OP0001638

FOR GOVERNMENT USE ONLY	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND See	ORG CODE Schedule	B/A CODE	O/C CODE	AC	SS	VENDOR NAME
	FUNC CODE	C/E CODE	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT	

7. TO: CONTRACTOR (Name, address and zip code)
TechTeam Government Solutions, Incorporated
 3863 Centerview Drive (Suite 150)
 Chantilly, VA 20151-3232
 Attention: Mr. David Ault

8. TYPE OF ORDER REFERENCE YOUR
 A. PURCHASE
 B. DELIVERY
 Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.
 This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract
 C. MODIFICATION NO. AUTHORITY FOR ISSUING

9A. EMPLOYER'S IDENTIFICATION NUMBER: 541271080
 9B. CHECK, IF APPROPRIATE: WITHHOLD 20%

Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.

10A. CLASSIFICATION
 A. SMALL BUSINESS B. OTHER THAN SMALL BUSINESS
 C. SMALL DISADVANTAGED D. SMALL WOMEN-OWNED

10B. TYPE OF BUSINESS ORGANIZATION
 A. CORPORATION B. PARTNER-SHIP C. SOLE

11. ISSUING OFFICE (Address, zip code, and telephone no.)
 General Services Administration
 Central Office Contracting Div (ACMD)
 1800 F Street, NW (Room G127)
 Washington, D.C. 20405

12. REMITTANCE ADDRESS (MANDATORY)
 TechTeam Government Solutions, Inc.
 27335 West 11 Mile Road
 Southfield, MI 48033

13. SHIP TO (Consignee address, zip code and telephone no.)
 GSA PBS (Office of Real Property Asset)
 1800 F Street, NW (Room 7300)
 Washington, D.C. 20405
 Attention: Mr. Robert Yevoli

14. PLACE OF INSPECTION AND ACCEPTANCE: Same as Block 13

15. REQUISITION OFFICE (Name, symbol and telephone no.): Same as Block 13

16. F.O.B. POINT: Destination

17. GOVERNMENT B/L NO.: Not Applicable

18. DELIVERY F.O.B. POINT ON OR BEFORE: See Schedule

19. PAYMENT/DISCOUNT TERMS: Net 30 Days

20. SCHEDULE					
ITEM NO. (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>This document confirms award of Task Order GSV000PD0485. It also represents the Government's Notice to Proceed.</p> <p>The contractor shall provide a standardized integrated National Call Center solution, primarily focused on building operations and maintenance in accordance with Request for Quotation ACMD-RC-08-0002, as amended; and in accordance with the TechTeam Government Solutions' Technical Quotation and Appendices, entitled, GSA/PBS National Contact Center, dated 09/10/2008, as amended on 09/18/2008. All documents cited herein, including the applicable</p>	1	Job	2,824,935.00	2,824,935.00
				Not to Exceed	

21. RECEIVING OFFICE (Name, symbol and telephone no.): Same as Block 13. A copy of all invoices must be mailed to that address. All invoices must cite ACT No. OP0001638

TOTAL FROM 300-A(s) **Not to Exceed**

22. SHIPPING POINT: Not Applicable

23. GROSS SHIP WT.: Not Applicable

GRAND TOTAL 2,824,935.00

24. MAIL INVOICE TO: (Include zip code)
 General Services Administration (FUND)
 Financial Operations & Distribution Division
 P.O. Box 419279
 1500 E. Bannister Road (Room 1011)
 Kansas City, MO 64141

25A. FOR INQUIRIES REGARDING PAYMENT CONTACT: Customer Service Help Desk
 26A. NAME OF CONTRACTING/ORDERING OFFICER (Type): Robert H. Corey
 26C. SIGNATURE: *[Signature]*

25B. TELEPHONE NO.: 202-501-2400
 26B. TELEPHONE NO.: 202-501-1797

ORDER FOR SUPPLIES AND SERVICES
(Continuation)

THIS NUMBER MUST APPEAR ON ALL PACKAGES AND PAPERS RELATING TO THIS ORDER

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OF 2
PAGES

DATE
09/29/2008

ORDER NO.
GSV0008PD0485

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
	<p>provisions of contract GS00V08PDD0071 are hereby incorporated by reference.</p> <p>The period of performance of this task order shall be from 09/29/2008 through 09/30/2009. In addition, this task order includes four (4) one-year options to extend. If all options are exercised the full term of the task order will be through 09/30/2013. The exercising of the first and each successive option is at the sole discretion of the Government and can only be done by the Contracting Officer issuing a task order modification.</p> <p>The contractor shall provide service twenty-four hours per day, Monday through Sunday, in accordance with the provisions of Section 1.0 of the Statement of Work.</p> <p>The GSA Accounting Classification for this Task Order is: 2008..192X..PG61..00..P9QU 3000..PG901..516</p> <p>The "Grand Total" of this task order is an estimated amount and is for funding purposes only. The amount that the contractor will ultimately receive under this task order will be based solely on the services they provide and that the Government accepts. The contractor shall notify the Contracting Officer, in writing, when his/her records show that the amount owed to them exceeds eighty-five (85) percent of the amount shown in the Grand Total block of the order.</p> <p>The unit prices that apply to this task order are provided in TechTeam Government Solutions' Price Quotation, Final Quotation Revision, dated 09/10/2008, as amended on 09/18/2008. This document is here incorporated by reference.</p> <p>Mr. Robert Yevoli is hereby appointed as the Contracting Officer's Technical Representative (COTR) for this task order. Contact information for Mr. Yevoli along with an outline of his duties and responsibilities will be provided to you in a separate letter.</p> <p>The contractor will submit all invoices to Mr. Yevoli and to the GSA Accounts Payable Office</p> <p style="text-align: right;">Page Total</p>				

ORDER FOR SUPPLIES AND SERVICES
(Continuation)

**THIS NUMBER MUST APPEAR ON ALL PACKAGES
AND PAPERS RELATING TO THIS ORDER**



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OF 3
PAGES

DATE
09/29/2008

ORDER NO.
GSV0008PD0485

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
	<p>shown in Block 24 of the task order. The contractor will notify the Contracting Officer in writing of any issue(s) that may effect the timely payment of an invoice.</p> <p>Wage Determination: This order is subject to the Service Contract Act, as amended and its companion clauses. The current Department of Labor wage determination for the location(s) in which service will be performed will be incorporated into this task order by modification.</p>				
Page Total					



**General Services Administration –
Public Buildings Service National Contact Center**

**Change Pages – ~~Final Proposal Revision~~ Final Quotation
Revision**

Solicitation No: ACMD-RC-08-0002

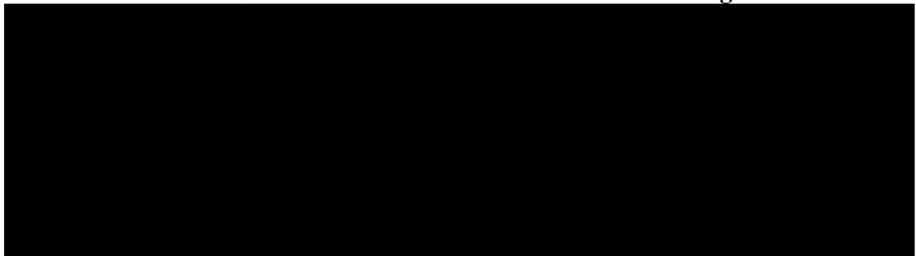
Date: ~~June 27th, 2008~~ ~~August 15th, 2008~~ ~~10~~ September 08

Submitted to:
Robert Corey
Contracting Officer
General Services Administration
Central Office Contracting Division (ACM-D)
1800 F Street, NW (Room G-127)
Washington, D.C. 20405
E-mail: bob.corey@gsa.gov
Fax: (202) 501-4281

Submitted by:
TechTeam Government Solutions
A TechTeam Global Company
3683 Centerview Drive
Suite 150
Chantilly, VA 20151

Technical Point of Contact:

Person Authorized to Negotiate:



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

1.0. Price quotation

1.1. INTRODUCTION

TechTeam Government Solutions, Inc. (TechTeam) is pleased to submit this price proposal in response to the General Services Administration (GSA), Public Buildings Service (PBS), National Contact Center (NCC) Request for Quotation ACMD-RC-08-0002. TechTeam will provide the necessary knowledge, staffing and services to perform to the requirements of the RFP for the prices provided in this proposal. Best value features of our priced solution are as follows:

- [REDACTED]
- [REDACTED]

1.2. ASSUMPTIONS/CLARIFICATIONS/UNDERSTANDINGS

- TechTeam's proposal is in accordance with the instructions, Statement of Work (SOW) and Appendices provided in the solicitation document and subsequent Answers to Questions. [We also acknowledge receipt of Amendments 001, 002 and 003.](#) [REDACTED]

- Per the RFP Schedule pricing is provided based upon one-year Base Period of Performance and four one-year Option Periods.
- Per our prime GSA USA Contact contract, TechTeam has proposed [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

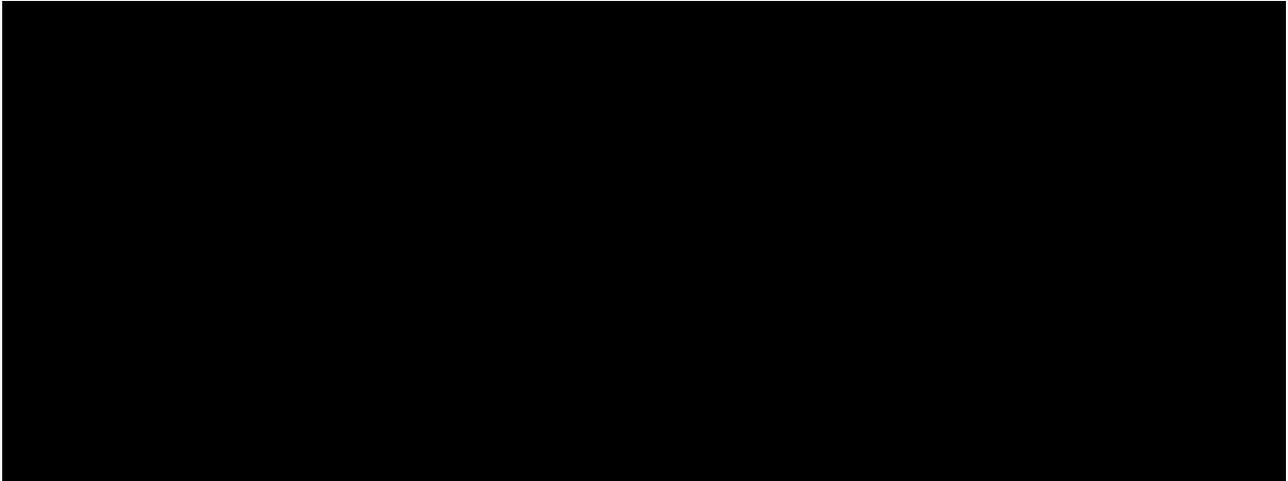
[REDACTED]

- [REDACTED]

[REDACTED]

- We have proposed labor rates [REDACTED] in accordance with the Service Contract Act (FAR 52.222-41) and compliant with Section I, of our GSA CONTACT Contract No. GS00V08PD0071. In compliance with the corresponding GSA CONTACT contract invoked FAR 52.222-43 Fair Labor Standards Act and Service Contract Act – Price Adjustment (Multiple Year and Option Contracts) requirement, [REDACTED]

- The labor category mapping [REDACTED] as follows:



[Redacted text block]

3) [Redacted text block]

4) [Redacted text block]

5) [Redacted text block]

[REDACTED]

[REDACTED]

[REDACTED]

- 6) [Redacted]
- [Redacted]

- 7) [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

- 8) [Redacted]
- [Redacted]
- [Redacted]

1.3. TECHTEAM’S ORGANIZATION

TechTeam’s corporate headquarters, and principal place of business, are located at 3863 Centerview Drive, #150, Chantilly, VA 20151. [REDACTED]

1.4. OTHER DIRECT COSTS & TRAVEL

[REDACTED]

1.5. AUTHORIZED NEGOTIATORS

The following officers are authorized to commit the firm and may be reached by telephone.

- [REDACTED]

1.6. PERIOD OF OFFER

This proposal is valid for a period of 90 days from the date of submission.

1.7. PRINCIPAL PLACE OF PERFORMANCE

The principal place of performance of the work will be at TechTeam (and its Subcontractors) provided locations throughout the United States [REDACTED]

1.8. PAYMENT ADDRESS

Payments made to TechTeam under a contract resulting from this proposal shall be sent electronically or mailed to the following address:

Wire to:
TechTeam Government Solutions, Inc.
[REDACTED]

Mail to:
TechTeam Government Solutions, Inc.
Suite 350
27335 West 11 Mile Road
Southfield, MI 48033

1.9. PAYMENT TERMS

TechTeam will invoice PBS [REDACTED]

1.10. PRICE QUOTATION

TechTeam has provided the following [REDACTED]

PART 1 - Unit Prices

SCHEDULE OF SUPPLIES OR SERVICES

Offerors are strongly encouraged to review Appendix G (Pricing Guidelines) prior to completing the following price tables. Also, the Government's current best estimate of its requirements is provided in H.3.2 of this solicitation.

Table 1: Project Startup Price Table

		Unit of				Unit Price Base
CLIN	Description	Issue				Period Only
10000	One-Time Startup Costs	Lot				

Table 1.1: Support of Addition of New Buildings

			Unit Price				
CLIN	Description	Unit of Issue	Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
11000	Fixed one-time charge for						

** This charge is for each NEW building that is added AFTER the initial 11 buildings.*

Table 2: Monthly Project Management Price Table

			Unit Price				
CLIN	Description	Unit of Issue	Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
20000	Monthly Recurring Project	Month					

Table 2.1: Incremental Project Management Price Table

			Unit Price				
CLIN	Description	Unit of Issue	Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
21000	Monthly Recurring Incremental						

The unit price for this CLIN is the price for one (1) "Group" of up to 30 additional buildings multiplied by the number of groups anticipated for that period. The Unit of Issue is "Months" and the extended total for each period (for evaluation purposes) will be the unit price multiplied by 12.

For evaluation purposes, the number of Groups for each period is: Base (3 groups); Option One (8 groups); Option Two (9 groups); Option Three (9 groups); and Option Four (9 groups).

Table 3: Monthly Volume Bands for Telephone Service Requests

			Unit Price				
CLIN	Description	Unit of Issue	Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
30000	0 -- 5,000	Month					
30001	5,001 -- 10,000	Month					
30002	10,001 -- 15,000	Month					
30003	15,001 -- 20,000	Month					
30004	20,001 -- 25,000	Month					
30005	25,001 -- 30,000	Month					

30006	30,001 -- 40,000	Month	
30007	40,001 -- 50,000	Month	
30008	50,001 -- 60,000	Month	
30009	60,001 -- 75,000	Month	
30010	75,001 -- 90,000	Month	
30011	Above 90,000*	Month	

** For CLIN30011, above 90,000 calls, provide pricing for increments of 10,000 calls. Monthly charge for CLIN30011 will be calculated by adding the charges for each 10,000 call increment to the unit price of CLIN30010 (e.g., If the total monthly work volume is 110,000, the total monthly charge is the monthly unit price of Band 30010 + 2X (2 X 10,000 Increments) the increment unit price for CLIN)*

Table 4: Monthly Volume Bands for Fax Service Requests

CLIN	Monthly Work Volumes (Requests)	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
40000	0 -- 25	Month					
40001	26 -- 50	Month					
40002	51 -- 75	Month					
40003	76 -- 100	Month					
40004	101 -- 200	Month					
40005	201 -- 300	Month					
40006	301 -- 400	Month					
40007	401 -- 500	Month					
40008	Above 500*	Month					

** For CLIN40008, above 500 fax requests, provide pricing for increments of 100 fax requests. Monthly charge for CLIN 40008 will be calculated by adding the charges for each 100 call increment to the unit price of CLIN 40007 (e.g., If the total monthly work volume is 750, the monthly charge is the monthly unit price of Band 40007 + 2X (2 X 100 Increments) the increment unit price for CLIN)*

Table 5: Monthly Volume Bands for Web Portal Requests and Automated E-mail Requests

CLIN	Monthly Work Volumes (Requests)	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
50000	0 -- 5,000	Month					
50001	5,001 -- 10,000	Month					
50002	10,001 -- 15,000	Month					
50003	15,001 -- 20,000	Month					
50004	20,001 -- 25,000	Month					
50005	25,001 -- 30,000	Month					
50006	30,001 -- 40,000	Month					
50007	40,001 -- 50,000	Month					
50008	50,001 -- 60,000	Month					
50009	60,001 -- 75,000	Month					
50010	75,001 -- 90,000	Month					
50011	Above 90,000*	Month					

** For CLIN50011, above 90,000 requests, provide pricing for increments of 10,000 requests. Monthly charge for CLIN50011 will be calculated by adding the charges for each 10,000 requests increment to the unit price of CLIN50010 (e.g., If the total monthly work volume is 110,000, the total monthly charge is the charge is the monthly unit price of Band 50010 + 2X (2 X 10,000 Increments) the increment unit price for CLIN)*

USA Contact Program

General Services Administration (GSA)

Public Buildings Service (PBS)

National Contact Center (NCC)

PART I
SCHEDULE OF SUPPLIES OR SERVICES

Offerors are strongly encouraged to review Appendix G (Pricing Guidelines) prior completing the following pricing tables. Also, the Government's current best estimate of its requirements is provided in H.3.2 of this solicitation.

Table 1: Project Startup Price Table			
CLIN	Description	Unit of Issue	Unit Price Base Period Only
10000	One-Time Startup Costs	Lot	

Table 1.1: Support for Addition of New Buildings							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
11000	Fixed one-time charge for addition of a new building.	Lot					
<i>*This charge is for each NEW building that is added AFTER the initial 11 buildings.</i>							

Table 2: Monthly Project Management Price Table							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
20000	Monthly Recurring Project Management	Month					

Table 2.1: Incremental Project Management Price Table							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
21000	Monthly Recurring Incremental Project Management	Lot					
<i>*The Unit of Issue represents a group of up to 30 Additional Buildings</i>							

Table 3: Monthly Volume Bands for Telephone Service Requests							
CLIN	Monthly Work Volumes (Calls)	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
30000	0 – 5,000	Month					
30001	5,001 – 10,000	Month					
30002	10,001 – 15,000	Month					
30003	15,001 – 20,000	Month					
30004	20,001 – 25,000	Month					
30005	25,001 – 30,000	Month					
30006	30,001 – 40,000	Month					
30007	40,001 – 50,000	Month					
30008	50,001 – 60,000	Month					
30009	60,001 – 75,000	Month					
30010	75,001 – 90,000	Month					
30011	Above 90,000*	Month					

**For CLIN30011, above 90,000 calls, provide pricing for increments of 10,000 calls. Monthly charge for CLIN30011 will be calculated by adding the charges for each 10,000 call increment to the unit price of CLIN30010 (e.g., If the total monthly work volume is 110,000, the total monthly charge is the monthly unit price of Band 30010 + 2X (2 X 10,000 Increments) the increment unit price for CLIN)*

Table 4: Monthly Volume Bands for Fax Service Requests							
CLIN	Monthly Work Volumes (Calls)	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
40000	0 – 25	Month					
40001	26-50	Month					
40002	51-75	Month					
40003	76-100	Month					
40004	101-200	Month					
40005	201-300	Month					
40006	301-400	Month					
40007	401-500	Month					
40008	Above 500*	Month					

**For CLIN 40008, above 500 fax requests, provide pricing for an increment of 100 fax requests. Monthly charge for CLIN 40008 will be calculated by adding the charges for each 100 call increment to the unit price of CLIN 40007 (e.g., If the total monthly work volume is 750, the total monthly charge is the monthly unit price of Band 40007 + 3X (3 X 100 Increments) the increment unit price for CLIN)*

Table 5: Monthly Volume Bands for Web Portal Requests and Automated E-mail received from IRS Contact Center							
CLIN	Monthly Work Volumes (Calls)	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
50000	0 – 5,000	Month					
50001	5,001 – 10,000	Month					
50002	10,001 – 15,000	Month					
50003	15,001 – 20,000	Month					
50004	20,001 – 25,000	Month					
50005	25,001 – 30,000	Month					
50006	30,001 – 40,000	Month					
50007	40,001 – 50,000	Month					
50008	50,001 – 60,000	Month					
50009	60,001 – 75,000	Month					
50010	75,001 – 90,000	Month					
50011	Above 90,000*	Month					

**For CLIN 50011, above 90,000 requests, provide pricing for an increment of 10,000 requests. Monthly charge for CLIN 50011 will be calculated by adding the charges for each 10,000 requests increment to the unit price of CLIN 50010 (e.g., If the total monthly work volume is 110,000, the total monthly charge is the monthly unit price of Band 50010 + 2X (2 X 10,000 Increments) the increment unit price for CLIN)*

PART II

PUBLIC BUILDINGS SERVICE (PBS) NATIONAL CONTACT CENTER (NCC) STATEMENT OF WORK

1.0 PROGRAM DESCRIPTION

The General Services Administration's (GSA) Public Building Service (PBS) is one of the largest public real estate organizations in the world. The mission of GSA's Public Buildings Service is to provide superior workplaces for federal customer agencies at good economies to the American taxpayer. PBS's Buildings Operations and Maintenance Division is responsible for the effective and efficient operation and management of federally-owned and leased space. In FY06, the PBS building management services responded to approximately 500,000 facilities related service requests from our tenants located in our owned assets.

Our portfolio consists primarily of office buildings, courthouses, border stations and warehouses. The portfolio is managed by our 11 regional offices located throughout the country and our Central Office located in Washington, D.C. Currently, tenants seeking facilities related assistance contact their local building management, mainly via telephone, and the appropriate service provider is dispatched to respond to the request. These service requests are recorded and tracked through completion and close-out of the request. In most instances the service request process is conducted in a decentralized manner. Through this task, PBS intends to consolidate all service requests into a National Contact Center (NCC) operation capable of providing a centralized point to receive, dispatch, track status and report on service requests. The NCC will provide services to PBS tenants twenty four hours a day, seven days a week (24 x 7). If successful, PBS may consider offering the NCC services to support other PBS owned or leased buildings, and potentially to buildings and assets owned and/or operated by other agencies.

The NCC will be supported by an integrated and highly scalable Service Request Management system (SRMS) and a tenant facing web portal to collect, dispatch and track tenant service requests via multiple communications channels, including phone, fax, email, and the web. The system will be a fully web enabled solution capable of tracking service requests through their full life cycle. The system will allow Contractor personnel, Government staff and Facility Service Providers (FSPs) to receive, view, update and report on service requests securely via the internet. The SRMS will leverage electronic two-way messaging to allow delivery and updates of service requests to Government staff and FSPs in real-time. The design of the system will be platform agnostic and will support mobile communications devices such as cell phones, two-way pagers, Palm Powered and Blackberry devices.

Standardized CMMS is outside the scope of this task. The purpose of the solicitation is to procure a managed contact center and related services, including the Service Request Management System (SRMS) to respond to "on-demand" facilities related work in the GSA/PBS inventory of buildings. The SRMS is intended to provide an integrated, automated, nation-wide

work flow as well as the related processes such as work-flow management, real-time updates, work authorizations and escalations. Interfaces with existing PBS regional CMMS systems are intended to limit re-entry and duplicative work where possible. The SRMS is not intended to be a replacement for these regional systems.

2.0 SCOPE OF WORK

The PBS seeks to establish a contractor-provided and managed multi-channel contact center solution to support the mission of PBS as described in Section 1.0 of this Task Order Statement of Work (SOW). The contractor-provided contact center and its support staff shall be located within the contiguous United States. The Contractor shall furnish the necessary facilities, personnel, equipment, supplies, and services to meet the requirements described in this task order Statement of Work and the indefinite-delivery, indefinite-quantity contract. The term “indefinite-delivery, indefinite-quantity contract”, as used in this Task Order SOW, refers to the multiple award indefinite delivery indefinite quantity USA Contact contract awarded by GSA for Multi-Channel Contact Center Services. The Contractor shall perform all technical and management functions, as described in this Task Order SOW and the indefinite-delivery, indefinite-quantity contract, to plan, design, implement, operate, maintain and manage the contact center and associated services to meet the needs of the Government. When requested, the Contractor shall provide any additional services described in the indefinite-delivery, indefinite-quantity contract, add additional communications channels to serve PBS customers, expand the services to support new requirements including buildings and assets owned or leased and/or operated by other agencies, and/or provide any special project support needed to analyze, plan, design, implement, operate, maintain and manage special customer support services that may be needed to meet the evolving needs of the Government.

3.0 OBJECTIVES

Through this Task Order, the Government expects to achieve the following objectives:

- a) Provide easily accessible, consistent, timely and professional responses to facility service requests via a variety of contact channels;
- b) Provide increased capability to receive, dispatch, track and measure the delivery of services;
- c) Provide an automated workflow process that assures all requests are handled, dispatched and acknowledged by designated service providers in timely manner and requests not addressed in a timely manner are escalated appropriately;
- d) Provide centralized service request management processes to all of PBS;
- e) Assure that tenants know their requests have been received, provide them with status updates and notify them when work has been completed;
- f) Control costs through the consolidation of disparate services;
- g) Centralized reporting of service requests and related handling metrics;

- h) Gain and sustain access to state-of-the-art technology that is scalable to meet current and future requirements; and,
- i) Provide job opportunities to individuals who are blind or severely disabled through organizations affiliated with NISH and NIB.

4.0 SERVICES TO BE PROVIDED

The PBS seeks to establish a National Contact Center (NCC) to consolidate all service requests into a centralized operation to receive, dispatch, and track service requests through their entire life cycle. The contractor shall provide and maintain a complete service solution of contact center facility, telephone representatives, ADP and telecom equipment and services, including call processing and contact management equipment, and toll-free, local and long-distance telecommunications and Internet services to support the mission of PBS. The solution must include the provision and maintenance of an integrated Service Request Management System (SRMS) to collect, dispatch and track service requests received from tenants via telephone, facsimile, email and the web through their full life cycle by the contractor and provide the necessary management reports. The SRMS shall leverage electronic two-way messaging to allow delivery and updates of service requests to Government staff and FSPs in real-time. The system shall leverage a form based format to assure order updates and closure are as accurate as possible. The design of the system will be platform agnostic and shall support mobile communications devices such as cell phones, two-way pagers, Palm Powered and BlackBerry devices. The SRMS must be supported by a tenant facing web portal to allow PBS Tenants to submit and track service requests via the internet. The specific requirements of the SRMS and Web Portal are detailed in Sections 9.1 and 9.2 of this task order SOW respectively. The service request and dispatch activities will revolve around business rules, operating procedures, and profiles defined in the SRMS, the contractor is expected provide an effective online solution to effectively train authorized users on the use of the SRMS.

The complete NCC solution must be accessible twenty fours (24) hours a day, seven (7) days a week (24 x 7), including Federal holidays. The solution must be fully operational and staffed in accordance with the Statement of Work and government requirements within 90 days of issuance of Notice-to-Proceed. All services, staff, facilities and technology infrastructure provided in support of the NCC shall conform to the requirements set forth in Section C. of the indefinite-delivery, indefinite-quantity contract unless stated otherwise in this Task Order SOW. All automated and attended services shall be provided in English only. All contact center facilities provided in support of the NCC must be located within the contiguous United States. In addition to the SRMS and Web Portal, the contractor shall provide the following services to support the NCC:

4.1 Attended Service

The contractor shall provide the necessary equipment, services and sufficient qualified staff to respond to service requests from PBS tenants submitted to the NCC via telephone, TTY devices, facsimile, email and the Internet. The contractor staff shall receive service requests, enter service requests into the SRMS, and dispatch the requests in accordance with business rules and performance standards established by the Government. The contractor staff shall provide status of service requests to service requestors, Property Managers (PMs) and FSPs upon request.

4.2 Interactive Voice Response (IVR) Service

The contractor shall provide an IVR solution to provide unattended service to telephone callers on a twenty-four hours a day, seven days a week (24 x 7) basis. The proposed solution shall allow callers with touch tone telephone to enter location information (zip code) or populate contact information to the SMRS for the new service request being generated. The solution shall be equipped with a recorded message approved by the Government for callers placed in queue and an option to allow the callers to return to main menu or to select to speak to a live attendant.

The Government anticipates using the IVR to provide basic announcements, not for call stratification by subject. All calls will enter the IVR, be presented with a brief announcement, and then be routed to a customer service representative. Calls will not be completed in the IVR. The average estimate for time spent in the IVR is 20 seconds per call. The offeror may propose utilizing the IVR to obtain information from the caller that would assist the CSR in completing a call more quickly or would improve customer satisfaction. Examples could include the capture of existing ticket number or caller location information such a zip code. In which case, the offeror's price proposal would reflect the incorporation of such a solution. However, it is not the Government's intent to use the IVR as a "self-service" option for building tenants

4.3 Telecommunications and Internet Services

The contractor shall provide and pay for all toll-free, local and long-distance telecommunications and Internet services required to support the task as defined in this SOW. Dedicated transmission services between contractor facilities shall be provided and pay for by the contractor. The Contractor shall also be responsible for network design, network termination equipment, and service coordination, as described in Section C.7 of the indefinite-delivery, indefinite-quantity contract. Where appropriate, the Government will furnish its own telephone numbers and Internet domain(s) for use by the Contractor and will designate the Contractor as the technical coordinator for service initiation, trouble resolution, and service restoration. The contractor shall transfer the telephone numbers and Internet domain(s) back to the Government immediately upon termination of the task.

4.4 Technical and Management Services

The Contractor shall provide all required technical and management services to support the NCC activities described in this SOW, including program management, site management, technology management, information systems security management, content and knowledge management, contact/Case management, relationship management, and customer satisfaction survey, as described in Section C.3.5 of the indefinite-delivery, indefinite-quantity contract and this task order SOW. This includes the development and maintenance of all relevant plans that are required to ensure compliance with NCC task requirements. The Contractor shall provide core project management support, and if necessary, incremental project management support to perform all technical and management functions required to meet the NCC task requirements. The Contractor shall develop and maintain the required plans, procedures, methodologies, and tools, and perform the planning, oversight, and management functions to ensure services are delivered in accordance with the performance standards specified in Section 17.0 of this task order SOW. As part of the Technical and Management Services, the contractor shall provide specific solution for the following:

4.5 Maintenance of Profiles and Business Rules

PMs and FSPs are responsible for providing new and updated information to their business rules and profiles, e.g., contact information, business rules, building profile, PM profile including decision tree for business hours and non-business hours support and vacation coverage. The contractor shall provide an effective solution to allow the PMs and FSPs to update their profiles and business rules via the SRMS. The solution shall include an option for the PMs and FSPs to submit their updates to the NCC staff via phone, email, or fax and have the staff make the updates on their behalf. Once submitted, the contractor is responsible for managing the profiles and business rules and associated change processes for the duration of the task.

4.6 Customer Satisfaction Surveys

the Contractor shall provide the capability to survey tenants in an automated fashion for purposes of customer satisfaction assessment for all contact channels supported as well as performance of FSPs or other information as requested by the Government.

4.6.1 The contractor shall provide an automated means to survey tenants via telephone after placing a call for any reason to PBS NCC. Tenants shall be selected at random after each service request. The specific questions and the frequency are to be determined through discussions with the Government to ensure that relevant information is collected on a statistically significant number of surveys for each survey without impacting overall customer satisfaction. The system shall allow the caller to rate (score) the service they received and provide additional comments. Reports will show the rating (score), and where possible sum scores by building, state, region and nationally, as well as transcribing any comments for review/analyses. The system shall be capable of capturing, storing, aggregating, and reporting survey results.

4.6.2 The Contractor shall provide a means for the Government to collect more detailed information via email or web-based survey on the tenant satisfaction with the NCC, FSPs, and overall full life-cycle handling of service requests. Tenants who submitted a service request that has been completed shall be selected at random. The specific selection process, questions and the frequency are to be determined through discussions with the Government to ensure that relevant information is collected on a statistically significant number of surveys for each contact channel supported without impacting overall customer satisfaction. In addition, the Government may elect to supply additional questions related to the performance of the NCC, FSPs, or other relevant information for inclusion on the survey. The contractor shall ensure that a statistically significant number of surveys are recorded for each contact channel supported. The system shall allow the caller to rate (score) the service they received for each question and provide additional comments. Reports will show the rating (score) overall and by question, sum scores by building, tenant agency, state, region and nationally and transcribe the comments for analyses. The system shall be capable of capturing, storing, aggregating, and reporting survey results.

4.6.3 The Contractor shall provide a means for the Government to collect more detailed information via email or web-based survey on satisfaction with the NCC, FSPs, and other tenant information on a quarterly basis. Tenants who contacted the PBS NCC shall be selected at random or based on criteria determined by the Government. The specific selection process is to be determined through discussions with the Government to ensure a significant number of surveys are collected without impacting overall customer satisfaction. The system shall allow the caller provide a score for each question and provide additional comments. Reports will show

the rating (score) by question, sum scores by building, tenant agency, state, region and nationally and transcribe the comments for analyses. The system shall be capable of capturing, storing, aggregating, and reporting survey results.

4.7 Training and Help Desk Support

The contractor shall develop and maintain an online resource to provide initial and ongoing training to PBS administrative and management staff, PMs and FSPs on the use of the SRMS and services offered by the NCC. Additionally, the contractor shall provide telephone help desk support to authorized users of the SRMS to resolve any operational issues with accessing and using the SRMS.

5.0 PERIOD OF PERFORMANCE

The period of performance of this task order shall cover a Base Period of one (1) year, followed by four (4) consecutive Option Periods of one (1) year each. The Government may exercise the options by written notice to the Contractor within thirty (30) days prior to contract expiration

6.0 WORK TO BE PERFORMED

The work to be performed by Customer Service Representatives (CSR) in responding to inbound calls to the NCC includes:

6.1 Service Requests

The contractor staff shall receive service requests, enter service request information into the SRMS, and dispatch the requests in accordance with business rules and performance standards established by the Government. The contractor staff shall provide the status of service requests to service requestors, PMs and FSPs upon request. The service request work types to be handled by the NCC include: building operations maintenance and repair services, custodial services, elevator and other facilities related requests. Each category is further classified into subcategories. Each service request is automatically prioritized as emergency, urgent or routine by the SRMS based on the business rules supplied by the Government for each building. The categories and subcategories of service requests are provided in Appendix A, as well as sample priorities are provided in Appendix B.

6.2 Requests to Update Service Request Status

Upon completion of the work requested, FSPs normally update the status of the service requests through the use of their mobile devices and SRMS. However, depending of the contractual arrangement between the FSPs and GSA, the FSPs may provide their updates via phone or fax and request the NCC staff to update the status of the service requests on their behalf.

6.3 Requests to Update Profiles and Business Rules

PMs and FSPs are responsible for providing new and updated information to their business rules and profiles, e.g., contact information, business rules, building profile, PM profile including decision tree for business hours and non-business hours support and vacation coverage.

Although they can make their own updates using the SRMS, they may elect to provide their updates via phone, email or fax to the NCC and request the NCC staff to make the requested updates on their behalf.

6.4 Requests for Other Information

The NCC may receive calls requesting information about locations not serviced by the PBS NCC or on other GSA programs or services. The NCC shall have the capability to and shall forward calls to the correct number, including but not limited to the following numbers:

If Call is in regards to:	Inform Caller to Call or to email:
- Federal Info or Directory Assistance for questions regarding GSA and other Federal Agencies	- 1-800-333-4636 or
- GSA IT Service Desk	- 1-866-450-5250 or - ITServiceDesk@gsa.gov
- Building Info/Directory	- The PM assigned to the building per business rules

6.5 Service Request Life Cycle

The life cycle of a service request consist of the following:

6.5.1 Service Request

The process of submitting a facility related service request. The service request can be initiated by a Tenant or an authorized user on behalf of a Tenant, a PM, or a FSP.

6.5.2 Service Request Creation

The process of creating the service request to be performed by FSPs. The service request can be created by a CSR using the SRMS. A PM or a FSP may also create new service requests using the SRMS, the Web Portal or their mobile devices, or by contacting the NCC and ask the CSR's to generate the service requests. Tenants may create a service request using the web-portal.

6.5.3 Service Request Approval

The process of approving the service request before the work can be performed. Most requests will not require approval. However, some service requests may require approval by the PM or designee prior to any work being performed. The SRMS will allow specific business rules to be implemented that will automatically send service requests requiring approval to respective PMs. Approval by the PM will be required before the work can be performed by the FSP. The types of services requiring such approval and approval criteria will be defined by the PM and identified in the business rules contained in the SRMS. Approved service requests require immediate action by the FSP, and work associated with disapproved requests can be completed during normal business hours (i.e. routine after hours request where the FSP is not 24/7 and additional cost would be incurred by the Government if the FSP had to report to the facility to work on the service request).

6.5.4 Service Request Dispatch

The process of routing work to be performed to the appropriate FSPs. Only CSRs and PMs, or their authorized designees, are authorized to dispatch service requests. Service requests that do not require approval will be automatically forwarded by the SRMS to the respective FSP. Routine service requests should be dispatched to meet NCC performance metrics but may be performed as soon as practicable for completion during the normal business hours. Escalation procedures shall be applied if the service request is not acknowledged by the FSP within the timeframe established by the PM in the business rules. FSPs will receive service requests directly from the SRMS to their mobile devices, by logging into the SRMS, or by phone, fax or email from the CSR's or PMs. Upon receipt of the service requests, the FSP will acknowledge receipt ((via wireless device or other method), the SRMS (automatically) or CSR (manually) will update the SRMS system and send out the appropriate updates to tenants and PMs if requested in business rules) and respond to the service request and provide the service, correct the deficiency or make the necessary repairs, as per their contract with GSA. The status will be updated at prescribed intervals throughout the term of the service request (i.e. part needed, part ordered, part shipped, part received, repair begun, repair completed, request completed). The FSPs will also be able to create new service requests as needed while on-site using their mobile devices or by calling the NCC or PM.

6.5.5 Service Request Completion

The process of completing the required service by the FSP and updating the SRMS. FSPs provide service and complete the service request either through their mobile devices, SRMS, or by contacting the NCC by phone, fax or email and ask the CSR's to update the SRMS. Completed service requests may be inspected by GSA Building Management personnel. The PM will provide the criteria when the SRMS is to route a service request for inspection and whom it is to be assigned.

6.5.6 Service Request Closure, Tenant Notification, Feedback and Inspection

The process by which a completed service request is closed by an authorized user through the SRMS. Service request closure can be performed by the CSR, the PM, or FSP as indicated by business rules. The SRMS will automatically change the status of completed service requests to "Closed" after a specified time period as defined by business rules (normally five (5) business days after the request was completed) or by PMs or FSPs (if authorized) via the SRMS. The requestor may also be asked to provide feedback on the entire service request process (NCC or FSP) which may be in the form of a phone survey, web form and/or mail-in questionnaire. Any requestor must be able to opt out of any additional survey or requests for feedback.

6.5.7 Service Request Tracking

The process of checking on the status of the Service Request. This process starts after a service request has been created. As soon as service request is created, Tenants can check on the status of their service requests via web-portal, phone or fax. CSRs, PMs, and FSPs can check on the status of service requests by accessing the SRMS, mobile device and the web-portal. Access to service requests will be based on user privileges, tenants can only track service requests created for them, PMs can track only service requests related to their building or buildings, and FSPs can only track their associated service requests (e.g. for buildings they are contracted to provide service and they may also be limited by work type as well to avoid any conflict of interest as

established in the business rules by the PM). Additional user privileges and levels will be determined for field offices, services centers, Regional Offices and Central Office.

6.5.8 Service Request Re-Open

A completed service request may be re-opened by CSR’s, FSPs and PMs if the issue recurs shortly after completing if it has not been resolved. If the system does not allow the original service request to be re-opened, a new service request is created and the new service request should reference the original service request number. PMs are to define whether or not they are to be notified and whether or not these service requests:

- are to be classified to a higher priority,
- have 100% tenant follow up, and/or
- are always inspected.

The table below identifies the roles of the participants involved in the NCC task for each of the service request life cycle phases and the access methods involved.

	Tenant	Customer Service Representative	Property Manager Designee and PBS Management	Facility Service Provider
Submit Service Request	<ul style="list-style-type: none"> ▪ Phone ▪ Pre-formatted email ▪ Web Portal ▪ Fax 		<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Fax 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Fax
Service request Creation	<ul style="list-style-type: none"> ▪ Web Portal 	<ul style="list-style-type: none"> ▪ SRMS 	<ul style="list-style-type: none"> ▪ SRMS ▪ Wireless Device 	<ul style="list-style-type: none"> ▪ SRMS ▪ Wireless Device
Service request Dispatch		<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Fax 	<ul style="list-style-type: none"> ▪ Phone 	
Service request Approval, if used			<ul style="list-style-type: none"> ▪ SRMS ▪ Wireless Device ▪ Phone 	
Service request Completion		<ul style="list-style-type: none"> ▪ SRMS (on behalf authorized user) 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Wireless Device ▪ Fax 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Wireless Device ▪ Fax
Service request Closure		<ul style="list-style-type: none"> ▪ SRMS 	<ul style="list-style-type: none"> ▪ SRMS 	<ul style="list-style-type: none"> ▪ SRMS (if authorized)
Service request Tracking	<ul style="list-style-type: none"> ▪ Web Portal ▪ Phone ▪ Fax 	<ul style="list-style-type: none"> ▪ SRMS 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Wireless Device ▪ Email ▪ Fax 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Wireless Device ▪ Email ▪ Fax

6.6 Sample Process Flow

PBS tenants may submit service request information to the PBS NCC via phone, the web portal or preformatted fax. Tenant submitted information will be entered into the SRMS by CSRs. In addition to using the channels above, PMs (or their designee) and FSPs may create a service request in the SRMS either by logging in or through the use of a wireless device. The PBS NCC will also support the receipt and automated processing of system generated, pre-formatted email from other contact centers operated by PBS' tenants. Regardless of the channel by which the service request is created, all service requests will be automatically dispatched based on business rules created by the government and maintained in conjunction with the Contractor.

When a service request has been created it will be assigned a unique tracking number and dispatched via the SRMS per the defined business rules. Dispatched service requests will be viewable in the work queue for the SRMS users defined in the business rules, either by logging into the SRMS or via a wireless device (The term "wireless device" as used throughout this task order SOW, refers to wireless devices such as cell phone, BlackBerry, Nextel, PDA or two-way pager.) The PM, and/or his designee, will have sufficient privileges to see the SRMS work queue associated with the building or buildings for which he is responsible. In addition to creating a service request in the SRMS the system shall notify the responsible party, as defined by the business rules, via the designated channel (wireless device, facsimile or email). The notification will have all the information associated with the service request to allow work to be completed without accessing the SRMS. For a limited number of call types designated as facility related emergencies the CSR will be required notify the designated contact by out-going phone call. In such cases, when the original contact is not immediately reachable the service request will automatically escalate to the next contact/level of supervision for notification via telephone until a contact is reached. Business rules may also designate a contact or contacts (i.e. PMs and PBS administrative personnel) to receive notification that the service request has been created and dispatched. In addition to being able to view the service request in their SRMS queue, these contacts should receive a notification via the appropriate channel as indicated by the business rules.

Once a service request has been dispatched, the appropriate PM or FSP should be able to check or update the status of a service request by accessing the SRMS via the internet or mobile device. In addition to accessing the SRMS, the PMs or FSP should be able to check or update the status of the service request by contacting the PBS NCC via phone or fax. In the event a service request is not acknowledged or completed within the time-frame designated in the business rules the service request will be escalated to an alternate contact and/or the next tier of supervision. Escalation procedures during business hours and after business hours shall be defined in the profiles and/or business rules and shall be applied if the initial point of contact has not acknowledged receipt of the service request. The methods and process for each level of escalation will be similar to the original.

The PBS NCC will also respond to requests for information or updates from tenants regarding the status of service requests submitted. The PBS NCC web-portal will allow tenants to check the status of their submitted service requests, both recent and historical. Tenants may contact the PBS NCC via phone or fax to request the status of a given service request or to provide additional information. In cases where additional information is provided, the CSR will update the service request and the designated contact will receive notification that additional information has been provided via the same channel as the original service request.

PMs (or their designees) will have the authority to update business rules and contact information for their building or buildings. FSPs will have the authority to update contact information for their building or buildings. Business rules and contact information may be updated to reflect short term changes, such as vacation or illness, or longer-term changes, such as new FSPs or new business processes. The Contractor may choose to propose a method for this to be done by accessing the SRMS. However, the Contractor must support allowing updated information to be provided by contacting the PBS NCC via phone or fax.

The sample workflow processes described below are only provided as a frame of reference based on how the Government anticipates the new system will function. The actual workflow may differ depending on the contractor's solution. The Contractor shall develop the optimum workflow processes to meet project requirements, using industry best practices as applicable. The Contractor is expected to manage the workflow processes and make adjustments from time to time to ensure performance objectives are met. The Contractor shall obtain approval from the Government prior to implementing any changes on the workflow processes. The Government reserves the right to change the workflow requirements at any time after task order issuance to accommodate changes in program requirements on an as-needed basis.

6.6.1 Service Request by Telephone

The Tenant calls the NCC via the toll free number provided.

The NCC automated voice response system will play a greeting and an announcement to inform the caller to hang up and dial 911 if the call is related to medical emergencies. The IVR system will prompt the caller for location information and route the caller to a live CSR for assistance.

The CSR collects and enters the required information into the SRMS. The CSR prompts the SRMS to dispatch a service request via the SRMS and notify the contact(s) via the appropriate format (e.g. wireless device, email, fax, etc).

The priority for each type of call is provided by building in the business rules supplied by the Government. If the call is facility-related and designated as an emergency the CSR notifies the contact via telephone. If the first contact is not available, the service request automatically escalates to each subsequent contact until the CSR provides notification to a live person via phone.

If the service request requires pre-approval by the PM, the CSR prompts the SRMS to dispatch the service request to the designated PM for approval and direction (approved and dispatch or disapproved and schedule for the next business day for resolution). The PM can access the SRMS via the internet or wireless device to approve the service request, or contact the PBS NCC via phone or fax to have a CSR update the service request to reflect the approval. Once a service request is approved the SRMS shall automatically route the request to FSP responsible for performing the work, and provide notification as indicated by the business rules along with approval information (e.g. approval to proceed received from (PM name, date and time).

The CSR records call disposition and terminates call.

In situations where a whole facility is affected by a disaster the PM notifies the NCC and has the option to provide an estimated duration for the outage otherwise an standard script as pre-defined by GSA with the NCC may be used. If a service request has already been created for that location/building, the contact center shall ensure that no new service requests for the same problem are created. The CSR will notify additional callers the outage is being addressed and provide a duration if known. The SRMS escalates the service request to emergency priority status and cancels duplicate service requests. The NCC contractor shall be responsible to have an appropriate announcement advising callers that GSA is aware of the situation so that the NCC is not inundated with calls on existing and in progress outages. This announcement is deleted after the issue is resolved

If the call relates to a medical, fire or life-safety emergency the CSR follows the procedures outlined in appendix B of this task order.

6.6.2 Service Request by Fax

The Tenant sends the service request via a preformatted facsimile to the toll-free number provided.

The CSR collects and enters the required information into the SRMS. The CSR prompts the SRMS to dispatch a service request via the SRMS and notify the contact(s) via the appropriate format (e.g. wireless device, email, fax, etc).

6.6.3 Service Request by Web Portal

The Tenant enters the web portal provided by the NCC contractor and logs in to the service request portal. First time users will be required to register prior to submitting a service request.

The Tenant submits a service request using the web form provided on the web portal. If all the required information is not provided by the Tenant, a reminder message will be presented to prompt the tenant to enter the missing information. Required fields will be identified. If the missing information is not entered within a specified number of attempts, the tenant will be instructed to contact the PBS NCC via the toll-free number.

The Web Portal automatically relays the service request information to the SRMS.

The SRMS dispatches the service request and notifies the contact(s) via the appropriate format (e.g. wireless device, email, fax, etc)

6.6.4 Service Request by Pre-formatted e-mail

The contractor shall provide a method to receive and automatically process pre-formatted email in support of pilot program run in conjunction with the Internal Revenue Service (IRS) Employee Resource Center. The process works as follows:

- a) An IRS employee in GSA owned space will contact the IRS ERC directly and provide the required information to complete a service request;
- b) The IRS ERC CSR will create a ticket in the IRS ERC contact center system (Peregrine) and validate the appropriate fields have been completed;

- c) The IRS ERC contact center system will automatically generate an email in a predetermined format and send it to the PBS NCC designated email address (see appendix F);
- d) The PBS NCC contractor will receive the email and use the information to create and dispatch a service request per the supplied business rules, without human intervention; and,
- e) As the status of the service request is updated the SRMS will send the standard automated updates to the IRS ERC operator via email at the email address supplied in the original ticket and email notification will also be sent to additional contacts on the request if they are supplied.

The Government reserves the right to expand this pilot program in the future. Currently the program is handling approximately 100 service requests a month in 3 service locations. There is not sufficient historical data to provide accurate forecasts of future call volumes

7.0 START-UP AND IMPLEMENTATION

7.1 Start-Up Period

The NCC contractor shall perform all necessary preparatory work to support the requirements of this task, including the design and implementation of a fully functional multi-channel contact center and SRMS within ninety (90) days of the issuance of Notice-To-Proceed. During this period, the contractor shall work with the government to develop a sound project implementation plan and to perform all preparatory work to establish the new contact center, including but not limited to:

- a) Preparing the SRMS and loading the building (or asset) profile information, business rules, and procedural information into the system to support Phase I implementation, performing tests and certifying the accuracy of contact information and functionality of business rules in the SRMS;
- b) Developing the underlying scripting, technologies and processes that will support the various contact channels supported by the NCC, and how the customer will interact with each channel;
- c) Developing any and all customer communications, including but not limited to: scripting, service request status and updates, service request follow-up, and customer satisfaction surveys;
- d) Developing processes, tools, and methodologies to assure PBS business rules and contact information are correct and up-to-date;
- e) Developing processes, tools, and methodologies to assure performance and quality metrics are both measured and met;
- f) Developing processes, tools, and methodologies to assure contact center technology is monitored and maintained to assure required up-time and performance; and,
- g) Developing training materials.

7.2 Implementation

Phase I implementation will begin upon successful completion of the Start-up phase, and include the GSA headquarters building in Washington, DC as well as the headquarters building, or similar building or buildings, for each of its 11 operating regions. Phase I implementation will include a minimum of 11 buildings, but may include additional buildings as the government deems necessary. For the purposes of this solicitation, a building is defined as a Government-controlled space built or established to serve a particular purpose. The facility is inclusive of a building, or buildings, with a common property management structure and the associated support infrastructure (e.g., parking, utilities, etc.). This includes, but is not limited to government campuses, complexes, and other multi-building sites.

Regional headquarters are located in Boston, New York, Philadelphia, Washington - DC, Atlanta, Chicago, Kansas City, Fort Worth, Denver, San Francisco, and Auburn - WA. Upon the successful implementation of Phase I activities, the Government will initiate a phased national roll-out of the remaining buildings. The subsequent phases will begin immediately following successful implementation of Phase I. The Government intends to work in cooperation with the Contractor to develop a final roll-out schedule that minimizes the risk of impact to daily operations. The contractor shall work with the Government to finalize the submitted implementation strategy and develop the implementation plan. At a minimum, considerations should include:

- a) Execute implementation without any disruption of current operations;
- b) Leverage the contractor's expertise to assure efficient operations and a satisfying customer experience;
- c) Mitigation of risk to the Government;
- d) All contact center technology is appropriately defined, developed, tested and implemented;
- e) All required data is collected, validated, and accurately entered with minimal manual intervention;
- f) The development of training materials, methods of delivery, and schedules for Government and FSP personnel;
- g) Maximization of tenant service requests online;
- h) Migration of existing contact center operations; and,
- i) Optimal pace of expansion to ensure cost effectiveness, continuity of operations and quality control.

Based on the Contractor's ability and expert advice on transitioning the work volume, the government reserves the right to coordinate with the contractor to achieve an implementation schedule that minimizes disruption of the existing services and seamlessly transitions the customer base and work volumes to the new center as quickly as possible.

7.2.1 Data Collection

Service requests will be dispatched based on business rules unique to each building. Each building, or in some cases groups of buildings and campuses, have a combination of Government PMs, contracted PMs, and FSPs. FSPs are contracted by GSA to provide facility related services to the building tenants (mechanical maintenance, elevator/escalator maintenance, custodial, landscaping, snow removal, etc). FSPs can either be located on-site or dispatched from a central location.

For each building added to the NCC service list, the Government will supply the contractor with an electronic fact sheet about each building (or asset) to be supported. The asset fact sheet will include information about the asset, including name, location, general contact information, and limited information on size and the number of tenants where possible. The Government will also supply business rules and procedural information unique to that building for routing service requests. These business rules will vary by type of service request, time and time of day (normal operating hours/after hours), but will include:

- a) the appropriate contact(s);
- b) system access and privileges for SRMS users
- c) the means of contact (email, blackberry, fax, etc);
- d) the priority of the service request (emergency, routine, and urgent);
- e) approval point(s) of contact;
- f) escalation point(s) of contact;
- g) timeframe for executing escalations; and
- h) method for notifying the escalation contact(s).

The contractor shall supply the format and delivery method to which the asset profile, business rules and procedural information will be provided by the Government to facilitate loading of the data into the SRMS to support NCC operations. The contractor shall load the information into the SRMS, perform audit tests to ensure the data is loaded correctly, and coordinate and perform tests to certify the accuracy of contact information and that business rules are functioning properly before initiating service to the building. The Government will supply contact information for buildings in which service requests will not be handled by the NCC. In these cases the contractor shall be responsible for providing the contact information to the caller and/or generating an email notification to the designated contact.

8.0 NCC Work Volume

The Government estimates a work volume of approximately 500,000 contacts annually. However, because detailed and verifiable work volume data is not available the NCC Contractor shall provide a flexible solution that will accommodate growth or reduction without undue restrictions.

8.1 Call Volume by Region

The following call volume estimates are provided by GSA's 11 regions for the Fiscal Year 2006:

Region	Call Volume FY06
R1	56,171
R2	37,019
R3	54,300
R4	83,678
R5	24,480
R6	14,400
R7	52,000
R8	14,000
R9	27,723
R10	28,332
R11	67,715
Total	459,818

8.2 Other Factors Effecting Call Volume

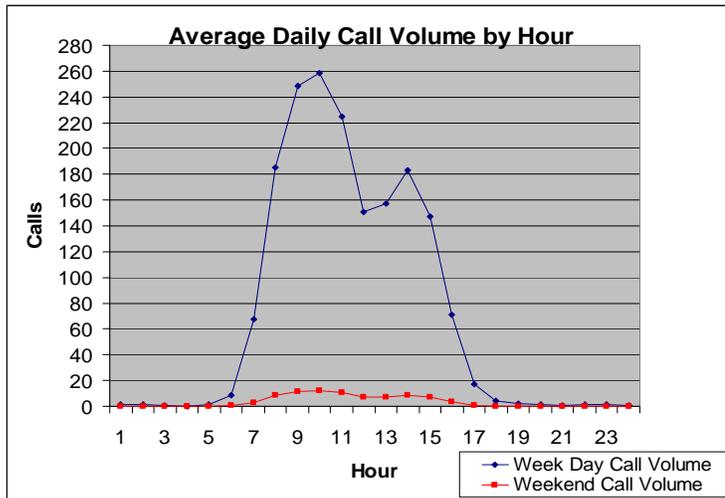
The Government will notify the NCC contractor of any known, or anticipated, impact to work volumes. The Government anticipates that the following events may have an impact on work volumes:

8.2.1 Natural Events

PBS Building Management historically handles a large volume of requests related to natural events, e.g. hurricanes, severe storms. The extent of the impact on the NCC work volumes will vary with the nature and scope of the events.

8.2.2 Call Volume by hour

The number of service requests received during non-core operating hours will be limited. PBS has obtained detailed call volume estimates for non-core operating hours from three regions. This type of data is not available on a national level, but it nonetheless gives an approximation that can be inferred nationally. The following depicts the call volume per hour for a given day:



8.3 Day of the Week

PBS has obtained detailed call volume estimates for call volume data by day of the week from three regions. This type of data is not available on a national level, but it nonetheless gives an approximation that can be inferred nationally. Call volume on weekends can be anticipated to be minimal. The following depicts the percentage of call volume received by day of the week:

Day	% of Weekly Calls
Monday	18.66%
Tuesday	22.03%
Wednesday	21.86%
Thursday	18.79%
Friday	16.82%
Saturday	1.12%
Sunday	0.72%

8.4 Federal holidays

Call volume on Federal holidays can be anticipated to be minimal, roughly equivalent to a Sunday's call volume. The Federal Government has 10 days designated as holidays as depicted below:

Federal holidays
New Year's Day
Birthday of Martin Luther King, Jr.
Washington's Birthday
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

8.5 Approximated Service Request Handling Time

PBS anticipates the following service request handling time. Handling time defined as the time a tenant, PM or FSP with a routine service request makes contact with a CSR until request is entered into the SRMS and service request is dispatched.

Communication Channel Inward	Number of Minutes Handle Time
Phone	3
Fax	2
Formatted Email	Unattended Service
Web Portal	Unattended Service

9.0 Staff to be Provided

The Contractor shall provide qualified personnel in sufficient quantities to perform the NCC task, including CSR's, project management and support staff, as described in Section C.4 of the indefinite-delivery, indefinite-quantity contract. The Contractor shall ensure that the all staff possesses the appropriate training, qualifications and skills required to perform the task. The Contractor shall perform background checks on all prospective employees in accordance with applicable GSA personnel security requirements prior to providing them for service under the contract.

9.1 Key Personnel

Project Manager, Site Manager, and Information Systems Security Manager (ISSM) are designated as Key Personnel for the purposes of supporting this task. Key Personnel shall be responsible for performing the respective functions identified in Sections C.4.1.2, C.4.1.3, and C.4.1.4 of the indefinite-delivery, indefinite-quantity contract. All proposed substitutes shall meet or exceed the qualifications of the person to be replaced and approved by the Government prior to their placement

9.2 Special Hiring Requirements

The Government is committed to using the services provided by individuals who are blind or severely handicapped through organizations affiliated with the Committee for Purchase From People Who Are Blind or Severely Disabled (National Industries for the Blind [NIB] and National Industries for the Severely Handicapped [NISH]) to fulfill part of the staffing requirements for this task order. Contractor provided personnel shall consist of a minimum of ten (10) percent of individuals employed through organizations affiliated with NIB and/or NISH. The Contractor is responsible for working with NIB and/or NISH affiliated agencies to recruit, hire, and train these individuals to ensure that performance objectives are not compromised. The Contractor is responsible for compensating NIB/NISH affiliated organizations for any work performed to recruit, hire, train, and retain these individuals for the performance of each task.

10.0 FACILITIES TO BE PROVIDED

The NCC contractor shall provide two or more facilities, as required to support the requirements identified in this Task Order. All facilities provided shall conform to the requirements set forth in Section C.5 of the indefinite-delivery, indefinite-quantity contract. In addition, facilities used in support of this task order must be located within the contiguous United States.

10.1 Power Supply

To insure continuity of operations, the contractor shall provide emergency electrical power generation capability and an uninterruptible power supply (UPS) at all locations as noted in Section C.6.15 of the indefinite-delivery, indefinite-quantity contract. In addition to the requirements set forth in the indefinite-delivery, indefinite-quantity contract, the backup generator will be capable of sustaining full contact center operation for a minimum of ~~twenty-four~~ four (24) hours without the need for refueling. The transition from normal to generator backup power and back to normal power again once restored will occur without loss of power to the UPS systems critical loads thereby allowing the NCC to continue to operate without the disconnection of calls in progress, loss of data, or customer calls queued for service.

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11.0 TECHNOLOGY INFRASTRUCTURE TO BE PROVIDED

The NCC contractor shall provide and maintain all technology infrastructure to support the requirements identified in this task order as described in Section C.6 of the indefinite-delivery, indefinite-quantity contract. This includes inquiry processing technology and services, email routing and management system, knowledge management system, contact management system, work force management system, customer survey automation, compliment and complaint management system, service monitoring and quality control systems, training equipment, and power supplies. The contractor provided solution for all contact channels must be Section 508 compliant.

11.1 Service Request Management System (SRMS)

The contractor shall provide and maintains a fully web-enabled SRMS which enables the creation, tracking, dispatching, escalation, approval, update, completion, and closing of all facility related service requests by contractor personnel, PBS property management staff, and FSPs. The SRMS shall be a commercial-off-the-shelf (COTS) product that meets the Government's requirements. The SRMS shall be used to house all service request data, expedite the collection, tracking, dispatching, reporting and analysis of all service requests received. The SRMS shall allow tenants to submit service requests via a secure web portal, which will be dispatched without human intervention. The dispatched service requests must contained all of the required information to enable the FSPs to perform the work as requested. The system shall also provide tenants the ability to check the status of all submitted requests and to opt-in to receiving automatic notification of status changes via email. The SRMS must meet the following minimum requirements:

11.1.1 System Scalability, Reliability & Availability

The SRMS shall be capable of support a minimum of 500,000 tenants, 3,500 PBS personnel and 4,000 FSPs, and scalable to support additional users should the program expand. The NCC contractor shall assure SRMS availability on a 24x7 basis, and that the system software, hardware, and infrastructure is robust enough to handle the number of users and projected volume of customer requests.

11.1.2 Database Structure and Elements

The contractor shall create and maintain a Data Dictionary and any changes to the data structure must be approved by the Government. Appendix E of this document includes a list of suggested data elements for service requests, business rules, and profiles.

11.1.3 Service Request Types

The SRMS shall have the capability to support each type of service requests for all communication channels. Service requests will be broken down into work types. These work-types are then further classified into subcategories. The categories and subcategories of service requests are also provided as well as data elements that enable the creation, dispatch, tracking, completion, and closeout of service requests. Each service request may be prioritized as Emergency, Urgent, and Routine based on the nature of the service request.

11.1.4 Business Rules

The SRMS shall provide the capability to route a service request to the appropriate member of the property management or FSP's staff for resolution based on business rules provided by the Government. These business rules will vary by building type of call, time and time of day (normal operating hours/after hours), but will include:

- a) the appropriate contact(s);
- b) system access and privileges for SRMS users;
- c) the means of contact (email, blackberry, fax, etc);
- d) the priority of the service request (emergency, routine, and urgent);
- e) approval point(s) of contact;
- f) escalation point(s) of contact;
- g) timeframe for escalation; and
- h) the method for notifying the escalation contact(s).

11.1.5 Automated Escalation

The SRMS shall provide the capability for automated escalations. An escalation will occur when a service request has not been acknowledged within a predetermined amount of time, no action has been taken within a pre-determined amount of time, or a request has not been completed within a predetermined period of time. The pre-determined period of time may vary from one service request type to another and from building to building. The system shall allow:

- a) Automatic escalation of open service requests (alternate contact or next tier supervision, definable by building) not acknowledged by designated facilities service provider. The time delay to escalate, number escalations, number of contacts notified at each escalation event must be customizable per building.
- b) Automatic escalation of certain types of service requests designated by PBS, either due the nature of the failure or the time of day at which it occurs, and must be customizable by building

11.1.6 Automated Updates

The SRMS shall provide automated updates via email or wireless device to PMs and FSP when their service request undergoes a change in status. The system shall allow tenants to opt-in to receive automated updates via email when their service request undergoes a change in status.

11.1.7 Data Import

The contractor shall supply the format and delivery method to which the asset profile, business rules and procedural information will be provided by the Government to facilitate loading of the data into the SRMS to support NCC operations. The contractor shall load the information into the SRMS, perform audit tests to ensure the data is loaded correctly, and coordinate and perform tests to certify the accuracy of contact information and that business rules are functioning

properly before initiating service to the building. The Government will supply contact information for buildings in which service requests will not be handled by the NCC. In these cases the contractor shall be responsible for providing the contact information to the caller and/or generating an email notification to the designated contact.

11.1.8 System Maintenance

The contractor shall provide administration and maintenance support for the SRMS, including but not limited to user accounts, roles and responsibilities, passwords, business rules, workflows, and escalation procedures. In addition to providing telephone support for these transactions, the NCC contractor may propose a means for automation within the SRMS as well as providing email and fax support.

11.1.9 System Access

In addition to allowing access to the SRMS by contractor personnel, the contractor shall provide secure web-based access to the SRMS to PBS PMs, FSPs, and PBS administrative personnel.

11.1.10 Access Control

The SRMS shall allow all contractor personnel, building managers, FSPs, and GSA PBS administrative personnel to access the system as registered users with usernames and passwords. Access to the SRMS shall be limited by both the user role and the building or buildings to which they are assigned by the Government.

11.1.11 Role Types

At a minimum, the SRMS shall be designed to support the following:

- a) Provide sufficient access to contractor personnel to create, modify, view, update, and dispatch service requests as necessary to execute their assigned tasks. In addition, contractor personnel shall have the ability to update all contact information, escalation rules, and process flows associated with dispatching service requests,
- b) Provide PBS property management and building staff sufficient access to create, modify, view, update, and dispatch service requests as well as run system generated reports for building or buildings to which they are assigned as determined by the Government. In addition, property management and building staff shall have the ability to update building, staff, and FSP profiles as well as workflows for their building or buildings,
- c) Provide PBS management sufficient access to view service requests as well as run system generated reports for buildings, groups of buildings, and nationally as determined by the Government,
- d) Provide FSPs shall have the ability to receive and update service requests as well as view outstanding service requests for their buildings or buildings. FSPs shall be able run reports relevant to service requests performed only by their firm. In addition, PBS property management and building staff shall be able to delegate the maintenance of building, staff, and FSP profiles as well as workflows, and escalation rules for their building or buildings to FSPs.

11.1.12 Property Managers

- a) The system shall assure PMs are registered users with usernames and passwords,
- b) The system shall assure PMs only have access to FSP's profiles for the buildings they manage,
- c) The system shall assure PMs only have access to service request business and escalation rules for the buildings they manage,
- d) In addition to allowing business rules and contact information to be updated via phone or fax, the NCC contractor may also provide the capability for Building managers to update information on-line,

11.1.13 Facility Service Providers

- a) The system shall assure FSPs only have access to service requests for their building or buildings and shall not have access to other FSP's information,
- b) The system shall assure FSP's information may be queried by building, contract, city, region and nationally,
- c) The system shall assure FSPs are able to update the system with daily/weekly/monthly updates to the system on their contact information, for example updating the system on which technician is on call or on leave,
- d) The system shall assure FSPs are not able to update or modify service request flows and escalation rules without specific delegation from PBS

11.1.14 Contractor Personnel

- a) Contractor personnel will have the ability to create, dispatch, modify, update, and escalate service requests,
- b) Contractor personnel will have the ability to update nationwide building profiles, FSP's profiles, service request process, and escalation rules based on PBS instruction

11.1.15 "Home" Screens

After a successfully logging-in, the system shall display a unique welcome or "home" screen. The user will be granted access to varying levels of information and reports.

11.1.16 Automated Population and Delivery Data

- a) Based on the zip code, the system shall allow only the buildings in that zip code to be displayed in the building drop down box,
- b) Based on the city, the system shall allow only the buildings in that city to be displayed in the building drop down box,
- c) Based on the hierarchy of service request types, the system shall display only relevant subcategories,
- d) Service requests updated automatically and notification sent to appropriate contact as dictated by the contact list/business rules,

- e) The system shall send automatic email notification to PM when a service request needs approval

11.1.17 Interface with Government Systems

GSA/PBS's Regions operate several CMMS systems, as noted in the table below. The offeror shall provide a solution to allow the two way exchange of data between the Government-owned CMMS systems and the SRMS. The Contractor solution shall at a minimum address the following functionality:

- a) The ability of the interface to automatically transfer service request data in real time from the SRMS to the CMMS systems,
- b) The ability of the interface to automatically transfer service request data in real time from the CMMS systems to the SRMS as the ticket is updated.

Region 3	▪ Maximo Advantage 4.0
Region 4	▪ Maximo v6.2 (state-wide O&M contract) ▪ Cleantelligent v3 (multi-building NISH Cleaning contract)
Region 7	▪ DataStream 7i
Region 8	▪ TMA 8.0.2.6
Region 9	▪ MaxWeb (custom developed Maximo based system)
Region 10	▪ Maximo 5.2
Region 11	▪ Maximo 5.2

11.1.18 User Requested and Generated Reports

The SRMS shall provide the Government with an electronic reporting technology suitable to request, create, view, and/or extract data elements based on the user profile and role information described previously. This technology shall allow authorized users to select and run standard and ad hoc reports in their chosen file format (e.g., Excel, Access, PDF), when to create it (immediate or every month/week/quarter) and the method of delivery (e.g., email).

11.1.19 Report Formatting and Functionality

- a) Be presentable in tabular and/or graphical views and must be exportable to standard file formats, e.g. CSV, txt, xls.
- b) Provide standard, non-user defined reports categorized as Executive, Management, and Service Request status.
- c) Be customizable for PBS and FSP personnel. Standard, Ad-hoc and monthly reports must be available via the web.
- d) Be configurable to email Monthly or Weekly reports to designated personnel.
- e) Display all work done (sort, arrange, analyze, select, or list) by service request, technician, asset, building, floor, room, type of equipment or asset.

Additionally, GSA will have complete access to the database. The reporting tool must have ad hoc reporting capability as well as canned reports and show data and trending information in 2 broad areas: Service Request Information and Customer Service Request for Information. Reporting should be available by building, and roll-up to service center or field office, region, and nation-wide.

Service request analysis information may include, but are not necessarily limited to:

- a) Service requests by status (open, closed, etc)
- b) Service requests by type and sub-type
- c) Service request resolution tracking
- d) Service request volume by building, FSP, or type
- e) Service request analysis including duration to close, escalation data
- f) Service requests by channel (to include tickets entered by blackberry or directly into the SRMS by PM or FSP)
- g) Service requests by location (Region, state, city, and building) with date range
- h) Service Requests by FSP

Information for analysis by customer or agency, may include, but is not necessarily limited to:

- a) Service requests by tenant/agency
- b) Service request type and sub-type by tenant/agency
- c) Service request handling statistics by tenant agency
- d) Service request analysis including channel, duration to close, and escalation data by tenant agency

11.2 Web Portal

The contractor shall provide a tenant facing web portal to allow PBS Tenants to submit service requests via the internet. The web-portal should meet the following minimum requirements:

- a) Allow tenants to establish unique user IDs and passwords to establish an account; Provide a method whereby the account can be validated as a valid user of the system;
- b) Require the tenant to login using their username and password prior to creating a service request;
- c) Auto-populate user information fields from information entered either during the account creation process or previous submissions;
- d) Provide an automated process to allow users to change and reset passwords;
- e) Purge accounts after 12 months of non-use (no new service orders or successful login attempts);

- f) Provide both the ability to create a new service request as well as the ability to view the status of existing and previously completed service requests regardless of the channel used to create the request;
- g) The system shall provide the tenant the option of receiving an automatic email notification which includes a summary of the service request as well as the service order number used to track the status of their request or not receiving any updates;
- h) The application should ensure that all required fields are completed before accepting the tenant's request; and,
- i) Allow service requests to be dispatched without human intervention.

12.0 INFORMATION SYSTEMS SECURITY

All IT infrastructure used in support for the NCC (including databases, telecommunications, networks, computing devices, peripherals, etc.) are IT systems being run on behalf of the Federal government and as such the Contractor shall comply with Federal information systems security requirements as described in Section C.3.5.0 of the indefinite-delivery, indefinite-quantity contract and Appendix C of this task, including certification and accreditation (C&A), security plan, test and evaluation and assessment reports or the contractor shall describe how current commercial practices meet or exceed these minimum standards. Guidelines for complying with Federal information systems security requirements, including C&A can be obtained by visiting the Computer Security Resource Center website (csrc.nist.gov) maintained by the National Institute of Standards and Technology. Information pertaining to information systems security requirements specific to GSA is contained in documents referenced in appendix C. The contractor-provided information systems supporting the NCC task must be certified and accredited by the Government's Authorizing Official (AO) prior to initiating operations. The Contractor is responsible for preparing all certification and accreditation documents, coordinating the submission of such documents with the AO, and correcting any deficiencies identified in the C&A process until full accreditation from the AO is obtained.

Detailed information of the C&A guidelines including server hardening guidelines are available from the Contracting Officer upon request after signing a non-disclosure statement. The contractor shall be required to develop SDLC documentation to support the smooth operations of the system. This documentation will be used to support the C&A process. See Appendix C for the full requirements of the Certification and Accreditation (C&A) Planning Document.

12.1 System Categorization

The contractor shall implement all security controls on this system/application IAW NIST SP 800-53 R2 for a low impact system (specific settings/requirements are further defined in CIO IT Security 06-30 (Managing Enterprise Risk) Appendix E and GSA IT Security Policy 2100.1. The contractor shall document these security controls in a security plan IAW NIST SP 800-18 R2. All systems/applications shall be securely configured IAW GSA IT Security Policy 2100.1 and associated hardening guides. All systems shall have a contingency plan (IAW NIST Sp 800-34) that is tested and updated annually IAW CIO IT Security 6-29 (GSA Contingency Plan testing).. If the categorization of the system is raised to moderate the offeror will be required to meet the NIST 800-53 minimum security for moderate level systems. Should the system be

selected for inspection by the GSA Inspector General or similar Government entity the contractor shall cooperate fully with the inspection and provide all requested information and documentation

12.2 Assignment of Responsibility

The contractor shall assign in writing responsibility for the security of the system to an Information System Security Officer (ISSO). The ISSO will serve as the point of contact for all IT security related issues. This individual is designated as key personnel for this task, and must be knowledgeable about both the operation of the system as well as all aspects of IT security including management, operational and technical security controls.

12.3 Use of Third Party Security Contractors

The contractor shall allow GSA employees (or GSA designated third party contractors) to conduct certification and accreditation (C&A) activities and quarterly continuous monitoring activities to include control reviews IAW NIST 800-53, 2100.1D requirements and CIO IT Security 06-30 including vulnerability scanning, web application scanning, and database scanning of applicable systems that support the processing, transportation, storage, or security of GSA information (or future replacements and revisions to those documents). This includes the general support system infrastructure. The contractor is responsible for mitigating all security risks the government or GSA designated third party contractors find during these C&A and continuous monitoring activities. All high risk vulnerabilities must be mitigated within 30 days and all moderate risk vulnerabilities must be mitigated within 90 days. Risk rating of vulnerabilities will be determined by the government.

12.4 Certification and Accreditation

The contractor system/application must have a valid certification and accreditation (signed off by the Federal government) before going into operation and processing GSA information. The failure to obtain and maintain a valid certification and accreditation will be grounds for termination of the contract. The system must have a new C&A conducted (and signed off on by the Federal government) every 3 years or when the system/application has undergone significant security changes. All NIST 800-53 controls must be tested/assessed no longer than every 3 years.

The boundary of the NCC C&A task will consist of the systems that store or process GSA Data at the processing facilities. Furthermore MOA(s)/ISA(s) should be in place for system interconnections. A MOA is needed if data is shared with a third party contractor as EDS is responsible for ensuring that the third party is complying with GSA security requirements.

12.5 Federal Desktop Core Configuration (FDCC)

The contractor shall certify applications are fully functional and operate correctly as intended on systems using the Federal Desktop Core Configuration (FDCC). This includes Internet Explorer 7 configured to operate on Windows. The standard installation, operation, maintenance, updates, and/or patching of software shall not alter the configuration settings from the approved FDCC configuration. The information technology should also use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and

uninstall. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges.

12.6 System Hardening

All contractor supplied infrastructure, hardware and software must comply with GSA Hardening guidelines as defined for each platform as a minimum baseline.

12.7 Personnel Security

Background investigation requirements for access to GSA information systems (including contractor operations containing GSA information) shall be IAW the OCHCO/OCIO HSPD-12 Personal Identity Verification and Credentialing Standard Operating Procedure (SOP) and GSA Handbook ADM 9732.1C, "Suitability and Personnel Security". The contractor shall assure that all staff assigned to the project at a minimum must pass National Agency Checks with Written Inquires and Credit (NACIC). Pending final adjudication of the NACIC interim system access may be granted upon successful completion of the fingerprinting process. All individuals designated as key personnel for this task, and any individuals with access to the operating system and/or database of systems used in support of the PBS NCC shall undergo an HSPD-12 background investigation.

12.8 Security Specific Training

The Contractors shall ensure that general awareness and specific role-based training in the security and operation of all systems operated in support of this task is delivered to contractor staff as outlined in Appendix C of this task.

13.0 QUALITY CONTROL/QUALITY IMPROVEMENT PROGRAM

The Contractor shall develop, implement, and manage a Quality Control Quality Improvement program to ensure that contact center personnel are performing in accordance with performance standards defined by the Government. At a minimum, the plan shall address service monitoring and calibration, effectiveness of service delivery, and a quality improvement program, as described [C.9](#) of the indefinite-delivery, indefinite-quantity contract. The Contractor's personnel responsible for quality for each type of interaction supported (e.g., telephone, email) shall participate in calibration sessions with the Government and share the results of these sessions with contractor's quality professionals to ensure that they all define and perceive customer interactions in the same manner as the Government. For the initial 3 months immediately following the completion of transition activities, the Contractor shall participate in weekly calibration sessions for each type of interaction and program supported. As the Contractor gains more experience in responding to specific inquiries, the Government may reduce the frequency of the calibration sessions. Calibration sessions for telephone interactions may be separate from sessions for written inquiries. The Contractor's quality professionals shall monitor each full time CSR a minimum of 2 times a week for each type of interaction supported and shall prorate the monitoring sessions for part time CSR's so that they receive the same level of monitoring as do full time employees. The Contractor shall provide the capability for Government personnel to remotely monitor calls. The Government reserves the right to remotely monitor Contractor's CSRs at anytime without pre-arrangement and to contract with a third party to remotely monitor Contractor's CSRs.

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13.1 Performance Benchmarking

As part of the Quality Control/Quality Improvement Program, the Contractor shall utilize BenchmarkPortal (www.benchmarkportal.com) to provide a quarterly comparison of the performance of the NCC with other, similar contact centers in the public and private sector. The report should indicate an overall performance ranking of the NCC against all other public sector contact centers, overall ranking of the NCC against all private sector contact center as well as the NCC overall ranking of all contact centers. In addition to detailing the relative performance of the NCC, the offeror shall propose actions to improve any areas where the NCC may underperform similar contact centers.

14.0 CONTINGENCY/DISASTER RECOVERY

The Contractor shall develop and implement contingency/disaster recovery plans and procedures to address continuity of operations in the event of a shutdown or lapse in service for any reason, as described in Section C.13.3.6 of the indefinite-delivery, indefinite-quantity contract.

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14.1 For outages that are not caused by a major disaster (e.g., system failure, network outage) the plans and procedures shall ensure that there is no lapse in unattended services, and attended services must continue to address all emergency and urgent calls (approximately 20% of the total call volume). Attended services will be restored to pre-outage service levels within 4 hours. All unattended services are to be restored to pre-outage performance levels by the Contractor within 2 hours after report or discovery of the outage. The Contractor may propose how it will handle excess calls during the restoration period, including but not limited to changes to the IVR to direct callers to the web portal.

14.2 For outages that are caused by a major disaster (e.g., tornado, hurricane, flooding), the plans and procedures shall ensure that there is no lapse in unattended services, and attended services must continue to address all emergency and urgent calls (approximately 20% of the total call volume). All attended services are to be restored by the Contractor to pre-outage performance levels within 24 hours after report or discovery of outage. The Contractor may propose how it will handle excess calls during the restoration period, including but not limited to changes to the IVR to direct callers to the web portal and the use of services such as automated call back. The Contractor is responsible for restoring the services to their primary service location(s) upon correction of the outage problem.

14.3 Any costs associated with disaster recovery, including but not limited to restoration of service or facilities, equipment, service, recruiting, relocation of existing personnel, and training shall be the responsibility of the Contractor

15.0 NOTIFICATION

The NCC contractor shall notify the Government of the reason and duration for any system and service outages within 1 hour of learning of such outage. The contractor shall submit a written report detailing the cause, duration, and impact of any outage within 24 hours of the event and submit an action plan to prevent a similar outage from recurring within five (5) days of the outage event. Any scheduled system maintenance downtime shall require 14 days advance

notice, PBS approval, and shall occur out-side of peak operating hours. The NCC contractor shall continue to field and dispatch service requests during the maintenance window.

16.0 GOVERNMENT FURNISHED INFORMATION

The Government will furnish pertinent information to the NCC contractor for use in the performance of the NCC task. Examples of information available include, but are not limited to, the following:

- a) A Building Information/Asset Details sheet will be provided after award, which will include specific building information such as building name, address, building data, and any other unique information for that asset. These data sheets will also include contact information for the PM, Operations Managers, and maintenance and custodial service providers at each site. This information will be maintained and updated by the Contact Center with Government oversight and approval.
- b) Business rules, response formats, guidelines, and preformatted responses
- c) Escalation procedures and guidelines
- d) PBS IT systems security policy and guidelines
- e) Reference materials

Offerors shall discuss any methods, process, support, or associated tools for collecting and validating this information in response to this task order

17.0 DOCUMENTATION TO BE PROVIDED

All documents and reports delivered under this task order shall contain complete and accurate information, be timely and provided in the specified format. Deliverables under this task order will be reviewed by the Government for completeness and accuracy. The Government will accept or reject deliverables in writing.

17.1 Management Plans

Contractor-provided plans are due in accordance with the schedule set forth in this task order. The content of these plans shall conform to the description contained in the indefinite-delivery, indefinite-quantity contract. The deliverables shall be provided electronically in MS Word, PowerPoint, Excel, or MS Project format, as appropriate, and in hard copy. The NCC contractor shall review and update all plans on a continual basis throughout the life of the contract in order to maintain their accuracy and appropriateness to the current operating environment. Subsequent to their initial acceptance by the Government, any changes to these plans shall require Government review and approval prior to implementation.

The contents of the documents shall conform to the descriptions of the documents as described in Section C.10 of the indefinite-delivery, indefinite-quantity contract. The Contractor shall review all documents on a continual basis throughout the life of the contract in order to maintain their accuracy and appropriateness to the current operating environment. Subsequent to their initial acceptance by the Government, any changes to these plans shall require Government review and approval prior to their implementation. The documents to be provided by the Contractor are identified in Section 18.0 of this task order SOW.

17.2 Kick-off Meeting

The NCC contractor shall meet with the Contracting Officer (CO) and Contracting Officer's Representative (COR) to discuss timing, contacts, documentation and other pertinent information within 5 business days of the Notice to Proceed (NTP). The NCC contractor shall document this meeting and submit a copy of the minutes (using MS Word) via e-mail to the CO and COR within 2 days following the meeting.

17.3 Project Plan

The contractor shall develop and maintain a project plan as listed in Section C.13.3 in the indefinite-delivery, indefinite-quantity contract to be submitted in Microsoft Project. This project plan shall be a deliverable following the kick-off meeting, and will incorporate minutes from the kick-off meeting.

17.4 Readiness Plan

The NCC contractor's proposal shall provide a general Readiness Plan using Microsoft Word format. The NCC contractor shall provide to the CO and COR detailed Readiness Plan within 30 days of the (NTP). The Readiness Plan must specify how the NCC contractor will approach preparation for the transition to, or phase-in of, services at the PBS NCC by outlining the management and risk mitigation strategies for the following tasks:

- a) Process for required customization, testing, and implementation of the SRMS
- b) Approach for addressing physical, personnel, and information technology security requirements
- c) Technology the NCC contractor envisions introducing to implement the NCC
- d) Procedures and processes for finalizing workflows and service request types
- e) Developing a process for data collection and verification
- f) Process for development and delivery of training for PBS personnel and FSPs

Based on the Readiness Plan the NCC contractor shall work in conjunction with PBS to prepare for the implementation of NCC services to PBS buildings. Government personnel will work in conjunction with and closely monitor the NCC contractor's effort to ensure a successful implementation of the implementation plan. The NCC contractor shall provide a draft of its Readiness Plan for Government review and acceptance in response to this RFP.

17.5 Implementation Plan

A detailed implementation plan shall be provided within 30 days of the Notice to Proceed (NTP). The Phase-In Plan must specify how the respondent will execute the transition to or phase-in of the NCC by outlining process and resources as well management and risk mitigation strategies for the following tasks:

- a) Schedule management
- b) Data collection and validation

- c) Database population
- d) Schedule and Work Breakdown Structure (WBS) for all tasks to be performed
- e) Communications
- f) Management and oversight

The NCC contractor shall provide a draft of its Implementation Plan for Government review and acceptance in response to this solicitation.

17.6 System Security Deliverables

The contractor shall be responsible for delivery of all documentation including preparation, implementation, and maintenance of the document including review and updating according to the schedule specified in the GSA guidelines. In addition, the contractor shall be responsible for all testing, including continuous monitoring and periodic audits as well as the remediation of any deficiencies identified. Specific deliverables are outlined in Appendix C of this task. All deliverables must conform to the most current version of the applicable guidance.

17.7 Management Reports

The Contractor shall provide management reports via a secure website for remote access and download via the Internet by Government personnel and contractors designated by the COR, and when requested, in hard copy and/or electronic format, as described in Section [C.11](#) of the indefinite-delivery, indefinite-quantity contract. Operational reports shall be generated directly by the support systems without manual manipulation. Such system generated reports are not considered and counted as ad hoc reports as described in Section 17.2.1 of this task order SOW. Reports shall be provided on a weekly basis with daily and monthly summaries, as applicable for the reported activities. Separate reports shall be provided for the overall project and for each of the supported activities. Specific report formats, data elements (including but not limited to key performance indicator metrics listed in Section 19 of this task order SOW), and content, and frequency of reports shall be coordinated with and approved by the Government prior to the delivery of the reports. Daily reports, when requested, are due the following business day. Weekly reports are due within two (2) business days after the conclusion of each week. Monthly reports are due within five (5) business days after the conclusion of each month. Access to the overall and activities-based reports shall be controlled via User Identification Code and Unique Password. The Government will determine which individual(s) will have access to some or all of these reports.

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The Government reserves the right, during and for a 3 month period immediately after the Contractor assumes the NCC operation, or in cases of non-performance or unexpected surges or declines of work volume, to request more detailed and more frequent reporting at no additional cost to the Government until such time as workload or Contractor performance levels have stabilized and are in full compliance of contract requirements.

17.8 Ad Hoc Reports

Throughout the contract base period and for each of the option periods, the Government may request up to twelve (12) reports on an ad hoc basis, and in cases of non-performance, more detailed and frequent reports, at no additional cost to the government.

17.9 SRMS Reports

Reporting requirements for the SRMS are detailed in section 11.1.16 of this SOW.

17.10 Performance Reporting

The NCC contractor shall provide performance reporting as specified Section C.11 of the indefinite-delivery, indefinite-quantity contract which provides the overall requirements for Management Reports. Additional reports on the performance metrics below will be required. Reports on the performance metrics below shall be delivered in the frequency indicated in the table below as described in the indefinite-delivery, indefinite-quantity contract.

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17.11 Business Documents

The NCC contractor shall be responsible for obtaining all permits, contracts, copyrights, licenses, etc. necessary for the performance of the NCC task and shall provide copies of such information to the Government upon request.

18.0 OWNERSHIP OF DATA/MATERIALS

During the performance of the NCC task, the Contractor will create and maintain databases, information, and other materials that are used to support the operation of the NCC (e.g. knowledge database, call flow diagrams, IVR scripts, preformatted responses, business rules, training materials). The Government retains ownership of all databases, information, and other materials developed by the contractor in support of the NCC task at all times. The contractor shall transfer the telephone numbers and Internet domain(s) back to the Government immediately upon termination of the task or at the end of the NCC task. All information resources developed in support of the task shall be turned over to the Government in its entirety in accordance with Section H.24 of the indefinite-delivery, indefinite-quantity contract.

18.1 Transfer of Government Data

The Contractor will be required to transfer the SRMS database to the Government at the completion of each major implementation phase, every 6 months, and up to 3 additional times each year.

19.0 PERFORMANCE STANDARDS

This section outlines the primary and secondary performance metrics for the NCC task. The NCC contractor is encouraged to use innovative approaches to meet or exceed the standards specified herein. The NCC contractor shall perform all task requirements in accordance with the performance levels and calculations specified in Tables 1 and 2 below for each of the supported activities. The Government reserves the right to adjust or suspend the performance standards individually or in their entirety, and/or add other performance metrics as deemed necessary at any time during the performance period of this task order. Any adjustment, suspension, and/or

addition shall be in collaboration with the NCC contractor and with mutually agreeable notice for change management.

The NCC contractor shall utilize and partner with a contact center benchmarking organization such as the BenchmarkPortal. The NCC contractor shall utilize an acceptable benchmarking methodology to compare performance metrics against other call/contact centers. The NCC contractor shall report to PBS on performance relative to the industry on a quarterly basis. Based on benchmark performance against the industry, performance standards below may be adjusted, suspended, or added in collaboration with the NCC contractor and with mutually agreeable notice for change management.

The following are examples of criteria that may indicate the need for an adjustment or suspension of performance standards:

- a) A start-up event (to allow NCC contractor a period of time to ramp up to meet the Government’s criteria for performance excellence);
- b) A change of events in the Government environment (to allow a period of time for NCC contractor to adjust to the change)
- c) Baselines and thresholds appear either unattainable or trivially easy; and
- d) A need for the Government to reduce performance for budgetary purposes. Adequate staffing shall be used to ensure services are provided 24 hours a day, seven days a week, with service levels defined by service request type and priority

Table 1: Primary Key Performance Indicator Metrics

Performance Indicator	Sample Calculation <i>(Actual calculations to be determined during Task Order negotiations)</i>	Expected Target Performance*	Frequency of Measure/ Reporting
<i>Response Times</i>			
Telephone Inquiries	(Calls answered within 20 seconds plus calls abandoned within 20 seconds) divided by (total calls answered plus total calls abandoned).	80% within 20 seconds	Daily/ Weekly**
Call Dispatch Response Time – from call conclusion to dispatch for routine and urgent service requests	Calls received where call conclusion to dispatch of service request was within 3 minutes divided by the total number of calls.	90% within 3 minutes	Daily/ Weekly**
Call Dispatch Response Time – from call conclusion to dispatch for emergency service requests	Calls received where call conclusion to dispatch of service request was performed immediately divided by total number of calls	100% immediately	Upon Request NCC contractor to verify time to complete
Fax Response Time	Faxes received, reviewed, and routed to appropriate destination within 10 minutes <u>divided by the total number of faxes.</u>	90% within 10 minutes	Daily/ Weekly**

Deleted: divided by the total emails received

Table 1: Primary Key Performance Indicator Metrics

Performance Indicator	Sample Calculation (Actual calculations to be determined during Task Order negotiations)	Expected Target Performance*	Frequency of Measure/Reporting
<i>Quality Assurance</i>			
Quality of Service Delivery – Telephone	Total number of points achieved based on a mutually agreed on standard <i>divided by</i> the total number of points available for quality of service scores.	94% or better	Monthly/Monthly
Quality of Service Dispatch – NCC dispatching to correct FSP (Telephone/Email/Portal/Fax)	Number of resources audited evaluated to meet accuracy requirements <i>divided by</i> the total number of resources audited	97% or better	Monthly/Monthly
Accuracy and Completeness of Resource Materials Maintained by NCC contractor once submitted by PBS	Number of resources audited evaluated to meet accuracy requirements <i>divided by</i> the total number of resources audited.	98% or better	Monthly/Monthly
Customer Satisfaction Survey – IVR/Email	Number of inquirers responded favorably to survey <i>divided by</i> the total number of inquirers surveyed	90% or better	Monthly/Quarterly
<i>Service Availability</i>			
Overall Service Ability (Dependency of IVR, service request management, ACD, etc)	(Total time in the month in minutes <i>minus</i> total time service is not available during that month in minutes) <i>divided by</i> the total time in the month	99.5% or better	Daily/Monthly
Abandonment Rate	Number of hang ups and dropped calls <i>divided by</i> the total number of calls offered	3% or lower	Daily/Weekly**
Blockage	(Total number of calls offered by the network <i>minus</i> the total number of calls processed by switch) <i>divided by</i> the total number of calls offered by network	1% or less	Daily/Weekly**
IVR/Web Portal Update – Routine	IVR update completed from time of change request	Within 2 business days of request	NA/Monthly
IVR/Web Portal Update – Emergency	IVR update completed from time of change request	Within two (2) hours of request	NA/Monthly
Change Management 100% notification of any hardware or software failure	Requests and action plan documented from time of identification	Within two (2) business days	NA/Monthly
<i>Reporting Accuracy</i>			
Data Delivery/Integration Accuracy – for Data Delivery/Integration to CMMS	(Total number of data transmissions <i>minus</i> the number of data transmissions requiring substantive corrective actions) <i>divided by</i> the total number of data transmissions	98% or better	Monthly/Monthly

Table 1: Primary Key Performance Indicator Metrics

Performance Indicator	Sample Calculation <i>(Actual calculations to be determined during Task Order negotiations)</i>	Expected Target Performance*	Frequency of Measure/ Reporting
Report Accuracy	(Total number of reports submitted minus the number of reports requiring substantive corrective actions) divided by the total number of reports submitted	99%	Monthly/ Monthly
<p>* Expected Target Performance is measured over a monthly period.</p> <p>** In addition to weekly reports, the NCC contractor shall provide a summary report each month that provides a rollup of the weekly reports for that month.</p>			

20.0 DELIVERABLES

The Contractor shall provide the following deliverables in accordance with the schedule set forth in Table below. The deliverables shall be provided in MS Word, PowerPoint, Excel, or MS Project format, as appropriate, and in hard copy. The Contractor shall review all plans on a continual basis throughout the life of the contract in order to maintain their accuracy and appropriateness to the current operating environment. Subsequent to their initial acceptance by the Government, any changes to these plans shall require Government review and approval prior to their implementation.

All documents and reports delivered under this task order shall contain complete and accurate information, be timely, and provided in the specified format. Deliverables under this task order will be reviewed by the Government for completeness and accuracy. The Government will accept or reject the deliverables in writing within 10 working days from date of receipt.

Deliverables Schedule	
Deliverable	Due Date* / Update Frequency**
Performance Metrics Benchmark Report	Quarterly
Various Status, Operational and Management Reports ***	Daily/Weekly/Monthly
Project Plan	With in 5 business days of kickoff meeting / As needed
Security Deliverables	Variable Per Appendix C
Human Resources Management Plan	20 days / Annual
Customer Satisfaction Plan	30 days / Annual
Design, Engineering, Implementation and Management Plan	30 days
Design Engineering, Implementation and Management Plan	30 days / Annual
Operations Management Plan	30 days / Annual
Performance/ Management Plan	30 days / Annual
Readiness Plan	30 days
Phase-In Plan	30 days / As needed
Program Management Plan	30 days / Annual
Test and Acceptance Plan	30 days / Annual
Value Engineering/Process Improvement Plan	45 days / Annual
Disaster Recovery/Contingency Plan	60 days / Quarterly
Security Plan	60 days / Quarterly
Certification and Accreditation Letters	75 days
Knowledge /Case Management Plan	75 days / Annual
Quality Assurance/Quality Improvement Program Plan	75 days / Annual
Service Level Management Plan	75 days/Annual
* Due Date is calendar days after the issuance of Notice To Proceed ** Plans must be updated more frequently if there have been fundamental changes since the last update (e.g., a new site location, new software, a change in key personnel) *** All status, operational and management reports provided by the NCC contractor shall not contain any restrictive markings prohibiting the Government from releasing the information in whole or in part.	

21.0 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The COR for this task order is:

Patrick Fee
 1800 F St. NW
 Washington, D.C. 20405
 (202) 501-0038
patrick.fee@gsa.gov

22.0 BILLING AND PAYMENT

The original of each invoice, with supporting documentation, shall be submitted to the Invoice Paying Office designated below. Invoice shall be submitted on official company letterhead.

(The name and contact information for the Invoice Paying Office will be provided at the time of task order award)

22.1 Invoices

An invoice for specified work performed under this task order shall be submitted monthly to the Invoice Paying Office identified in Section 21 of this task order SOW. Monthly invoices shall be submitted within 30 days following the completion of the invoice period. At the time of invoice submission, a copy of shall be provided in electronic format to the COTR identified in Section 20.0 of this task order SOW. The contractor shall maintain and make available to the Government upon request, copies of paid invoices, receipts, and travel vouchers (completed in accordance with Federal Travel Regulations). All invoices shall, at a minimum, contain the following information:

- a. Contractor name and address
- b. Contract number
- c. Task order number
- d. Invoice number
- e. Paying office and address
- f. Accounting Control Transaction (ACT) number, if applicable
- g. Billing Period (beginning and end dates – day, month, year – of the period in which costs were incurred and for which reimbursement is claimed)
- h. Total amount billed for the current period
- i. Total amount billed for the current fiscal year (Federal fiscal year runs from Oct 1 to September 30)
- j. Total cumulative amount from inception of the task order to date of this billing
- k. CLIN costs – current period (separately identify all applicable CLIN costs)
- l. CLIN costs – fiscal year (cumulative amount for each applicable CLIN for the fiscal year)
- m. CLIN costs – total (cumulative amount for each applicable CLIN from inception of task order to date of this billing)
- n. Other Direct Costs – current period (separately identify costs for each category of charges)
- o. Other Direct Costs – fiscal year (cumulative amount for each category of charges for the fiscal year)

- p. Other Direct Costs – total (cumulative amount for each category of charges from inception of task order to date of this billing)
- q. Adjustments – includes amounts that are under suspension and/or dispute subject to appeal
- r. Prompt payment discount offered (if applicable)
- s. Grand totals of CLIN costs, Other Direct Costs, and adjustments (for current period, fiscal year, and cumulative since inception of task order to date of this billing).

Appendices

- Appendix A: Call Types
- Appendix B: Call Priorities & Emergency Procedures
- Appendix C: System Security
- Appendix D: Data Elements
- Appendix E: Preformatted E-Mail and Facsimile
- Appendix F: Data Interface Example
- Appendix G: Pricing Guidelines
- Appendix H: Instructions to Offerors
- Appendix I: Evaluation and Award Criteria
- Appendix J: Past Performance Survey Questionnaire

APPENDIX A - CALL TYPES

The table below details the identified call types the NCC is projected handle.

Call Category	Call Type	Call Detail
Any safety issues	Any burning smell	N/A
Any safety issues	Any uncontained water leaks	N/A
Any safety issues	Any unusual odors	N/A
Any safety issues	Computer Room temperature complaints and water leaks	N/A
Any safety issues	Elevator Entrapment	N/A
Any safety issues	Emergency light not working	N/A
Any safety issues	Exit light not working	N/A
Any safety issues	Fire Alarm Annunciation	N/A
Any safety issues	Fire Alarm System not working	N/A
Any safety issues	Large scale power outages	N/A
Any safety issues	Security Alert	N/A
Any safety issues	Trip Hazard	N/A
Any safety issues	Water coming from ceiling	N/A
Cleaning	Carpet	Clean/Vacuum
Cleaning	Exterior	Snow Removal
Cleaning	Exterior	Sweep
Cleaning	Floor	Mop/Sweep
Cleaning	Office/Room	Clean/Dust
Cleaning	Restroom	Clean fixture
Cleaning	Restroom	Fixture Overflowing
Cleaning	Restroom	Restock
Cleaning	Trash	Deliver recycle container
Cleaning	Trash	Empty trash/recycle
Cleaning	Trash	Need large recycle container
Cleaning	Trash	Deliver trash container
Electrical	Clocks	Reset
Electrical	Heaters	Infrared snow-melter not working
Electrical	Lights	Clean light fixture
Electrical	Lights	Fixture falling/broken
Electrical	Lights	Move/redirect
Electrical	Lights	Switch broken/damaged
Electrical	Lights	Timer/Motion switch Issue
Electrical	Lights	Flickering/out
Electrical	Power	Broken/missing plate
Electrical	Power	Burning smell
Electrical	Power	General/generic problem
Electrical	Power	No power
Electrical	Power	Outlet not working

Call Category	Call Type	Call Detail
Electrical	Power	Short, equipment shocking people
Elevator	Does not respond to call button	N/A
Elevator	Does not stop at proper floor level	N/A
Elevator	Door not working properly	N/A
Elevator	Door won't close	N/A
Elevator	Emergency phone doesn't work	N/A
Elevator	Lights are out	N/A
Elevator	Ride is bumpy or rough	N/A
Elevator	strange noise	N/A
Elevator	Water in pit	N/A
Escalator	Not working	N/A
Fire Protection	Fire Alarm pull station broken	N/A
Fire Protection	Fire Door won't stay locked open	N/A
Fire Protection	Fire Extinguisher Missing/Discharged, replace	N/A
Fire Protection	Sprinkler Leaking	N/A
General	N/A	N/A
General Mechanical/Carpentry	Dock	Loading ramp not working
General Mechanical/Carpentry	Door	Broken hinge
General Mechanical/Carpentry	Door	Handle needs repair
General Mechanical/Carpentry	Door	Lock-out
General Mechanical/Carpentry	Door	Not shutting properly
General Mechanical/Carpentry	Door	Opener not working properly
General Mechanical/Carpentry	Door	Overhead door not working
General Mechanical/Carpentry	Door	Squeaks
General Mechanical/Carpentry	Door	Stuck
General Mechanical/Carpentry	Door	Wont Open
General Mechanical/Carpentry	Floor	Carpet loose or broken
General Mechanical/Carpentry	Floor	Tile loose or broken
General Mechanical/Carpentry	Handrail	Loose or broken
General Mechanical/Carpentry	Keys/Locks	Remove/cut-off
General Mechanical/Carpentry	Keys/Locks	Change/Replace
General Mechanical/Carpentry	Keys/Locks	Loose or broken
General Mechanical/Carpentry	Keys/Locks	Make key
General Mechanical/Carpentry	Keys/Locks	Re-key
General Mechanical/Carpentry	Keys/Locks	Stamp key
General Mechanical/Carpentry	Replace ceiling tile	N/A
General Mechanical/Carpentry	Restroom	Feminine products dispenser broken
General Mechanical/Carpentry	Restroom	Partition/Stall need Repair
General Mechanical/Carpentry	Restroom	Soap dispenser broken
General Mechanical/Carpentry	Restroom	Stall door won't lock

Call Category	Call Type	Call Detail
General Mechanical/Carpentry	Restroom	Towel dispenser broken
General Mechanical/Carpentry	Stair - Tread is loose	N/A
General Mechanical/Carpentry	Wall	Paint or wallpaper damaged
General Mechanical/Carpentry	Wall	Water damage
General Mechanical/Carpentry	Window	Glass broken
General Mechanical/Carpentry	Window	Will not close/open
Lifts	Handicapped, vehicle, etc. not working	N/A
Plumbing	Drain	Backing up
Plumbing	Drain	Odor
Plumbing	Drinking Fountain	Drain clogged
Plumbing	Drinking Fountain	Leaking/Running
Plumbing	Drinking Fountain	No water pressure
Plumbing	Leaks/Flooding	Coming out of ground
Plumbing	Leaks/Flooding	Leaking from ceiling
Plumbing	Leaks/Flooding	Pipe leaking
Plumbing	Shower	Draining slowly
Plumbing	Shower	Fixture Broken
Plumbing	Shower	Low water pressure
Plumbing	Shower	Running/Dripping
Plumbing	Sink	Discolored water coming out of faucet
Plumbing	Sink	Draining slowly
Plumbing	Sink	Falling off wall
Plumbing	Sink	Faucet - Handle leaking
Plumbing	Sink	Faucet - No cold water
Plumbing	Sink	Faucet - No hot water
Plumbing	Sink	Faucet - Will not shut off
Plumbing	Sink	Faucet Dripping
Plumbing	Sink	Faucet Hard to turn on and off
Plumbing	Sink	Stopped up
Plumbing	Toilet/Urinal	Constantly running
Plumbing	Toilet/Urinal	Falling off wall
Plumbing	Toilet/Urinal	Flush handle dripping
Plumbing	Toilet/Urinal	Leaking
Plumbing	Toilet/Urinal	Overflowing
Plumbing	Toilet/Urinal	Seat loose
Plumbing	Toilet/Urinal	Stopped up
Plumbing	Toilet/Urinal	Won't flush

APPENDIX B - CALL PRIORITIES & EMERGENCY PROCEDURES

Overview

There are three levels of service request priorities: routine, urgent, and emergency. Priority of service request types differs from building to building based upon the service level agreement between GSA and the facility contractor. The goal is to accurately disseminate service requests received from tenants to the building facility contractor in a manner that most efficiently and effectively resolves the problem. The contractor shall work in conjunction with the Government to develop and implement the business rules within the capabilities of the SRMS.

Full Automation

Using full automation the SRMS determine the priority of service request types based upon pre-populated business rules defined by the building manager. For every building, each service request type would be given a predefined priority by the PM. Service requests, depending on the business rules for a particular building, may be auto-generated without CSR involvement by the SRMS if requested by a Tenant via the web portal.

The following example is provided to illustrate how service request priorities differ from building to building and how the SRMS may automate the priority and process: The tenant calls into the NCC to issue a service request for an elevator that is not responding when he/she pushes the call button. The NCC CSR would filter to the "Elevator/Escalator" category, and then select the service request type "Elevator – Does not respond to call button" within the SRMS. Based upon the business rules of this particular building, this service request type is pre-defined as urgent. The SRMS would auto notify the CSR of the appropriate business process to be followed and the service request dispatched would be prioritized as "urgent". In another building, this same request could be deemed as routine based upon the business rules of the building, and hence, the SRMS would auto notify the CSR and the appropriate business process would be followed by the CSR and the service request dispatched would be prioritized as "routine".

Examples

The following are example service requests by priority for informational purposes only. Service request priorities will differ from building to building. The Government reserves the right to add or delete from items from this list.

Emergency

- Weather Related Damage – Wind , water, limbs down, power lines down
- Utility Related – Electrical power failure, loss of portable water
- Building Structure Related – Roof Collapse, rook leaks, window breakage
- Building Equipment Related – Broken water pipes, extreme noises
- Report of smoke or unusual odors – Burning, oily, acrid smells

- Electrical problems which may cause fire or shock
- Gas or oil leaks
- Flooding
- Life Safety Issue
- Security Issues
- Broken glass doors or windows
- Stinging insects
- Elevator Entrapment
- Elevator issues
- Computer room issues – alarms, flooding, heat, etc.

Urgent

- Power out – localized, i.e. multiple workstations
- Overhead doors with someone stuck or closing time
- Security issues – doors, windows, gates, etc.
- Extreme hot or cold HVAC
- Exit lights

Routine

- Lights in hall
- Stopped up sinks
- Drinking Fountain – No water pressure
- Doors sticking
- Corrective problem or schedule
- Lock changes
- Air flow issues
- Special requests
- Overhead doors – unless someone stuck or closing time
- Lights out over desk/work station
- Keys/lock outs
- Inoperative elevators (without passengers)
- Water flowing – plumbing fixtures; not on floor or damaging
- Warm or cool HVAC
- Roof/special access for contractors

The following information is provided solely as a point of reference. Current procedures will be provided during implementation of the NCC. The Government reserves the right to update or modify these processes at any point.

Fire

- If someone calls reporting a fire, determine that flames and/or smoke have been observed and then ask them to hang up and dial 911.
- If it is a burning smell, take the call as an Emergency Mechanical service request.

Hazardous Materials

If a caller reports leakage or spillage of a hazardous material in a nature or quantity that cannot be controlled by one individual without assistance ask the caller to hang up and dial 911.

If the caller refuses to hang up collect the following information:

- Nature of the emergency (reason assistance is required);
- Location of the emergency (floor, room number, etc.);
- Caller's name and phone number;
- Identify the hazardous material;
- Approximate quantity of the spilled hazardous material;
- If there are any injuries or illness from this emergency.

Bomb Threats

- Quickly obtain as much information as you can as to where the device is located and what time it will detonate.
- Do not hang up the phone even after the caller hangs up.
- Do not use that phone to make another call.
- Alert your supervisor to identify the incoming telephone number from the ACD system.
- Use another phone to contact the Federal Protective Service (FPS) national toll-free number: (877) 4FPS-411. Continue calling until communicating live with a representative
- To be prepared for answering a threatening call, print the bomb threat checklist and keep it near your desk phone.

Exact wording of the threat:	Language:	Background sounds:	Caller's voice:	
gender of caller	well-spoken	street noises	calm	nasal
age	incoherent	factory machinery	angry	stutter
length of call (in minutes)	irrational	animal noises	excited	lisp
	foul	voices	slow	raspy
number at which call is received	taped	PA system	rapid	deep
	message read by threat maker	static	soft	ragged
time		music	loud	clearing throat
date		house noises	laughter	deep breathing
		motor	crying	cracking voice
		office machinery	normal	disguised
		local	distinct	accent
		long distance	slurred	familiar
		booth	whispered	

Suspicious Object

Ask the caller to hang up and dial 911. If necessary, instructions to the caller include:
DO NOT TOUCH the suspicious object.
Prepare to evacuate the immediate area.

Suspicious Persons

If a caller reports observation of a suspicious person in or around the work area ask the caller to hang up and dial 911. Instruct the caller **NOT** try to confront this person and if possible to keep the person under observation until help arrives.

Device Found

Situations when actual devices, e.g. powered envelope, vial chemical container, dispersal device, etc., are found. A letter or package that contains a threat of an unknown substance should be treated as if it is a contaminant.

Obtain the caller's name, telephone number and location. Warm transfer to the Federal Protective Service (FPS) national toll-free number: (877) 4FPS-411 -- (877) 437-7411.

If necessary, instructions to the caller include:

Set it down. **DO NOT TOUCH IT.** Do not remove it from the area. In order to **STABILIZE**, cover any spilled contents immediately with anything (e.g. clothing, paper, trash can, etc.) and do not remove this cover! **NOTE:** Do not cover if it is a powdered substance as this will cause it to spread further in the air.

- Leave the room and close the door, or section off the area to CONTAIN suspect area and prevent others from entering.
- Provide the following: floor, room number, column letters and number, phone number, number and names of people possibly contaminated.
- Name and dial back number.
- Stay by the telephone to receive instructions from emergency personnel.
- Isolate the area to reduce the possibility of further exposure.
- DO NOT allow any non-emergency personnel to enter your area.
- DO NOT allow people who were present when the letter or package was discovered to leave the area, which can cause further contamination.
- If possible, without contaminating others move all contaminated people to a neighboring “quarantine area”.
- If conditions permit, wash off any particles and any liquids you came in contact with and wash your hands with soap and water to prevent any powder coming in contact with your face.
- Wait for emergency personnel to arrive and follow their instructions.

Medical Emergencies

Instruct caller to hang up and dial 911

Utility Failure

When a utility failure is reported, continue calling the mechanical service contractor until communicating with somebody live.

APPENDIX C - INFORMATION TECHNOLOGY SECURITY

Information Technology Security

There are three types of security related deliverables under this task order: documentation, testing, and training. Documentation includes preparation, implementation, and maintenance of the document including review and updating according to the schedule specified in the GSA guidelines. Testing includes continuous monitoring and periodic audits as well as the remediation of any deficiencies identified. Training includes general and more specific role-based training in the security and operation of the system.

Format of Deliverables

Security documentation submitted as deliverables shall follow the format specified in the appropriate NIST or GSA guidance. The System Security Plan (SSP) must follow the format of the attached template

Frequency of Deliverables

The deliverables must be updated (i.e., revised, retested, or retrained) according to the frequency specified in the GSA guidance.

Required Documentation

The following documentation, or future revision or replacements, is required as part of the minimum security requirements for low impact systems:

Document	Frequency of Review and Update	Relevant Guidance
Follow GSA Hardening Guidelines (As appropriate to the system) (1)	Continuous	<ul style="list-style-type: none"> • IT Security Procedural Guide: Microsoft IIS 4.0 Hardening, CIO-IT Security-01-14, May 14, 2001 • IT Security Procedural Guide: Windows 2000 Server Hardening, CIO-IT Security-02-16, July 24, 2002 • IT Security Procedural Guide: Windows 2000 Server Hardening Implementation Guide, CIO-IT Security-02-17, July 24, 2002 • IT Security Procedural Guide: IIS 5.0 Server Hardening, CIO-IT Security-02-18, July 24, 2002 • IT Security Procedural Guide: IIS 5.0 Server Hardening Implementation Guide,

Document	Frequency of Review and Update	Relevant Guidance
		<p>CIO-IT Security-02-19, July 24, 2002</p> <ul style="list-style-type: none"> • IT Security Procedural Guide: Sun Solaris Hardening, CIO-IT Security-02-20, August 30, 2002 • IT Security Procedural Guide: Windows XP Professional Hardening, CIO-IT Security-03-22, Revision 6a, March 3, 2006 • IT Security Procedural Guide: Windows 2003 Server Hardening, CIO-IT Security-04-25, Revision 2, June 21, 2006 • IT Security Procedural Guide: CISCO Router Hardening, CIO-IT Security-05-27, March 8, 2005 • IT Security Procedural Guide: Oracle Database Hardening, CIO-IT Security-05-28, March 29, 2005 • IT Security Procedural Guide: CISCO CALLManager and Unity Hardening, CIO-IT Security-07-34, February 12, 2007 • IT Security Procedural Guide: Web Application Security Guide, CIO-IT Security-07-35, Revision 2, January 16, 2008 • IT Security Procedural Guide: Bluetooth Security Hardening, CIO-IT Security-07-36, March 7, 2007 • IT Security Procedural Guide: Citrix Presentation Server 4 Hardening, CIO-IT Security-07-37, April 3, 2007 • If no GSA Guidance is available CIS hardening guides should be used.
Incident Reports	Continuous	<ul style="list-style-type: none"> • IT Security Procedural Guide: Handling IT Security Incidents, CIO-IT Security-01-02, Revision 6, 4-22-08
Background Investigation Documentation (2)	Continuous	<ul style="list-style-type: none"> • GSA-CIO-IL 07-03 • OCHCO/OCIO HSPD-12 Personal Identity Verification and Credentialing Instructional Letter

Document	Frequency of Review and Update	Relevant Guidance
		<ul style="list-style-type: none"> Standard Operating Procedure HSPD-12 Personal Identity Verification and Credentialing Version 2.1, June 7, 2007 GSA Handbook ADM 9732.1C, "Suitability and Personnel Security"
Change Control Documentation	Continuous	<ul style="list-style-type: none"> IT Security Procedural Guide: Developing a Configuration Management (CM) Plan, CIO-IT Security-01-05, Revision 1, September 9, 2005
Inventory of Software and Hardware	Continuous	<ul style="list-style-type: none"> IT Security Procedural Guide: Developing a Configuration Management (CM) Plan, CIO-IT Security-01-05, Revision 1, September 9, 2005
Access Control Lists	Continuous	<ul style="list-style-type: none"> National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007
Operating System Vulnerability Scan Report and Raw Data	Monthly	<ul style="list-style-type: none"> National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007
Database Vulnerability Scan Report and Raw Data	Monthly	<ul style="list-style-type: none"> National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007
Wireless Vulnerability Scan Report and Raw Data	Quarterly	<ul style="list-style-type: none"> National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007

Document	Frequency of Review and Update	Relevant Guidance
Plan of Action and Milestones (POA&M)	Quarterly	<ul style="list-style-type: none"> IT Security Procedural Guide: FISMA/POA&M Implementation, CIO-IT Security-04-26, Revision 4, May 26, 2005
Web Application Vulnerability Scan Report and Raw Data	Annually	<ul style="list-style-type: none"> IT Security Procedural Guide: Web Application Security Guide, CIO-IT Security-07-35, Revision 2, January 16, 2008
System Security Plan (SSP)	Annually	<ul style="list-style-type: none"> National Institute of Standards and Technology Special Publication 800-18, Revision 1, <i>Guide for Developing Security Plans for Federal Information Systems</i>, February 2006 National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007
Risk Assessment	Every 3 years or significant change	<ul style="list-style-type: none"> IT Security Procedural Guide: Managing Enterprise Risk, CIO-IT Security-06-30, Revision 4, October 16, 2007
e-Authentication Risk Assessment	Annually	<ul style="list-style-type: none"> Office of Management and Budget Memorandum M-04-04, <i>E-Authentication for Federal Agencies</i>, December 2003 GSA Order CIO P 2100.1D, GSA Information Technology (IT) Security Policy, June 21, 2007
Contingency Plan (3)	Annually	<ul style="list-style-type: none"> Office of Management and Budget, Circular A-130, Management of Federal Information Resources, Appendix III, <i>Security of Federal Automated Information Systems</i>, as revised November 2000 National Institute of Standards and Technology Special Publication 800-34, <i>Contingency Planning Guide for Information Technology Systems</i>, June 2002

Document	Frequency of Review and Update	Relevant Guidance
Contingency Test Plan (4)	Annually	<ul style="list-style-type: none"> • National Institute of Standards and Technology Special Publication 800-84, <i>Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities</i>, September 2006 • IT Security Procedural Guide: Contingency Plan Testing, CIO-IT Security-06-29, Revision 1, February 22, 2007
Contingency Plan Test Results Draft	Annually	<ul style="list-style-type: none"> • National Institute of Standards and Technology Special Publication 800-84, <i>Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities</i>, September 2006 • IT Security Procedural Guide: Contingency Plan Testing, CIO-IT Security-06-29, Revision 1, February 22, 2007
Contingency Plan Test Results Final	Annually	<ul style="list-style-type: none"> • National Institute of Standards and Technology Special Publication 800-84, <i>Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities</i>, September 2006 • IT Security Procedural Guide: Contingency Plan Testing, CIO-IT Security-06-29, Revision 1, February 22, 2007
Configuration Management Plan	Annually	<ul style="list-style-type: none"> • IT Security Procedural Guide: Developing a Configuration Management (CM) Plan, CIO-IT Security-01-05, Revision 1, September 9, 2005
User Authorization Review	Annually	<ul style="list-style-type: none"> • National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007

Document	Frequency of Review and Update	Relevant Guidance
Certification and Accreditation (C&A) Plan	Every 3 years or significant change	<ul style="list-style-type: none"> IT Security Procedural Guide: Managing Enterprise Risk, CIO-IT Security-06-30, Revision 4, October 6, 2007
System Test and Evaluation (ST&E) Report	Every 3 years or significant change	<ul style="list-style-type: none"> IT Security Procedural Guide: Managing Enterprise Risk, CIO-IT Security-06-30, Revision 4, October 16, 2007
Privacy Impact Assessment (PIA) Documentation	Every 3 years or significant change	<ul style="list-style-type: none"> 1878.2 COP – Conducting Privacy Impact Assessments (PIAs) in GSA Office of Management and Budget Memorandum M-03-22, <i>OMB Guidance for Implementing the Privacy Provisions of the E-Government Act of 2002</i>, September 26, 2003 GSA Order CIO P 2100.1D, GSA Information Technology (IT) Security Policy, June 21, 2007
Technical Architecture Design Document	Outset of Contract	<ul style="list-style-type: none"> IT Security Procedural Guide: Developing a Configuration Management (CM) Plan, CIO-IT Security-01-05, Revision 1, September 9, 2005
Baseline Configuration	Outset of Contract	<ul style="list-style-type: none"> IT Security Procedural Guide: Developing a Configuration Management (CM) Plan, CIO-IT Security-01-05, Revision 1, September 9, 2005
Rules of Behavior	Outset of Contract	<ul style="list-style-type: none"> GSA Order CIO 2104.1, GSA Information Technology (IT) General Rules of Behavior, July 3, 2003

Tests

The contractor is required as part of the minimum security requirements and/or GSA requirements for low impact systems to perform all tests in the table below. Following the detection of any vulnerability (by the required scans or any other means) the contractor shall provide a plan of action to address the vulnerabilities identified within the timeframe specified by GSA. Focus should be upon vulnerabilities categorized as critical or high, followed by vulnerabilities categorized as medium and then low.

Test	Frequency	Relevant Guidance
Security Assessments in Conjunction with Change Control	Continuous	<ul style="list-style-type: none"> IT Security Procedural Guide: Developing a Configuration Management (CM) Plan, CIO-IT Security-01-05, Revision 1, September 9, 2005
Operating System Vulnerability Scans	Monthly	<ul style="list-style-type: none"> GSA CIO IT Security Policy 2100.1d National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007
Database Vulnerability Scans	Monthly	<ul style="list-style-type: none"> GSA CIO IT Security Policy 2100.1d National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007
Wireless Vulnerability Scans	Quarterly	<ul style="list-style-type: none"> GSA CIO IT Security Policy 2100.1d National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007
Web Application Vulnerability Scan	Annually	<ul style="list-style-type: none"> GSA CIO IT Security Policy 2100.1d IT Security Procedural Guide: Web Application Security Guide, CIO-IT Security-07-35, Revision 2, January 16, 2008

Test	Frequency	Relevant Guidance
Contingency Plan Test	Annually	<ul style="list-style-type: none"> • National Institute of Standards and Technology Special Publication 800-84, <i>Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities</i>, September 2006 • IT Security Procedural Guide: Contingency Plan Testing, CIO-IT Security-06-29, Revision 1, February 22, 2007
Risk Assessment	Every 3 years or significant change	<ul style="list-style-type: none"> • IT Security Procedural Guide: Managing Enterprise Risk, CIO-IT Security-06-30, Revision 4, October 16, 2007
e-Authentication Risk Assessment	Annually	<ul style="list-style-type: none"> • Office of Management and Budget Memorandum M-04-04, <i>E-Authentication for Federal Agencies</i>, December 2003 • GSA Order CIO P 2100.1D, GSA Information Technology (IT) Security Policy, June 21, 2007
Incident Response Testing	Annually	<ul style="list-style-type: none"> • IT Security Procedural Guide: Handling IT Security Incidents, CIO-IT Security-01-02, Revision 6, 4-22-08
FISMA Security Control Assessments	Annually	<ul style="list-style-type: none"> • Automated System Security Evaluation and Remediation Tracking (ASSERT) • National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007 • National Institute of Standards and Technology Special Publication 800-53A, <i>Guide for Assessing the Security Controls in Federal Information Systems</i> (Final Public Draft), December 2007 • IT Security Procedural Guide: FISMA/POA&M Implementation, CIO-IT Security-04-26, Revision 4, May 26, 2005

Test	Frequency	Relevant Guidance
Privacy Impact Assessment	Every 3 years or significant change	<ul style="list-style-type: none"> • Office of Management and Budget Memorandum M-03-22, <i>OMB Guidance for Implementing the Privacy Provisions of the E-Government Act of 2002</i>, September 26, 2003 • GSA Order CIO P 2100.1D, GSA Information Technology (IT) Security Policy, June 21, 2007
System Test and Evaluation (ST&E)	Every 3 years or significant change	<ul style="list-style-type: none"> • IT Security Procedural Guide: Managing Enterprise Risk, CIO-IT Security-06-30, Revision 4, October 16, 2007
Configuration Management Audits	Annually	<ul style="list-style-type: none"> • IT Security Procedural Guide: Developing a Configuration Management (CM) Plan, CIO-IT Security-01-05, Revision 1, September 9, 2005
Audits	TBD	<ul style="list-style-type: none"> • IT Security Procedural Guide: Auditing and Monitoring, CIO-IT Security-01-08, Revision 2, January 29, 2008
IG Inspections	TBD	

Correction of Deficiencies

All deficiencies identified by the offeror or the government must be corrected in a timely manner by the offeror in accordance with GSA guidelines.

Security Specific Training

The contractor shall provide as part of the minimum security requirements for low impact systems the training listed in the table below. The contractor shall assure all individuals working on the contract must participate in security awareness training prior to having access to the system, and annually thereafter. The contractor must maintain written records verifying that all staff has received training. The contractor shall provide all staff designated in the Disaster Recovery/Contingency Plan or any staff which has a role in emergency response, backup, and recovery of the system training in their respective roles.

Type of Training	Frequency	Relevant Guidance
Security Awareness Training (8)	Annually	<ul style="list-style-type: none"> IT Security Procedural Guide: IT Security Training and Awareness Program, CIO-IT Security-05-29, Revision 1 April 27, 2006
Specialized Role-based Security Training	Annually	<ul style="list-style-type: none"> GSA Order CIO P 2100.1D, GSA Information Technology (IT) Security Policy, June 21, 2007
Contingency Plan Training (9)	Annually	<ul style="list-style-type: none"> National Institute of Standards and Technology Special Publication 800-84, <i>Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities</i>, September 2006

Other Required Security Activities

The following security activities are also required as part of the minimum security requirements for GSA information systems

Security Activity	Frequency	Relevant Guidance
Visitor Access Record Review	Annually	<ul style="list-style-type: none"> IT Security Procedural Guide: FY 2008 IT Security Program Management Implementation Plan, CIO-IT Security-08-39, January 31, 2008
User Recertification	Annually	<ul style="list-style-type: none"> IT Security Procedural Guide: FY 2008 IT Security Program Management Implementation Plan, CIO-IT Security-08-39, January 31, 2008
User Access Authorization	Continuous	<ul style="list-style-type: none"> IT Security Procedural Guide: FY 2008 IT Security Program Management Implementation Plan, CIO-IT Security-08-39, January 31, 2008
Employee/Contractor Separations/Transfers	Continuous	<ul style="list-style-type: none"> IT Security Procedural Guide: FY 2008 IT Security Program Management Implementation Plan, CIO-IT Security-08-39, January 31, 2008

Security Activity	Frequency	Relevant Guidance
Inactive Accounts	Continuous	<ul style="list-style-type: none"><li data-bbox="748 218 1253 369">National Institute of Standards and Technology Special Publication 800-53 Revision 2, <i>Recommended Security Controls for Federal Information Systems</i>, December 2007
Sharing of Administrator Accounts	Continuous	<ul style="list-style-type: none"><li data-bbox="748 428 1235 548">IT Security Procedural Guide: FY 2008 IT Security Program Management Implementation Plan, CIO-IT Security-08-39, January 31, 2008
Segregation of User and Administrator Accounts	Continuous	<ul style="list-style-type: none"><li data-bbox="748 600 1235 720">IT Security Procedural Guide: FY 2008 IT Security Program Management Implementation Plan, CIO-IT Security-08-39, January 31, 2008
System Monitoring and Audit Record Review	Continuous	<ul style="list-style-type: none"><li data-bbox="748 772 1235 863">IT Security Procedural Guide: Auditing and Monitoring, CIO-IT Security-01-08, Revision 2, January 29, 2008

APPENDIX D - DATA ELEMENTS

The following lists data elements that should be considered when creating the database schema for the SRMS. The following categories and profiles are provided for informational purposes. The Government reserves the right to add or delete from items from this list as needed to support the program.

Service Request Categories - service requests will be defined into eight (8) categories:

- Custodial
- Structure, Grounds, and Landscaping
- Electrical
- Mechanical
- Elevators/Escalators
- Plumbing
- Security
- Other

Service Request Priority – each service request will be given a priority as follows:

- Emergency
- Urgent
- Routine

Service Request data elements include the following fields:

- Service request number
- Original service request number
- CMMS reference number
- Service request category
- Service request type
- Service request priority
- Date and time of request
- Tenant name
- Tenant agency
- Tenant phone
- Tenant email
- Tenant fax
- Agency reference number
- Building name
- Building address
- Building State
- Building zip code
- Building identification number
- Building manager name
- Building manager phone
- FSP name 1
- FSP name 2

- FSP name 3
- FSP phone 1
- FSP phone 2
- FSP phone 3
- Assigned tech 1 (name and contact information)
- Assigned tech 2 (name and contact information)
- Assigned tech 3 (name and contact information)
- Assigned inspector 1 (name and contact information)
- Assigned inspector 2 (name and contact information)
- Assigned inspector 3 (name and contact information)
- Satisfactory/unsatisfactory inspection - Assigned Inspector 1
- Satisfactory/unsatisfactory inspection - Assigned Inspector 2
- Satisfactory/unsatisfactory inspection - Assigned Inspector 3
- Escalation procedure 1 (timeframe and contact information)
- Escalation procedure 2 (timeframe and contact information)
- Escalation procedure 3 (timeframe and contact information)
- Estimated time to complete order
- Actual time taken to complete order
- Notes (equipment, parts, materials, etc.)
- Special instructions (i.e. escort needed, limited access)
- Status (see list below)
- Service request creator name or ID (CSR, Tenant, PM, FSP)
- Closure date and time

Status – the following lists the possible status that could be assigned to a service request:

- New - service request has been created and has not been assigned, dispatched, or approved if required. A service request has this status until it has been assigned or dispatched.
- Dispatched / Assigned – An open service request that has been dispatched to the FSP after approval if required by the PM.
- Denied – service request that has been denied by the PM.
- On-Hold / Pending – Open service request put on-hold possibly pending parts, requires outside FSP intervention, or needs longer to repair.
- Cancelled – A service request that has been cancelled for any reason by the requester or PM. For instance, a duplicate service request not recognized by the system as such when created.
- Completed – FSP has performed the necessary work and no further work is required.
- Closed – A completed service request is closed by an authorized user through the SRMS. Service request closure can be performed by the CSR, the PM or FSP as indicated by business rules. The SRMS will automatically change the status of completed services requests to “Closed” after a specified time period as defined by business rules (normally five (5) business days after the request was completed) or by PMs or FSPs (if authorized) via the SRMS.

- Reopen - A service request that had been closed but needed to be reopened after inspection found the work had not been completed.
- Rework – A service request that that had been closed, but the work was insufficient and needs to be corrected.

The building profile:

- Building name
- Building address
- Building identification number
- City
- State
- Zip Code
- Number of floors
- Building manager name
- PM phone
- Hours of operation
- Links to the profiles of each facility contractor in the building
- Security/ security contractor contact Information (or include as facility contractor profile)
- Mega Center contact information

Property Manager and Staff profile:

- PM and staff names and contact information:
 - office phone
 - mobile phone
 - email
 - fax
 - location
- Building name
- Building address
- Building identification number
- City
- State
- Zip code

Facility service provider profile:

- Contractor name
- Employee names and contact information:
 - office phone
 - mobile phone
 - email
 - fax
 - location
- Building name
- Building address
- Building identification number
- City
- State
- Zip code
- Contract start date
- Contract end date

Tenant profile:

- Tenant name
- Tenant agency or organization
- Office phone
- Alt phone
- Email
- Building name
- Building address
- Building identification number (pre-populated based on building name)
- City
- State
- Zip code
- Floor
- Room number
- Location or room number

Customer Service Representative Profile:

- CSR ID
- Name
- Phone extension
- Email
- Fax

APPENDIX E - SAMPLE IRS ERC EMAIL FORMAT

Service Center Operator: Janice.C.Clingerman@irs.gov
SCenter_cc:
WORKORDER@GEMNETR9.COM;JULIANNE.GOULART@AM.JLL.COM;SHARON.D.GELLINEAU@IR
S.GO
V;NANCY.WONG@IRS.GOV;Janice.C.Clingerman@irs.gov

E-mail to SPOC is for information only. PPOC was e-mailed 04-02-08
----- Document # 4767873

Incident ID: 4767873
Helpdesk ID: ERC Over Cycle Time:04/14/2008
17:58:12
Call Center ID: WEBGET Cycle Time: 10
00:00:00

Category: BUILDING MANAGEMENT Ticket Status: Reassigned

Subcategory: BUILDING REPAIR
Expedite: normal
Expedite Reason:
Assignment: AW-REFM-CENTRALIZEDSERVICES

PPOC: Last Name First Name Phone: 916-568-
GOULART ,JULIANNE
2400

Memo: Mobile:

Email: WORKORDER@GEMNETR9.COM;JULIANNE.GOULAR Fax: 916-924-
0358

SPOC: Last Name First Name Phone:
GELLINEAU ,SHARON

(209)476-7510
Memo: Mobile:

Email: SHARON.D.GELLINEAU@IRS.GOV;NANCY.WONG@I Fax:

EPOC: Last Name First Name Phone:
ZVOLANEK ,RICHARD

(510)637-3005
Memo: Mobile:

Email: Fax:
(510)637-3178

Vendor: JONES LANG LASALLE/SACRE Phone:

Preferred Method: Email
1st Date Reported to Vendor: 04/02/2008 12:25:38
Person Reported To: E-MAIL TO PPOC AND SPOC 0
First Time Called: 04/02/2008 12:25:38 Time Arrive

Access Denied From: Denied To:

Reported By: NEILSON ,KEITH Phone: (916)974-
5297

Request for Quotation: ACMD-RC-08-0002
Dated: May 29, 2008

Reported For: RUPPEL ,THOMAS Phone: (916) 974-5146

SEID: 9H3DB Email: TOM.RUPPEL@IRS.GOV Fax:
(916) 974-5777
Building Code: CA6139 Name: NORTH HIGHLANDS City:
SACRAMENTO
Division: CASE ADVOCACY State:
CA

Branch: AREA 7 HEADQUARTERS
Acknowledged By: CLINGERMAN, JANICE C on 04/02/2008 12:25:20

Incident Start Time: 03/31/2008 17:58
Open Time: 03/31/2008 17:58 Last Updated Time:
04/02/2008 12:25:22
Incident Stop Time:
Close Time: Estimated Resolution:

Detail:

Employee Information:

(The following additional information must be secured by ERC Rep)

What is the customer's preferred method of contact?

When is the best time to contact customer?

Problem Identification:

(Repairs or alterations to the building or grounds not covered under another s and Lighting. This does not include alterations or construction related to r Space & Property)

1. Does the request deal with the following?

A. Electrical Outlet - If yes, assign to Building Management:
Electrical Ou

B. Plumbing - If yes, assign to Building Management: Plumbing-Routine

C. Lighting - If yes, assign to Building Management: Building Lights or Of

If none of the above applies and it is NOT an emergency, assign to Building

Select type of repair needed from the list below:

Or Other (Describe):

2. In what building/location is the repair needed?

(Enter the complete address including room number, zone, etc)

3. Has this problem been reported before?

(If yes, determine how problem reported i.e. ERC ticket number, date of other

NOTE: If this request requires the ERC Rep to contact a vendor/lessor, an unau if the vendor must incur additional cost to complete the service. The ERC is

When initially contacting the vendor/lessor, please use the following script:

Should you determine that there will be a cost associated with providin name)in advance of service delivery. The ERC does not have the authori the (_____FMB office).

Notate in the details the vendor/lessor's name that was contacted. Also indic was given.

Incident Title:

The rug in Tom's area is coming up and in need of repair

Incident Details:

The rug in Tom's area is coming up and in need of repair

GS Category: Safety and Accident Reporting

GS SubCategory: Inspections

Location: 2nd floor TAS

Technician Actions:

04/02/2008 12:25:20 US/Eastern (CLINGERMAN, JANICE C): ERC DOMAIN:

ACKNOWLEDGED by: CLINGERMAN, JANICE C

04/02/2008 09:14:36 US/Pacific (SMATHERS, WENDYKIM G): ERC DOMAIN:

Ticket reassigned to Building Mangement/Building Repair

04/02/2008 08:24:14 US/Pacific (SMATHERS, WENDYKIM G): ERC DOMAIN:

ACKNOWLEDGED by: SMATHERS, WENDYKIM G

04/02/2008 08:24:11 US/Pacific (SMATHERS, WENDYKIM G): ERC DOMAIN:

Ticket assigned to Erika O'Quinn.

04/01/2008 11:29:03 US/Pacific (WILLIAMS, NELLIE M): ERC DOMAIN:

Assigned to the service provider.

04/01/2008 11:19:03 US/Central (TRIPLETT, CAROLYN V): ERC DOMAIN:

ASSIGNED FOR PROCESSING

Resolution:

APPENDIX F - DATA EXCHANGE

PBS wishes to minimize potential double entry of data in CMMS used by its regions or by its facility service providers. In addition, PBS wishes to exchange information from the SRMS into various PBS Computerized Maintenance Management Systems.

Offeror shall propose a methodology, basic milestones, and basic timelines to accomplish data exchange with GSA's various CMMS systems. Specific implementation timelines and milestones shall be agreed upon by the parties. The Government shall provide field names and the descriptions of required fields.

This section, Data Exchange, does not take the place of any report generation requirement in this SOW. The purpose of this section is to provide data to /and/or from the call center software in real time or near real time.

There are several ways data might be provided to the Government for inclusion in its CMMS systems:

1. *Push*: Offeror (programmatically) sends data in real time or near real time to Government CMMS or other data structure. The Government provides receiving linkage and programming to update its CMMS.
2. *Pull*: Offeror provides data in a consistent format, at a set location in real time or near real time. The Government creates (programming) a methodology to update its CMMS from that location.
3. *Full Integration*: Offeror and Government work together to provide both the CMMS and Call Center software with real-time or near real-time updates to both systems.

Provided below is an approach, which is not to be consider as the sole approach but rather an example, for the contractor to consider for proposal.

An Approach:

All or some of GSA's eleven (11) regions will require an interface between the contractor's work request system and their respective computerized maintenance management systems (CMMS). Such GSA regions may provide, at any time during the performance period of the contract, specifications to establish such interface using Web Services. Such specifications shall define data fields to be provided by the contractor through a Web Service upon creation of a service request, and shall define data fields to be provided by GSA through a Web Service upon an update or status change to a service request within the respective GSA CMMS.

The contractor shall implement the Web Service data exchange, to include automatically providing GSA the defined Web Service data upon service request creation, and updating the contractor's service request database upon receipt of Web Service data from GSA, within 30 calendar days of receipt of such a GSA regional specification. Upon mutual agreement between the contractor and any given GSA region, an alternative method of data exchange may be used (e.g., automated email exchange).

GSA NCC and CMMS systems contain customer service call information (emergency, urgent and routine service calls) that needs to be processed in a timely and consistent manner. The data exchange interface between NCC and CMMS systems shall be:

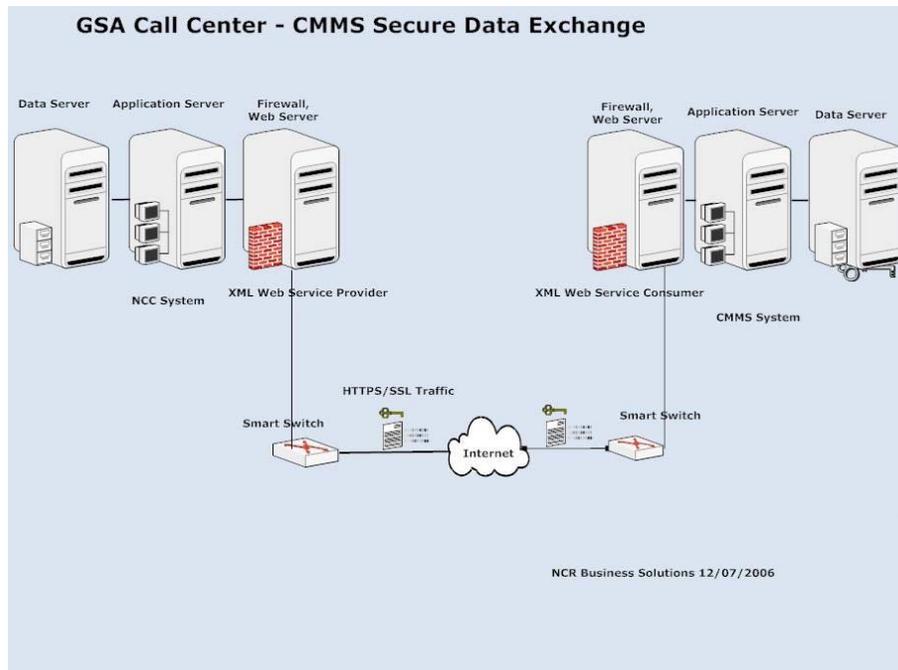
1. Secure. Industry standard authentication and data encryption (HTTPS/SSL) can be used. Additional firewall/DMZ and router/proxy configuration could also be used to ensure a secure tunnel between the NCC and CMMS.
2. Real-time or near real-time. If an emergency (e.g. <15 min response time in NCR CMMS) or urgent (e.g. <30 minutes response time in NCR CMMS) service call is logged in NCC, CMMS needs to be updated in a timely manner for quick response. For example, a data exchange every 1 minute with small number of records (<25 updates and 25 inserts, that translates to more than 10, 000 new calls every work day) should have minimum impact on the data stores.
3. Consistent. The data from both systems should be consistent. This is also depending on the near real-time exchange, if a service call is closed in NCC but still open in CMMS or the other way, will have an impact on user experiences and eventually the accuracy of the data.
4. Reliable. The data interface works as a contract between two systems. Alteration to NCC or CMMS systems should not affect the data interface.

An NCR Data Interchange Example:

The following example is based on a NCR data exchange system between NCR CMMS and other NCR systems. The diagram and data element name have been updated based on NCC data element list.

This section is for example only and it is not a requirement/specification.

The data exchange interface system example diagram between NCR CMMS system and other NCR system:



Sample NCR system data elements to be included in the XML message:

1. Service Request ID
2. Service Request Description
3. Service Request Type
4. Work Class (Failure/Work Classes: HVAC, Mechanical, Electrical, etc)
5. Service Request Priority (Highest, High, Normal, Low, etc)
6. Date and Time of the request
7. Tenant info (name, agency, phone, email or ID)
8. Building id, (e.g. DC0021ZZ)
9. Building manager info (name, phone, email or ID)
10. facility service provider name (name, phone, email or ID)
11. Lead technician name (name, phone, email or ID)
12. Estimate time to complete order
13. Rush time to complete order
14. Actual time to complete order
15. Notes/Comments
16. Special Instructions

17. Service Request Status
 18. Workflow Assignee
 19. Workflow History
 20. Service Request creator info (name, phone, email or ID)
 21. Closure Date and Time
 22. Follow-up Service Request ID
 23. Child Service Request ID
- Extra fields ...

The following is a sample XML message; it does not include all 16 data elements.

```
<?xml version="1.0" ?>
<main>
  <DATA_RECORD>
    <WRID>1000</WRID>
    <WRNUM>1200</WRNUM>
    <WRTYPE>SERV</WRTYPE>
    <BLDNUM>DC0031ZZ</BLDNUM>
    <WRROOM>1000</WRROOM>
    <CLNAME>Sam</CLNAME>
    <CLOGG>GSA</CLOGG>
    <CLWORKPHONE>202-266-4999</CLWORKPHONE>
    <CLWORKEMAIL>sam@gsa.gov</CLWORKEMAIL>
    <WRCOMMENT>Room 1000 </WRCOMMENT>
    <WRDESCRIPTION>Room too hot</WRDESCRIPTION>
    <Extra Columns> Extra Values <Extra Columns>
    <Extra Columns> Extra Values <Extra Columns>
    <Extra Columns> Extra Values <Extra Columns>
    ....
  </DATA_RECO
RD>
</main>
```

XML Web Service method examples

Near Real-time work request - service request data sync methods:

- A. *Coarse grained methods (Near real-time, messaging based system):*
 - Download (RegionID, RegionAccount, RegionCredential), returns XMLDoc
 - Upload (RegionID, RegionAccount, RegionCredential, XMLDoc)
- B. *Fine grained methods (Real-time, function based system)*
 - CreateWorkOrder(RegionID, RegionAccount, RegionCredential, XMLDoc)
 - GetWorkorderInformation(...),
 - GetWorkorderStatus(...),

UpdateWorkRequest(...),
CancelWorkRequest(...) etc.

APPENDIX G – PRICING GUIDELINES

G.1 Project Start-Up

Charges associated with Project Start-Up shall include one or more of the following:

G.1.1 Facility, Equipment, and Services: Costs incurred to prepare the site, equipment, and the systems at each center to support task requirements, including facility, equipment, supplies and services.

G.1.2 Initial/Special Training: Labor and supply costs incurred to develop training materials and to conduct training of the initial complement of Customer Service Representatives (CSRs) and any additional CSRs above the initial complement needed to support task requirements (note that this charge does not apply to any training costs for new personnel to replace CSRs who leave the project [for example, through attrition training] or for any on-going or refresher training conducted by the Contractor to ensure compliance with performance requirements).

G.1.3 Knowledge and Content Development: Labor and supply costs incurred to develop and prepare the knowledge base to support task requirements.

G.1.4 Project Implementation Support: Labor, travel and supply costs for technical support incurred in support of start-up activities. This charge shall cover all work performed to make the contact center(s) fully operational, including achieving security certification and accreditation (C&A) of the contractor's information systems in accordance with National Institute of Standards and Technology (NIST) and agency security requirements.

G.2 Addition of New Buildings

This is a fixed one-time charge to be paid for all work performed to add a new building to the PBS NCC, including, but not limited to adding data to the SRMS, testing functionality, and modifying business rules. This charge is for buildings added above and beyond the eleven (11) initial buildings. For the purposes of this solicitation, a building is defined as a Government-controlled space built or established to serve a particular purpose. The facility is inclusive of a building, or buildings, with a common property management structure and the associated support infrastructure (e.g., parking, utilities, etc.). This includes, but is not limited to government campuses, complexes, and other multi-building sites. The requirements for adding new buildings are described in Section 5.0 of the Statement of Work.

G.3 Project Management

This is a fixed monthly recurring charge to be paid for all work performed to support the project to include the initial 11 buildings (e.g., Contractor's Project Manager, site manager, technical and security personnel, quality assurance and human resource

personnel, administrative personnel, knowledge specialists, etc.), including support for maintaining the facility and technology infrastructure, support for Technical and Management services as described in Section 4.0.d of the Statement of Work, and ongoing compliance with federal information systems security requirements after C&A is achieved.

G.4 Incremental Project Management

This is a fixed monthly recurring charge to be paid for all work performed to support an additional group of up to 30 buildings added to the NCC service list beyond the initial 11 buildings identified for Phase 1 implementation (e.g., Contractor's Project Manager, site manager, technical and security personnel, quality assurance and human resource personnel, administrative personnel, knowledge specialists, etc.), including support for maintaining the facility and technology infrastructure, support for Technical and Management services as described in Section 4.0.d of the SOW, and ongoing compliance with federal information systems security requirements, where applicable. For the purposes of this solicitation, a building is defined as a Government-controlled space built or established to serve a particular purpose. The facility is inclusive of a building, or buildings, with a common property management structure and the associated support infrastructure (e.g., parking, utilities, etc.). This includes, but is not limited to government campuses, complexes, and other multi-building sites. The requirements for adding each new building are similar in nature and described in Section 5.0 of the Statement of Work.

G.5 Attended Services

These are recurring charges for human resources and any recurring costs associated with facility, equipment and software, maintenance, and telecommunications, Internet, and IVR services required to respond to, dispatch, and track PBS inquiries received via telephone, e-mail, and wireless devices. The monthly, on-going, and transactional costs of the IVR service should be included in Table I-5 (Monthly Volume Bands for Telephone Service Requests).

Deleted:

APPENDIX H – INSTRUCTIONS TO OFFERORS

H.1 General Submission Requirements

Each quotation submitted in response to this request for quotation shall consist of two separate packages, placed in separate sealed envelopes/containers identified and appropriately marked as “Technical Quotation” and “Price Quotation” and then place both in one sealed submission container. The offeror shall submit one original and 6 copies of the Technical and Price Quotations. Also, submit one compact disc containing both your technical and price quotations in PDF file format. The quotations shall be accompanied by a transmittal letter, signed by an individual who is authorized to bind the company on contractual issues. The letter shall reference the Request for Quotation and identify the documents being submitted. It shall also acknowledge agreement to a 90 day bid acceptance period.

The offeror shall enter the following information on the submission envelopes/containers: (i) the deadline (hour and date) for receipt of quotations; (ii) the solicitation by number and title; and (iii) the offeror’s name and address. The submission shall be addressed as follows:

General Services Administration
Central Office Contracting Division
1800 F Street, NW (Room G-127)
Washington, D.C. 20405
Attention: Robert H. Corey

The date and time for receipt of quotations is 3:00 p.m., EDT on 06/27/2008.

All questions concerning this request for quotation should be received by 4:00 p.m., EDT on 06/08/2008. Please ensure that question(s) were not asked and answered during the award solicitation phase of the basic indefinite-delivery, indefinite-quantity (IDIQ) contracts.

Offerors are advised that hand-carried quotations must be received at the address shown before the time and date set for receipt of quotations. The following guidelines apply to the receipt of proposals:

Any proposal, modification, or revision received at the Government office designated in the solicitation after the exact time specified for receipt of offers is “late” and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and—

If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of proposals; or

There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or

It is the only proposal received.

However, a late modification of an otherwise successful proposal that makes its terms more favorable to the Government will be considered at any time it is received and may be accepted.

H.2 Technical Quotation Submission Requirements

Original and 6 copies of the technical quotations are required. No prices shall be included in the Technical Quotation. A 75 page limitation has been set for the Technical Quotation. Excluded from this limit is the transmittal letter, title page, quotation index or table of content, list of figures and abbreviations, organizational charts, and resumes of key personnel. (This limitation is based on the number of pages when printed single-spaced on 8 1/2" x 11" paper with a 1" margin in 12-point font size. Font size used in figures and tables can be 8-point or higher as long as the content is legible.)

Offerors must submit a comprehensive Technical Quotation to provide a basis for sound evaluation by the Government. Quotations that merely offer to provide the requirements as specified in the solicitation, or "parrot back" the requirements of the solicitation, may be determined technically unacceptable. The Technical Quotation shall be organized as follows:

- Quotation Index
- Executive Summary
- Past Performance & Experience
- Facilities and Technology Infrastructure
- Technical Approach
- Management Plan

H.2.1 Quotation Index

Offerors are required to submit, as part of their technical quotation, an Index referencing the page and paragraph numbers that contain their response/methodology/narrative, on an item-by-item basis, to all requirements of this solicitation.

H.2.2 Executive Summary

The purpose of the executive summary is to present a brief introduction and overview of the quotation, including a summary of the offeror's capabilities and qualifications. The executive summary shall be written so that a layperson can easily grasp the essence of the technical approach and plans being proposed.

H.2.3 Experience and Past Performance

In addition to general background information, the offeror must provide specific information about experience in operating and managing similar operations, services, facilities, or contracts, and associated contractual or budgetary arrangements, along with contact information (name, title, phone number and email address). Although, offerors provided general background information in proposals for the original base contract, PBS would like to review this information, along with the specific requirements listed above, at the task order level. The Government may contact individuals and firms for which the offeror has performed services to evaluate the offeror's experience.

H.2.3.1 Documentation of Experience

The offeror shall provide the following information in its response:

H.2.3.1.1 A narrative describing number of years of experience designing, implementing, operating and managing multi-channel contact centers with requirements similar to those in this task order, the number and locations of centers currently in operation and how they will be used to support this task, the type of services and business sectors the centers support, the total number of full time and part time employees working in those centers, the size and depth of its technical and management staff dedicated to supporting contact center services, and any teaming partners and/or subcontractors proposed as part of the offeror's solution. Describe any specialized expertise and/or capabilities, including those offered by teaming partners and/or subcontractors, which may enhance the offeror's ability to meet or exceed project requirements. Describe any current and past association and successes with teaming partners/subcontractors in supporting similar projects.

H.2.3.1.2 A concise description of the offeror's experiences and successes in key disciplines needed to support the unique requirements in this task order, including the following key disciplines:

- a) Defining customer requirements then evaluating, selecting and customizing a solution similar to that proposed for the Service Request Management System (SRMS);
- b) Implementing, testing, operating and managing systems similar to the offeror's proposed SRMS solution;
- c) Integrating a solution similar to that proposed for the SRMS with existing Federal Government information systems;
- d) Collecting, building, validating, and auditing complex sets of business rules such as those defined in Section C of this document to categorize and route service requests;

- e) Supporting projects with stringent information systems security requirements; and,
- f) Developing and delivering training to Government or other external personnel.

H.2.3.2 Past Performance

The offeror shall provide the information identified below in its response to Past Performance. The offeror is cautioned to include all relevant past performance information, including corrective actions taken, in their proposals as the Government may award without discussions using only the information provided by the offeror in the initial proposal submission and customer provided/Government obtained past performance information. The offeror may be given the opportunity to address adverse past performance information; however, this exchange of information is for clarification only and not for purposes of discussion.

H.2.3.2.1 A project profile identifying ~~at least three (3)~~ contact center projects performed within the past five years that are similar in scope and subject matter to the work performed at the PBS NCC and/or other Federal Government programs. For each of the projects, the offeror shall provide the following information:

Deleted: no more than two

Deleted: 2

- a) Contract number, task order number, and/or other identification;
- b) Project title or name;
- c) Name of client/contracting entity;
- d) Role (prime or subcontractor);
- e) Period of performance (including the original scheduled completion date established at contract/task order award and the actual completion date, with explanation of any variance). If the reference contract is not an existing contract, provide a brief explanation on why the contract is no longer current;
- f) Geographic location(s) where contract work was performed;
- g) Names, phone numbers and e-mail addresses, if available, of the CO and COTR and/or Commercial Buyer and Project Manager;
- h) Total dollar value of contract (including value at the contract/task order award and actual final price, with an explanation of any variance); and
- i) Annual work volumes by work type and languages supported (e.g. inbound calls, e-mail, facsimiles, fulfillment, etc.)

H.2.3.2.2 For each of the projects listed above, the offeror shall provide a narrative describing the scope and complexity of the project, including:

- a) Project and the scope of work;
- b) Relevancy of the selected project to the nature of work performed at the PBS NCC and/or other Federal Government programs;

- c) Complexity and duration of the startup and transition process;
- d) Complexity of the contact center inquiries, type of end-users served, operating hours, language requirements, and length of CSR training;
- e) Complexity of knowledge and case management requirements; and
- f) Frequency and complexity of reporting requirements. Provide a sample report package for the project.

H.2.3.2.3 For each of the above projects, the offeror shall provide a narrative describing overall project performance, including:

- a) Project objectives and performance goals and whether they were achieved;
- b) Summary of the financial benefits the project delivered to the customer, including any return on investment calculation to quantify the financial benefits;
- c) Major deliverables produced, any awards or recognition that were received for superior performance and/or significant cost savings;
- d) Variations in work volumes and how they are managed including unforeseen spikes and in crisis and high priority situations;
- e) Two unanticipated challenges and the corresponding remedial actions;
- f) Any innovative technologies and/or re-engineered business processes proposed and adopted by the customer that resulted in service improvement and/or cost reduction;
- g) Any performance awards received during the performance period of the project; and
- h) Any problems or issues that occurred, and the corrective action taken, that may impact the offeror's past performance evaluation.

H.2.4 Facilities and Technology Infrastructure

The offeror shall provide in its response a detailed description of the proposed facilities and technology infrastructure for the task, including the following:

H.2.4.1 Proposed contact center sites for supporting the tasks and an explanation on why the sites were selected. Include a copy of the floor plan for the proposed sites that clearly shows proposed work areas and associated support space (e.g., reference library, training rooms), current capacity and expansion capability. The offeror shall include a concise description of physical security arrangements and systems related to disaster recovery and continuity of operations (e.g. back-up power generation capabilities) at the proposed sites.

H.2.4.2 A block diagram of the proposed technology architecture with appropriate explanation and identification of site locations, major system components, network and routing devices, power systems, etc., including those used for primary and backup operations. Identify system capacity and scalability where appropriate

H.2.4.3 A concise description of the proposed technology solution for the Service Request Management System. The Description should demonstrate an in-depth understanding of the nature of the system requirements, how the offeror will fulfill the requirements, and what technology will be used to support the services and any special capabilities that are unique to the proposed solution that will enhance the offeror's ability to meet or exceed project objective. The description should cover all aspects of the system including but not limited to:

- a) System architecture and components;
- b) Database design and proposed data elements;
- c) Integration with other contact center technology;
- d) The ability to support business requirements outlined in the task order;
- e) Ability to support data exchange with other government systems;
- f) System scalability, availability, reliability;
- g) The ability to support receipt of service requests through multiple channels;
- h) The ability to support service request creation, routing, tracking, workflow management, and escalations;
- i) The ability to dispatch and receive updates on the status of service requests;
- j) Access controls for varied types of users for both ease of use and system security;
- k) Administration, including adding and updating users, maintaining user accounts, maintaining business rules and building information;
- l) The ability to provide clear and concise information relevant to different types of users, such as "dashboards", reporting, automated email notifications, automated alerts, and reporting;
- m) Ease of use and ADA Section 508 compliance.

H.2.4.4 Proposed technology solutions for supporting the required contact center functions, including but not limited to the following:

- a) The proposed approach to utilize ACD, IVR and CTI to improve the tenant experience;
- b) The proposed approach to meet or exceed the Web-portal requirements outlined Part II: Statement of Work;
- c) The proposed approach to utilize customer survey automation;
- d) The ability use TDD/TTY to support the requirements of this task;

- e) The proposed approach for managing service requests submitted by email and facsimile;
- f) The integrated use of compliment/complaint management, service monitoring and quality control;
- g) Processes and procedures for managing contractor staff training, certification of wage determination act compliance, and completion of appropriate background checks and clearances; and,
- h) Describe how the offeror will ensure that the proposed technology solutions will be fully accessible by individuals with disabilities as required by Section 508 of the Rehabilitation Act Amendments of 1998.

H.2.4.5 Description on the offeror's plans and approaches for evaluating and implementing new technology to keep pace with technological advances and/or evolving customer needs.

H.2.5 Technical Approach

The offeror shall describe how it intends to meet the requirements specified in the task order SOW and the base contract. The offeror's response shall include the following:

H.2.5.1 A concise description on the offeror's proposed solution and approach for providing each of the services specified in the task order SOW. Descriptions should demonstrate an in-depth understanding of the nature of the services, how the offeror will fulfill the requirements, and what technology will be used to support the services and any special capabilities that are unique to the proposed solution that will enhance the offeror's ability to meet or exceed project objective. Describe any industry best practices that will be employed by the offeror to accomplish task objectives and performance goals. The offeror shall describe plans and approaches on how the proposed services will be implemented. The quotation shall not merely offer to conduct an investigation or perform work in accordance with the stated requirements, but shall outline the actual technology, approach, and/or methodology proposed.

H.2.5.2 A concise description of the offeror's proposed solution for selecting, performing any necessary customization, testing, implementing and maintaining the Service Request Management System. The description should demonstrate an in-depth understanding of the business requirements, how the offeror will fulfill the requirements, and any special capabilities that are unique to the proposed solution that will enhance the offeror's ability to meet or exceed project objective. Describe the approach that will be used to select the SRMS and to manage any teaming or sub-contracting arrangements as well as the practices that will be employed by the offeror to accomplish task objectives and performance goals. The offeror shall describe plans and approaches on how the system will be implemented, including any customization that may be needed and how testing and quality assurance will be conducted for the proposed solution. The quotation shall not merely offer to conduct an investigation or perform work in accordance with the

stated requirements, but shall outline the actual technology, approach, and/or methodology proposed.

H.2.5.3 A concise description of the offeror's proposed Phase-In Plan that describes the specific tasks associated with establishing the contact center and integrating the contact center into PBS' existing operations as well as how these tasks will be completed. The description shall include details on plans and approaches for implementing the tasks and a detailed timeline identifying due dates for key deliverables and milestones that must be met during the phase-in process. The offeror shall provide a detailed description on how it will accomplish the phase-in. The description should demonstrate an in-depth understanding of the business requirements. The offeror shall outline the actual technology, approach, and/or methodology proposed, including but not limited to the following:

- a) Proposed methodology and process for developing a roll out schedule and determining the optimal pace of expansion to ensure cost effectiveness, continuity of operations and quality control;
- b) Proposed methodology and process for migrating from current modes of operation to utilization of the contact center;
- c) Proposed methodology, tools and processes for collecting and validating PBS business rules;
- d) Proposed methodology, tools and processes for collecting and validating PBS contact information
- e) Proposed methodology, tools and processes for mitigating risks associated with the phase in.

H.2.5.4 A concise description of the offeror's plans and approaches for effective information and knowledge management, including proposed methodologies and approaches for maintaining, updating, and auditing contact information and business rules. Include a schedule of auditing activities.

H.2.5.5 A concise description of the offeror's plans and approaches for deploying automated or unattended services, including the following:

- a) Proposed methodologies and approaches for supporting ACD, IVR and CTI services, including call flow design, script development and maintenance, voice message recording, and data analysis and reports for both contractor-provided and government provided reports, metrics and services;
- b) Proposed methodologies and approaches for leveraging technology to provide better service and improve productivity; and,
- c) Describe how customer satisfaction survey functionality will be integrated into each channel to obtain caller feedback on attended and unattended services.

H.2.5.6 A Security Plan that describes existing and planned controls that will be put in place to ensure the confidentiality, integrity, and availability of information and systems supporting this task. The Plan shall provide an overview of the security requirements for the information and IT systems (as defined in section C as well as GSA's IT Systems Security Requirements reference documents (Attachment E) and NIST Special Publication 800-18 (available from the NIST Computer Security Resources Center website at csrc.nist.gov), and describes the existing or planned controls (management, operational, and technical) for meeting those requirements. The Plan shall describe the relevant systems, identify risks, and delineate responsibilities and expected behavior of individuals who access the systems. The Plan shall also describe the offeror's plans and approaches for meeting the certification and accreditation requirements stated in Section C of this task and C.3.5.9 of the basic contract, including preparation of all required documents in support of the certification and accreditation process.

H.2.5.7 A Disaster Recovery/Contingency Plan that identifies risks as well as the steps necessary to prevent them from happening in the first place. The plan shall include an alternate set of steps to minimize the impact should prevention fail and provisions for alternate worksite and technology center in the event of a major disaster. The plan must define backup and restoration processes and the precise steps to take to recover as quickly as possible, including recovery procedures for physical facility, voice, data, and desktop systems and applications, communications networks, electrical service, customer access points, partners and procedures, and staff. The Plan shall define the roles and responsibility of contractor and Government personnel during contingent and disaster events, including notification, reporting and provisions for training to prepare them to respond to such events. The plan shall include implementation procedures to test and execute the plan on a regular basis to ensure preparedness for such events.

H.2.5.8 A description of the Offeror's proposed solution and approach for providing status and management reports.

H.2.6 Management Plan

The offeror shall submit a Management Plan for accomplishing the task, as specified in the task order SOW. The plan shall include, at a minimum, sections and structure described as follows:

H.2.6.1 A Project Management Plan that describes the proposed project management structure and the support resources that the offeror will provide to perform the task, including core project management support and, if necessary, incremental project management support required supporting all activities. The Plan shall describe how the various activities supported by the task will be managed to ensure performance goals are met. The Plan shall include an organization chart that identifies the entire chain of command in the organization, the chain of command for managing this contract, and the organizational components that support this contract. In relation to the organizational structure, the offeror shall describe the management, technical, administrative and contractual delegations of authority within the organization. The offeror shall further describe the lines of authority and roles and responsibilities of all corporate entities

including subcontractors and/or teaming partners (if any) and escalation procedures for problem/dispute resolution. If the proposed solution involves teaming partners and/or subcontractors, provide a description of how the offeror's teaming partners and/or subcontractors (if any) will be managed to ensure performance objectives are met.

H.2.6.2 A listing of all proposed key personnel responsible for the performance of the task. The information shall include: a description of the key personnel's roles and responsibilities; contact center and customer service experience; education background; knowledge of technology and applications; oral and written communication skills; knowledge of federal programs; knowledge of Federal laws, regulations and statutes; any performance awards and/or special recognition for outstanding service received while performing contact center or related tasks; and any specialized knowledge and expertise that may enhance project performance. Provide resumes of proposed key personnel.

H.2.6.3 A Human Resources Management Plan that identifies staffing resources needed to support the task. The Plan shall include a staffing chart that identifies the allocated resources (expertise and level of effort) needed to perform each of the required functions to support the project. The Plan shall address roles and responsibilities of project and contact center staff by title and define supervisor and quality monitor to CSR ratios that will be used to support the task. The offeror shall identify the corresponding wage rate category, as defined by the Department of Labor's wage determinations that will be used to compensate each level of contact center staff as applicable. The Plan shall also include relevant details on recruiting, training, employee retention, workforce scheduling and workload management, supervision and quality monitoring practices. The Plan shall describe the processes and methodologies for training both new and experienced employees, including a sample training schedule for the task with subject matter titles and descriptions and the number of employees to be trained at each session and the ration of trainers to trainees. The plan shall detail how the offeror will manage compliance with screening and security requirements set forth in Section C of this task.

H.2.6.4 A Performance/Service Level Management Plan that identifies plans and procedures to comply with the performance standards set forth in this task order SOW for each of the supported activities. The Plan shall provide a detailed description of the processes and methodologies for effective service level management, including workload forecasting, scheduling, service recovery (from system failures, disasters, etc.), problem identification and resolution, problem notification, and contingency planning and escalation. The offeror shall describe the processes and methodologies that it will follow in projecting and monitoring workload, performance objectives for the project and providing updates to the Government. The offeror shall describe corrective actions and contingency plans that it will employ to balance workload and performance objectives on an ongoing basis until the problem is corrected.

H.2.6.5 A Quality Control/Quality Improvement Plan that describes the processes and methodologies that the offeror will follow to ensure quality objectives are met in all relevant areas including the offeror's plan for developing, operating, and maintaining a quality control program to address the following areas: staffing; training; operations;

contract deliverables; performance management; process engineering; service delivery; service improvements; and customer satisfaction. The Contractor shall describe the processes and methodologies that it intends to follow in conducting performance assessment evaluations.

H.2.6.6 The offeror should clearly identify how they will comply with the ten percent (10%) NISH NIB requirement as described in section 7.2 of Part II, Statement of Work, including:

- a) Whether the requirement will be met through direct hiring or subcontract;
- b) The method for tracking and ensuring compliance.

H.2.6.7 A concise description of the offeror's plans and approaches for training for Government and facility service provider staff, including the following:

- a) Proposed types of training to be delivered and how each will be developed;
- b) Proposed mediums and methods of training delivery;
- c) Proposed approach to assure training is available after initial implementation; and,
- d) Proposed approach to assure training is maintained and updated to reflect changes to the program.

H.3 Oral Presentations

Offerors may be required to provide an oral presentation to the quotation evaluation team at a Government site. Oral presentations will occur after the Government has established a competitive range. Offerors will receive a minimum of ten (10) business day's notice prior to the requested time for presentation. The total duration of the oral presentation shall be limited to two (2) hours and may include an additional thirty (30) minute question and answer period at the Government's discretion. The purpose of the oral presentation is for each offeror to demonstrate their proposed SRMS solution and how it will function in the call center environment. The offeror shall also demonstrate their understanding and ability to meet the technical requirements unique to this task order. The oral presentation shall be structured to present information in the following order:

- a) Demonstration or detailed walk-through of the full life cycle of the service requests for each channel from tenant submission through customer satisfaction survey;
- b) Demonstration of the proposed SRMS solution, including but not limited to the creation and dispatch of service requests, automated escalations, automatic notification of status updates, web-portal functionality and integration of wireless technology;
- c) A brief overview of any customization or development efforts to allow the proposed SRMS solution to meet the requirements of this task; and,

- d) Demonstration of the proposed solution for collection, delivery, entry, audit, testing and maintenance of business rules.

The Government requires that key personnel proposed by the offeror make the oral presentation. For the purpose of the oral presentation the offeror shall provide all required hardware or software, and the Government shall provide internet connectivity. Information presented during the oral presentation, and any subsequent written discussion items, may be used by the Government to augment the offeror's written quotation. The Government will establish a competitive range of offerors after reviewing the technical quotations, but prior to inviting offerors for oral presentations. Therefore, it is possible that not all offerors will have an opportunity to give an oral presentation.

H.4 Price Quotation Submission Requirements

The Price Quotation shall be organized as follows: Pricing Tables and Supporting Documentation. Technical information submitted in the price quotation will not be evaluated as part of the technical evaluation.

The price tables shall include: CLIN number, CLIN description, proposed unit price, proposed quantity, and total price for each CLIN, and a grand total for all CLINs for each contract period.

The offeror shall include, as part of its Price Proposal, a complete Price Table for the task order. [It is up to the offeror to determine which CLINs from the basic IDIQ contract, and in what quantities, are needed to support the solution that they have developed in their technical proposal.](#) The offeror shall include the following components in its price proposal. Technical information submitted in the price proposal will not be evaluated as part of the technical evaluation.

- Startup and Implementation Support
- Addition of New Buildings
- Monthly Charge for Project Management Support
- Monthly Charge for Incremental Project Management Support
- Monthly charge for Telephone Service Requests
- Monthly charge for Fax Service Requests
- Monthly charge for Web Portal Requests and Automated E-mail

H.5 Technical Assistance in Evaluation of Quotations

Offerors are hereby notified that the Government may contract with a private company whose lines of business do not extend to the services called for herein to assist in the evaluation of the entirety or portions of the technical and/or business quotations submitted by offerors in response to this solicitation. This shall include, but not be limited to, data marked as proprietary by offerors.

Such third-party contractor involvement may include one or more of the following activities: preparing responses to vendor questions; participating as a member of technical and/or price evaluation panel(s); attending oral presentations; conducting oral discussions with members of the Government's evaluation panel(s); and preparing written evaluation report(s).

Any such third-party contractor will only play an advisory role and their employees will not be voting members of either evaluation panel.

All third-party contractor personnel assisting in the review and/or evaluation of technical and/or business quotations submitted by offerors in response to this solicitation as described herein will be required to sign non-disclosure agreements to protect the offerors' propriety information.

APPENDIX I – EVALUATION AND AWARD CRITERIA

I.1 Basis for Award

Task order award will be made to the acceptable, responsible offeror who provides the best-value solution to the Government. In determining best-value, Technical Factors are significantly more important than either Past Performance and Experience, or Price. Past Performance and Experience is more important than Price.

The Government will combine the results of the technical evaluation for each offeror with the results of its price evaluation to determine which offeror provides the Government with the best-value solution.

Offerors will be given the opportunity to clarify minor irregularities or apparent clerical mistakes in its submission; however, the Government reserves the right to make its award decision based solely on initial, written quotations without conducting any formal discussions.

I.2 Technical Evaluation Process

Evaluation of an offeror's technical quotation will be evaluated independently of the price quotation. Technical sub-factors will be rated individually using a numerical rating scale. The rating that each sub-factor is assigned (based on the criteria in Table F-1) will be multiplied by a predetermined weighting factor. The aggregate value of all weighted sub-factors will become the score for that technical factor.

The numerical ratings in Table F-1 will be used by the Government to rate the sub-factor elements of an offeror's technical quotation.

Table I-1 Sub-Factor Rating Scale for Technical Quotations

Rating	General Description
5	The sub-factor clearly meets and consistently exceeds the Government's stated requirements in all areas. The information provided suggests a very low risk of less than satisfactory performance on the part of the offeror.
4	The sub-factor meets the Government's stated requirements in all areas, and in some areas the offeror exceeds the Government's stated requirements. The information provided suggests a low risk of less than satisfactory performance on the part of the offeror.
3	The sub-factor meets the Government's stated requirements in all areas. The information provided suggests a moderate risk of less than satisfactory performance on the part of the offeror.
2	The sub-factor meets the Government's stated requirements in all areas, but in some areas, it barely meets the Government's stated requirements. The information provided suggests a substantial risk of less than satisfactory performance on the part of the offeror.
1	The sub-factor fails to meet one or more of the Government's stated requirements. The information provided suggests a very substantial risk of less than satisfactory on part of the offeror

I.2.1 Evaluation of Technical Quotations

The Government will evaluate the offeror's proposed solutions and approaches for meeting or exceeding contract requirements based on the following considerations. Insightful responses that describe unique, innovative, and proven methods, approaches, and capabilities that will enable the Government to achieve project objectives will receive higher evaluation scores.

The following technical factors will be evaluated in descending order of importance. Sub-factors within each technical factor will be ranked using the ranking scale shown in Table I-1.

- a) Facilities and Technology Infrastructure
- b) Technical Approach
- c) Management Plan
- d) Oral Presentation
- e) Experience and Past Performance

Information presented during the oral presentation, consisting of overviews and demonstrations, and any subsequent offeror's written discussion items, may be used to augment the written quotation and will be evaluated accordingly by the evaluation team.

I.2.2 Factors and Sub-Factors

The following is a list factors and sub-factors to be evaluated. Within each factor, sub-factors are listed in descending order of importance.

I.2.2.1 Facility and Technology Infrastructure

The Government will evaluate the offeror's response on Facility and Technology Infrastructure based on the following sub factors:

- a) Adequacy of Service Request Management System;
- b) Soundness of Technology Architecture;
- c) Soundness of Technology Solutions;
- d) Adequacy of Contact Center Facilities
- e) Soundness of Technology Enhancement/Improvement Plan.

I.2.2.2 Technical Approach

The Government will evaluate the offeror's response on Technical Approach based on the following sub factors:

- a) Soundness of approach for selecting and deploying Service Request Management System;

- b) Soundness of approach for deploying unattended services;
- c) Soundness of plan and approach for knowledge management, e.g. managing business rules and contact information;
- d) Understanding of the services to be provided
- e) Soundness of strategy and approach for phase in;
- f) Soundness of the Disaster Recovery/Contingency Plan;
- g) Soundness of the Security Plan
- h) Soundness of plan for providing status and management reports

I.2.2.3 Management Plans

The Government will evaluate the offeror's response on Management Plan based on the following sub factors:

- a) Soundness of the Project Management Plan;;
- b) Soundness of the Quality /Control/Quality Improvement Plan;
- c) Soundness of the Human Resources Management Plan;
- d) Soundness of the Performance Management/Service Level Management Plan
- e) Experience and Qualifications of Key Personnel;
- f) Soundness of the Special Hiring Plan to hire ten percent (10%) of staff through NISH NIB.
- g) Soundness of Training Plan

I.2.2.4 Oral Presentation

The Government will evaluate the offeror's oral presentation consisting of a solution demonstration based on the following sub-factors:

- a) Soundness of the approach for collecting, managing, and updating, testing, and auditing business rules;
- b) Soundness of approach to customize Service Request Management System solution to meet requirements
- c) Soundness of the approach for managing the full life-cycle of service requests;
- d) Soundness of the Service Request Management System to be provided;

I.2.2.5 Experience and Past Performance:

The Government will evaluate the offeror's response on Experience and Past Performance based on the following sub factors:

- a) Demonstration of Experience in Key Disciplines;

- b) Relevancy of the selected project to the nature of work performed at the PBS NCC and/or other Federal Government programs;
- c) Relevancy of Corporate Experience and Core Competency;
- d) Assessment of project performance and ability to meet objectives and goals
- e) Past Performance Interview Questionnaires

I.3 Price Quotation Evaluation

The offeror's price quotation will be evaluated with respect to price realism and total proposed price.

I.3.1 Price Realism

Price realism will be evaluated to ensure that the proposed CLINs and prices reflect a clear understanding of the work and skills required for contract performance. Price quotations determined to be unrealistic in terms of technical commitment or unrealistically low in cost or price will be deemed reflective of an inherent lack of technical competence or indicative of failure to comprehend the complexity and risk of the contract requirements and may be grounds for the rejection of the quotation.

I.3.2 Total proposed price

The total proposed price shall consist of the proposed price for the base period and for all option periods. Price proposals will be evaluated based on price realism and total evaluated price. For evaluation purposes only, the Government will evaluate proposed prices for Project Startup, Support for the Addition of New Buildings, Recurring project Management, Telephone Requests, Fax Requests, and web portal/automated IRS e-mail requests, based on the quantities identified in Tables H-1 through H-5 below.

Table H-1: Project Startup Price Table			
CLIN	Description	Unit of Issue	Evaluated Quantity
10000	One-Time Startup Costs	Lot	1

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Table H-2: Support for Addition of New Buildings							
CLIN	Description	Unit of Issue	Evaluated Quantities				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
11000	Fixed one-time charge for addition of a new building. This charge is for each building that is added after the initial 11 buildings.	Lot	456	153	5	5	5

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Table J-3: Monthly Project Management Price Table							
CLIN	Description	Unit of Issue	Evaluated Quantities				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
20000	Monthly Recurring Project Management	Lot	12	12	12	12	12

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Table J-4: Incremental Project Management Price Table							
CLIN	Description	Unit of Issue	Evaluated Quantities				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
21000	Monthly Recurring Incremental Project Management	Lot	81	222	252	252	252

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Table J-5: Monthly Volume Bands for Telephone Service Requests						
CLIN	Monthly Work Volume (calls)	Evaluated Quantities				
		Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
30000	0 – 5,000	2	1	3	3	3
30001	5,001 – 10,000	2	2	2	2	2
30002	10,001 – 15,000	1	2	2	2	2
30003	15,001 – 20,000	1	1	1	2	2
30004	20,001 – 25,000	1		1	1	1
30005	25,001 – 30,000	1		1	1	1
30006	30,001 – 40,000	1	2	1	1	1
30007	40,001 – 50,000		1	1		
30008	50,001 – 60,000		1			
30009	60,001 – 75,000		1			
30010	75,001 – 90,000		1			
30011	Above 90,000*		1			

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Table J-6: Monthly Volume Bands for Fax Service Requests						
CLIN	Monthly Work Volume (calls)	Evaluated Quantities				
		Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
40000	0 – 25	8	4	7	7	7
40001	26-50	1	2	2	2	2
40002	51-75	1	1	1	1	1
40003	76-100	1	1	1	1	1
40004	101-200	1	1	1	1	1
40005	201-300		1			
40006	301-400		1			
40007	401-500		1			
40008	Above 500*		1			

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Table J-7: Monthly Volume Bands for Web Portal Requests and Automated E-mail received from IRS Contact Center						
CLIN	Monthly Work Volume (calls)	Evaluated Quantities				
		Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
50000	0 – 5,000	1				
50001	5,001 – 10,000	2				
50002	10,001 – 15,000	2				
50003	15,001 – 20,000	1	2			
50004	20,001 – 25,000	1	2			
50005	25,001 – 30,000	1	2			
50006	30,001 – 40,000	1	2		1	1
50007	40,001 – 50,000		2	3	3	3
50008	50,001 – 60,000		2	3	4	4
50009	60,001 – 75,000			3	2	2
50010	75,001 – 90,000			3	2	2
50011	Above 90,000*				1	1

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APPENDIX J – PAST PERFORMANCE SURVEY QUESTIONNAIRE

Offerors shall forward the attached Past Performance Survey Questionnaire to customers(s) who they have selected to complete the survey of their past performance. The offeror is responsible for communicating to the selected customer(s) that the customer(s) need to address the experience factors identified in Section H of this solicitation in completing the questionnaire. The offeror shall inform the selected customer(s) that the completed questionnaire must be received by the addressee listed on the questionnaire no later than the proposal due date set forth in Standard Form 33 issued with the solicitation.

Name of Offeror:

Customer Contact Information:	
Name:	Position:
Company Name:	
Phone:	E-Mail:
Project Description: (Provide a brief description of the project, including scope of work, complexity of inquiries, length of Customer Service Representative training, complexity of start-up process, and work volume fluctuations)	
Annual Work Volume (Phone, Fax, E-mail, etc.):	
Contract Performance Period:	
Reason for contract termination (if applicable):	
Significant Accomplishments/Awards: (Provide a brief description of significant accomplishments, awards, and performance incentives achieved during the contract performance period)	
Issues and Problems: (Provide a brief description of any problems and issues that occurred during the contract performance period, including any performance disincentives/penalties)	

Performance Evaluation: On a scale of 1 to 5, with a rating of 3 being satisfactory and 5 being the highest attainable score, please assign a rating to the contractor's project performance on each of the following elements. Provide a brief narrative to support any rating above or below 3.

Performance Element	Performance Rating (1-5)	Comments
Quality and timeliness of service		
Ability to meet performance goals		
Ability to manage content and keep data current		
Accuracy, completeness, and timeliness of reports		
Competency of personnel employed		
Effectiveness of recruitment and employee retention program		
Effectiveness of training program		
Ability to respond quickly in crisis or high priority situations		
Ability to respond to work volume fluctuations		

Performance Element	Performance Rating (1-5)	Comments
Speed of trouble and complaint resolution		
Effectiveness of quality assurance and quality improvement programs		
Flexibility and responsiveness to accommodate changes		
Commitment to keeping technology up-to-date		
Adherence to industry best practices		
Effectiveness of management team, including management of subcontractors		
Ability to identify and solve problems with minimal oversight		
Ability to display initiative in identifying and providing solutions		
Overall customer satisfaction		
Signature:		Date:

Request for Quotation: ACMD-RC-08-0002
Dated: May 29, 2008

Survey Questionnaire Submission Instructions:

Please submit the completed Past Performance Survey Questionnaire to:

Robert Corey
Contracting Officer
General Services Administration
Central Office Contracting Division (ACM-D)
1800 F Street, NW (Room G-127)
Washington, D.C. 20405

[E-mail: bob.corey@gsa.gov](mailto:bob.corey@gsa.gov)
[Fax: \(202\) 501-4281](tel:(202)501-4281)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1	1	1

2. AMENDMENT/MODIFICATION NO. <p style="text-align: center;">A001</p>	3. EFFECTIVE DATE <p style="text-align: center;">06/18/2008</p>	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
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6. ISSUED BY <p style="text-align: center;">CODE</p>	7. ADMINISTERED BY (If other than Item 6) <p style="text-align: center;">CODE</p>
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General Services Administration
Central Office Contracting Division (ACM-D)
1800 F Street, NW (Room G-127)
Washington, D.C. 20405

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(X)	9A. AMENDMENT OF SOLICITATION NO. <p style="text-align: center;">ACMD-RC-08-0002</p>
	XX	9B. DATED (SEE ITEM 11) <p style="text-align: center;">05/29/2008</p>
		10A. MODIFICATION OF CONTRACT/ORDER NO.
		10B. DATED (SEE ITEM 11)

CODE	FACILITY CODE
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11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The subject task order RFQ is amended to reflect the changes in the attached RFQ document. The RFQ is further amended to reflect the attached responses to questions. No further changes are made to the RFQ by this amendment.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

General Services Administration
Public Building Service National Call Center

Questions and Answers
June 17, 2008

Q.1.1 *Reference Page 30, Section 12.3.* Section 12.3 states that the contractor shall allow Government employees (or Government designated third party contractors) to conduct certification and accreditation (C&A) activities and quarterly scanning – does this mean the contractor will not be doing the quarterly scanning? (*Section 17.6, page 35 indicates that the contractor will be responsible for the on-going monitoring and scanning.*)

A.1.1

1. Yes, the C&A process will be run by a GSA approved designated organization.
2. The contract will need to provide IT Security Support for arranging remote access to the systems the scanning servers. In addition the contractor will need to provide monitoring support to insure that the system integrity is maintained.

The NCC contractor will need to maintain their own security process to make sure that GSA proprietary data is not breached and maintain a secure environment according to GSA's standards.

Q.1.2 *Reference Page 30, Section 12.3.* If the contractor is directly responsible for quarterly vulnerability scans; can the scanning be performed remotely?

A.1.2

1. The contract will need to provide IT Security Support for arranging remote access to the systems the scanning servers.
2. Yes, as long as there is a way for the external network to connect to the systems.

Q.1.3 *Reference Page 30, Section 12.4.* What will be the boundaries of the system for the Certification & Accreditation task, since this system will connect with other federally controlled systems?

A.1.3

The boundary of the NCC C&A task will consist of the systems that store or process GSA Data at the processing facilities. Furthermore MOA(s)/ISA(s) should be in place for system interconnections. A MOA is needed if data is shared with a third party contractor as EDS is responsible for ensuring that the third party is complying with GSA security requirements.

Q.1.4 *Reference Page 30, Section 12.4.* How many other sites will the system be connected to?

A.1.4

The RFQ lists all identified interfaces.

Q.1.5 *Reference Page 30, Section 12.4.* How many users will be connected to the system?

A.1.5

The Government anticipates as many as 7500 PMs and FSPs when the full roll-out is completed.

Q.1.6 *Reference Page 22, Section 9.1.* Will key personnel (especially the ISSM) be required to be on-site or can support be provided remotely?

A.1.6

The ISSM will not need to be present on site and project manager can provide support remotely. There must onsite supervisor who has complete authority to act for the Contractor on a day-to-day basis at the work site. The onsite supervisor must have the authority to direct the workforce and the work to be accomplished under this contract on behalf of the Contractor. The onsite supervisor's physical location must be at the work site. The Contractor must designate a minimum of one onsite supervisor for each shift.

Q.1.7 *Reference Page 8, Section 4.6.* Customer satisfaction and reporting: If the contractor chooses to use a third party to administer, and analyze customer satisfaction data, are there any issues with third party management of customer data, as long as the third party complies with EDS, and Government security requirements?

A.1.7

No, however all contractors and their subcontractors must meet the Government security requirements.

Q.1.8 *Reference Page 17, Section 7.2.* The RFP states that a "minimum" of 11 buildings will be migrated to the NCC, with additional buildings coming on line at the discretion of the Government. What is the total number of buildings currently?

A.1.8

The Government intends to utilize the NCC to support tenants is approximately 600 to 650 PBS owned and operated buildings. Phase I of the multi-phased implementation will begin upon successful completion of the Start-up phase, and is intended to serve a brief pilot (30 days) before the subsequent roll out. These buildings will be chosen to assure maximum oversight from Government personnel. Subsequent phases will include additional buildings. For additional clarification see Section 7.0 of the statement of work and table h-2 on page 93.

Q.1.9 *Reference Page 93. Section H.3.2.* Does Table H.3.2 on page 93 indicate the expected number of buildings to be transitioned in the base and option period 1?

A.1.9

This represents the current best estimate for buildings to be added during the base and options years.

Q.1.10 *Reference Page 93. Section H.3.2.* Is there an informal estimate of how many buildings might be planned to migrate to the NCC during each month of the base period?

A.1.10

The specific schedule will be determined in conjunction with the offeror after award based on the proposed roll-out strategy. "The Government intends to add approximately 456 buildings during the base year of the contract. After Phase I the Government hopes to maintain a steady and consistent schedule dividing the remaining approximately 445 buildings up evenly over the remainder of the base year. There may be variations from month-to-month due to operational constraints. If the process and performance allows the Government would increase the pace to add buildings more quickly."

Q.1.11 *Reference Page 93, Section H.3.2.* Are there any constraints around certain times of the year where it will not be optimal to migrate?

A.1.11

Ideally any implementation will be scheduled to avoid holidays and the end of the government fiscal year (September 30th).

Q.1.12 *Reference Page 17, Section 7.2.* Is it possible to get estimates and peak loads of the initial 11 buildings with respect to call volumes? If volume estimates are not available, is there a way to get a view of the types of requests by % for the 11 HQ buildings.

A.1.12

GSA/PBS does not currently have the data required to conduct this analysis.

Q.1.13 *Reference Page 22, Section 9.2.* "The Government is committed to using the services provided by individuals who are blind or severely handicapped through organizations affiliated with the Committee for Purchase From People Who Are Blind or Severely Disabled (National Industries for the Blind [NIB] and National Industries for the Severely Handicapped [NISH]) to fulfill part of the staffing requirements for this task order". Web-based technologies and infrastructure have advanced far enough to provide the same queuing, call handling, security, data monitoring, customer analysis, and other related services in a home-based environment that currently exists in a traditional "brick and mortar" setting. A home-based environment enables a broader use of ADA incumbents. Does the Government have any restrictions to the use of home-based agents for this particular contract, provided all other technological and security requirements are met?

A.1.13

No. The Government did not envision home based staff to complete the requirements of this task and has not evaluated that against other operational constraints. If the proposed solution to satisfy the NIB/NISH requirement is through a sub-contract the contractor must comply with section H.2.3.1

Q.1.14 *Reference Page 22, Section 10.* Is the requirement to have two separate sites fully operational at all times, or one primary site with a backup site for overflow and disaster recovery?

A.1.14

The offeror shall propose how it intends to meet the requirements of the contract. The requirement is two sites. The contractor may propose the most efficient mean to divide work between the two locations. In case of a primary site failure, the other site must be immediately available to handle calls and maintain operations.

Q.1.15 *Reference Page 17, Section 7.2.* The RFQ states that other centers will be consolidated over a period of time. Will the Government be managing the Human Capital change management process that will affect the remaining agents and supervisors who are not under control of the contractor?

A.1.15

Changes to staffing at contact centers which currently support regional requirements will not be the responsibility of the Offeror.

Q.1.16 *Page 83, Section H.2.4.4.* In reference to the wage determination law, what wage tables are currently in use for agent and supervisor populations?

A.1.16

Wage determinations will depend on location proposed, position to match the task required

A.1.17 (WITHDRAWN)

Q.1.18 *Reference Page 9, Sections 4.6.2 and 4.6.3.* The survey requirements are very similar – can you please clarify the difference between these two requirements?

A.1.18

4.6.2 is a monthly process to assess the performance of the NCC and the FSP. 4.6.3 is a quarterly process that would allow the Government to leverage the customer satisfaction survey mechanism to survey tenets about the NCC as well as matters not necessarily related PBS NCC. For questions not related to the NCC the Government would design the questions and perform the statistical analysis.

Q.1.19 *Reference Page 3, Tables 3, 4 and 5 – Page 94, Tables H5, H6 and H7.* Are the bands based on number of contacts – meaning the number of calls, faxes, and emails handled or service requests as tracked by the Service Request Management System (SRMS)? *(For example, you may have more than one call for a service request.)*

A.1.19

Yes. The bands in Tables I-5, I-6 and I-7 are based on number of contacts, not the number of service requests. Note: Tables H1 – H7 in the original solicitation have been renamed as Tables I1 – I7. RFQ will be amended to reflect changes.

Q.1.20 *Reference Page 37, Table 1.* The calculation of fax response time shows the total faxes being divided by emails.

A.1.20

This should read “divided by the total number of faxes”

Q.1.21 *Reference Page 85, Section H.2.5.6 – Page 40, Section 20 – Page 92, Section I.2.2.2.* The RFQ requests a security plan to be submitted with the response, but in the deliverables on page 39, this plan is required 60 days after the notice to proceed, which is typical as the plan needs to be developed based on the client’s specific environment. Do you wish for the contractor to provide their process for developing the plan and milestones? *(This will also need to be addressed in the evaluation factors on page 92).*

A.1.21

For proposal purposes offeror shall describe planned processes, tools, methodologies, and management structures that will be put in place to meet the security requirements of this task. A final plan shall be required per the schedule of deliverables.

Q.1.22 *Reference Page 85, Section H.2.5.7 – Page 40, Section 20 – Page 92, Section I.2.2.2.* The RFQ requests a disaster recovery plan to be submitted with the response, but in the deliverables on page 39, this plan is required 60 days after the notice to proceed, which is typical as the plan needs to be developed based on the client's specific environment. Do you wish for the contractor to provide our process for developing the plan and milestones? (*This will also need to be addressed in the evaluation factors on page 92*)

A.1.22

For proposal purposes the Offerors should describe its capabilities as well as how it intends identify risks and plan to prevent them from happening in the first place. Proposals should include planned processes, tools, methodologies and the Offeror's capability.

Q.1.23 *Reference Page 92, Section I.2.2.3.* The evaluation criteria states that the contractor will be rated on soundness of the project management plan. Since the project management plan is not due until five days after the kickoff meeting, will you be evaluating more of the requirements in section H.2.6.1?

A.1.23

For proposal purposes the Offerors should describe the proposed project management structure, support resources that the offeror will provide to perform the task, describe how the various activities supported by the task will be managed to ensure performance goals are met, an organization chart that identifies the entire chain of command in the organization, the chain of command for managing this contract, and the organizational components that support this contract. In relation to the organizational structure, the offeror shall describe the management, technical, administrative and contractual delegations of authority within the organization. The offeror shall further describe the lines of authority and roles and responsibilities of all corporate entities including subcontractors and/or teaming partners (if any) and escalation procedures for problem/dispute resolution. If the proposed solution involves teaming partners and/or subcontractors, provide a description of how the Offeror's teaming partners and/or subcontractors (if any) will be managed to ensure performance objectives are met. Evaluation criteria are found in section I.2.2.3.

Q.1.24 *Reference Page 94, 95 - Tables H.5, H.6 and H.7.* The evaluated quantities are not consistent, for example, H5 – Base Period includes 9 bands; Option Period 1 includes 13 bands and the other 3 Options include 12 bands. Can you give an example?

A.1.24

See response to A.4.2 and A.4.3

Q.1.25 *Reference Page 6.* Are the nine objectives listed in the order of importance or priority?

A.1.25

The objectives are listed in neither order of importance or priority. The offer shall propose a solution that meets all stated objectives.

Q.1.26 *Reference Page of the. What happened here?* The RFQ stated, “The design of the system will be platform agnostic, and shall support mobile communication devices ...” Does that imply that the system will need to work with multiple OS, e.g., UNIX/LINUX and MS Windows. Does the contractor have the right to choose which OS to use for servers and desktop applications?

A.1.26

The platform agnostic requirement refers to the process of dispatching service requests to mobile users – i.e. the system shall support two-way pagers, BlackBerry, Palm OS, Nextel, etc. This does not refer to the architecture of the SRMS.

Q.1.27 *Reference Page 8, Section 4.4.* The last sentence refers to “following information” – is there additional information that is missing?

A.1.27

The following refers to sections 4.5 through 4.7, and their associated sub-sections.

Q.1.28 *Reference Page 17, Section 7.1.* Does the contractor need to complete the setup of all required hardware and software for SRMS during the Start-up period or can the equipment be phased in as the project phases are implemented?

A.1.28

The offeror must provide all stated attended and unattended services during Phase I. The offeror shall propose how it intends to meet the requirements for this task. If the solution is scalable the Offeror must provide the infrastructure and systems sufficient to meet the performance.

Q.1.29 *Reference Section 11.1.7.* Does the Government plan to standardize on one CMMS system for all regions in the future?

A.1.29

Standardized CMMS is outside the scope of this task. The purpose of the solicitation is to procure a managed contact center and related services, including the Service Request Management System (SRMS) to respond to “on-demand” facilities related work in the GSA/PBS inventory of buildings. The SRMS is intended to provide an integrated, automated, nation-wide work flow as well as the related processes such as work-flow management, real-time updates, work authorizations and escalations. Interfaces with existing PBS regional CMMS systems are intended to limit re-entry and duplicative work where possible. The SRMS is not intended to be a replacement for these regional systems.

Q.1.30 *Reference Section 7.1.* How many buildings need to be managed in total?

A.1.30

Table I.2 on 93 represent the current best estimate for buildings to be added during the base and options years. The specific rollout schedule will be developed in conjunction with the offeror after award per the

requirements in the SOW. **Note: Tables H1 – H7 in the original solicitation have been renamed as Tables I1 – I7. RFQ will be amended to reflect changes.**

Q.1.31 *Reference Section 7.1.* Are the building fact sheets provided in tabular format?

A.1.31

The offeror shall propose a format and delivery method per the requirements in the SOW, see section 7.2.1.

Q.1.32 *Reference Section 7.1.* Does the contractor need to load and maintain all databases from current regional system into the SRMS being built?

A.1.32

There is no migration of data; the vendor will need to propose a format and means of delivery for asset fact sheets and business rules. Currently this data is not housed in any single system.

Q.1.33 *Reference Page 8, Section 4.4.* Will the contractor be responsible for managing service contactors under the program management task?

A.1.33

No.

Q.2.1 You have asked for implementation of an integrated and scalable Service Request Management System (SRMS). You also state that the system is to be a COTS (Commercial off the Shelf) application. Can you provide additional detail on this requirement?

A.2.1

The Government has seen demonstrations of COTS products from AngusAnywhere, Corrigo, Tririgga, Workspeed and others that have the potential to meet the SRMS COTS requirement. However, the Government has not validated the capabilities of these systems against the requirements of this task and can not recommend any specific system or provider.

Q.2.2 Is a Seibel application, modified to meet the requirements, considered COTS, or is the expectation that a commercial Property Management type of software application would be implemented?

A.2.2

The Government preference is for a COTS real-estate or facilities service-request workflow application.

Q.2.3 Unattended services (IVR) are to be provided 24x7. Is Attended Service (live agent) also to be available 24x7? If not, what are the required hours of operation?

A.2.3

The PBS NCC shall provide both attended and unattended services 24X7

Q.2.4 Is the requirement for 2 facilities based on a business continuity requirement, or is there a desire for different contact centers to support various regional offices?

A.2.4

The offeror shall propose how it intends to meet the requirements of the contract. The requirement is two sites. The contractor may propose the most efficient means to divide work between the two locations. In case of a primary site failure, the other site must be immediately available to handle calls and maintain operations.

Q.2.5 When is the required implementation date to begin operation of the PBS NCC?

A.2.5

Per section 4.0 of the SOW Phase I shall begin no later than 90 days after notice to proceed.

Q.2.6 Are there seasonal peaks and fluctuations in call volume?

A.2.6

GSA/PBS does not currently have the data required to conduct this analysis.

Q.2.7 What is the call volume by month?

A.2.7

GSA/PBS does not currently have the data required to conduct this analysis.

Q.2.8 Please explain the drivers for the two site requirement. Are the facilities supporting specific regions?

A.2.8

The offeror shall propose how it intends to meet the requirements of the contract. The requirement is two sites. The contractor may propose the most efficient mean to divide work between the two locations. In case of a primary site failure, the other site must be immediately available to handle calls and maintain operations.

Q.2.9 Section 8.2.2 Call Volume by Hour: Can we get the numbers in a table format?

A.2.9

GSA/PBS does not currently have the data required to conduct this analysis. Data is based on a sampling of various sources and is intended to be indicative not absolute.

A.2.10 Regarding the call volumes: are the call volumes a 1:1 ratio of work orders submitted?

A.2.10

No, the PBS NCC may receive follow-on calls to check or update the status of a service requests, as well as calls from PM and FSP staff providing updates to business rules and service request status and indicated in the requirements for this task.

A.2.11 Are the 500,000 calls service requests or calls? Please clarify the numbers of calls that comprise a service request.

A.2.11

GSA/PBS does not currently have the data required to conduct this analysis. Data is based on a sampling of various sources and is intended to be indicative not absolute, however the number given correlates more closely to service requests.

A.2.12 *Reference Section 13.0. Quality Control/Quality Improvement Program.* The Government has stated that the quality improvement program should address requirements in Sections C.3.7.1 through C.5.7.3 of the indefinite-delivery, indefinite-quantity contract. Please clarify the Sections in the indefinite-delivery, indefinite-quantity contract.

A.2.12

Please refer to section C.9 of the USA Contact IDIQ Vehicle.

Q.2.13 *Reference Section 17.7 Management Reports.* Please clarify the Sections in the indefinite-delivery, indefinite-quantity contract that describes the management reports.

A.2.13

Please refer to the section C.11 USA Contact IDIQ Vehicle.

Q.2.14 Does the Government have a preferred supplier of the SRMS application outlined in the SOW?

A.2.14

The Government has seen demonstrations of COTS products from AngusAnywhere, Corrigo, Tririgga, Workspeed and others that have the potential to meet the SRMS COTS requirement. However, the Government has not validated the capabilities of these systems against the requirements of this task and can not recommend any specific system or provider.

Q.2.15 Is there a requirement by the Government to certify our trainers prior to being able to facilitate the training?

A.2.15

There is no specific requirement for trainer certification.

Q.2.16 How long is the training?

A.2.16

There is no specific duration requirement for training. The training shall be both classroom and hands-on, computer-based and should include, at a minimum, working with the systems utilized to fulfill the requirements of this task. The courses design assure participants have sufficient skill levels in telephone

etiquette, listening, verbal communication, managing stress, and other course modules related to foundational customer contact skills. In addition, training shall be developed to educate CSRs in the terminology for services and systems specific to the task requirements to a degree that assures performance levels are met.

Q.2.17 Is there a training bay requirement?

A.2.17

There contractor shall provide all training spaces and infrastructure per section C.8.2.2 of the base contract.

Q.2.18 The RFQ states that the Government is looking for the vendor to develop the training materials. Will the Government provide the vendor with more information/material to help us develop the training materials, in addition to the information included with the solicitation?

A.2.18

Yes, this Government intends to provide information on the agency, program, as well as specific terminology and policies. After award the Government will work with the Offeror to determine what information is required to develop training materials.

A.2.19 Given that the vendor develops the training materials, how long before the start of training does the material need to be submitted to the Government for their approval?

A.2.19

The Government will require 15 days to review and approve training. Training should be delivered with sufficient time for review and correction prior to the date the Offeror intends to initiate training.

Q.2.20 Does the Government have a requirement when it comes to certifying the representatives from training into production, or is the Government leaving that up to the vendor to develop and supply?

A.2.20

There is no requirement specific to this task order, the contractor shall propose how it intends to manage the training of CSRs.

Q.2.21 When can we see the answers to these questions?

A.2.21

Today.

Q.3.1 *Reference Section 4.2.* This section details the requirements of an IVR service, yet the Section B CLIN tables provides no CLIN or mechanism to invoice for these services. Will the monthly, on-going, and transactional costs for the IVR service be considered an 'other direct cost' and billed monthly as this type of expense?

A.3.1

The monthly, on-going, and transactional costs of the IVR service should be included in Table I-5 (Monthly Volume Bands for Telephone Service Requests). Note: Tables H1 – H7 in the original solicitation have been renamed as Tables I1 – I7. RFQ will be amended to reflect changes.

Q.3.2 If it is the intent of the Government to have the vendor include this cost in one of the Tables included in Section B, then this vendor requests that the Government provide an estimate of the (i) number of monthly calls to the IVR and (ii) the estimated handle time of a call/caller that is completed in the IVR?

A.3.2

The Government anticipates using the IVR to provide basic announcements, not for call stratification by subject. All calls will enter the IVR, be presented with a brief announcement, and then be routed to a customer service representative. Calls will not be completed in the IVR. The average estimate for time spent in the IVR is 20 seconds per call. The offeror may propose utilizing the IVR to obtain information from the caller that would assist the CSR in completing a call more quickly or would improve customer satisfaction. Examples could include the capture of existing ticket number or caller location information such as a zip code. In which case, the offeror's price proposal would reflect the incorporation of such a solution. However, it is not the Government's intent to use the IVR as a "self-service" option for building tenants

The Government also anticipates that upon receiving calls of an emergency nature, e.g. threatening smell, water dripping on computer, etc, customer service representatives will be required to make phone calls until a live contact can be reached to attend to the emergency situation. The Government cannot quantify the number of these emergency calls, but projects that the calls will be rare and infrequent. The cost of these follow-up calls for these emergency situations should be included in Table I-5 (Monthly Volume Bands for Telephone Service Requests

Note: Tables H1 – H7 in the original solicitation have been renamed as Tables I1 – I7. RFQ will be amended to reflect changes.

Q.3.3 *Reference Section 4.6, Customer Satisfaction Surveys.* Can the Government detail the percentage of call/callers that they will require and/or accept as 'statistically significant?'

A.3.3

The number of calls required for a statistically significant sample will vary based on the overall call volume. The vendor may propose a methodology to determine a volume or propose a process to work in conjunction with the Government after award to determine the sample size.

Q.3.4 *Reference Section 4.7, Training and Help Desk Support.* Can the Government provide an estimate of the number of users within the universe of the Government administrative and management staff, PMs and FSPs will require access to the online resource for training on the SRMS system?

A.3.4

All users of the SRMS system will need have to the ability access to training. The number during any given period will depend on the roll out schedule. Once the rollout planning process begins, the number of users requiring access to training can be determined from the asset data sheets.

Q.3.5 *Reference Section 6.6.* Several types of "Wireless Devices" are mentioned as well as several types of communication events. What technical messaging method will be required to be supported to send and receive updates to these mobile devices?

A.3.5

The requirements do not specify a specific technical method for messaging. The vendor shall propose how it intends to meet this requirement.

Q.3.6 Can we assume that the wireless devices will have email and web browsing capabilities?

A.3.6

There is currently no standard wireless device in use across both PBS/GSA and the FSPs. The vendor should include in its proposal which of the stated platforms it can support. The design of the system should be as described in the sections 1.0 and 4.0 SOW for this task.

Q.3.7 *Reference Section 7.2.* How many total Assets and or Buildings are there?

A.3.7

Table H.2 on 93 represents the best estimate for buildings to be added during the base and options years. The specific rollout schedule will be developed in conjunction with the offeror after award per the requirements in the SOW. *Note: Tables H1 – H7 in the original solicitation have been renamed as Tables II – I7. RFQ will be amended to reflect changes.*

Q.3.8 *Reference Section 8.1.* This section provides a table that details the "Call Volume FY 06" by region, additionally Section 8.5 provides a handle time by channel and lists Phone as 3 minutes and the Fax channel as 2 minutes. Within this section 8, the Government does not provide a history of the Fax volume to be supported by the Call center. Can the Government provide this volume by month, or is this volume included in Section 8.1 and that table should be titled 'contact volume' as opposed to 'call volume'?

A.3.8

GSA/PBS does not currently have the data required to conduct this analysis. However, the fax requirement exists to support several tenants is specific locations and volume is expected to be nominal

Q.3.9 *Reference Section 9.1, Key Personnel.* Is it the Government's requirement or intention to have these Key Personnel be fully dedicated to this specific task order, or can the vendor utilize these personnel in a shared basis with other clients and duties within the vendor organization?

A.3.9

The ISSM will not need to be present on site and project manager can provide support remotely. There must onsite supervisor who has complete authority to act for the Contractor on a day-to-day basis at the work site. The onsite supervisor must have the authority to direct the workforce and the work to be accomplished under this contract on behalf of the Contractor. The onsite supervisor's physical location must be at the work site. The Contractor must designate a minimum of one onsite supervisor for each shift.

Q.3.10 *Reference Section 10, Facilities to be Provided.* The task order details that the ‘contractor shall provide two or more facilities’ to support the requirements of the task order. This contractor seeks clarification as to the specific meaning of this requirement. Is it the Government’s intent to have the ‘call center’ customer service agents in two call center locations? The agent headcount to support the phone and fax volume do not seem to warrant having this call center in two locations. Given the relative size of the call volume and headcount requirements, for the call center, it is this vendor’s request/recommendation that two centers not be a requirement but the Government evaluates the vendor’s overall disaster recovery and contingency plan.

A.3.10

The offeror shall propose how it intends to meet the requirements of the contract. The requirement is two sites. The contractor may propose the most efficient mean to divide work between the two locations. In case of a primary site failure, the other site must be immediately available to handle calls and maintain operations.

Q.3.11 *Reference Section 11.1.1.* 500,000 tenants, 3500 PBS and 4000 FSP's are these totals the max number of users to plan for or the current number of users at full roll out? If current what is the projected yearly growth of each type of user?

A.3.11

These numbers are minimums required to support the fully implemented PBS NCC. The amount of growth depends on changes to the GSA/PBS inventory of buildings. In the past several years the inventory has declined some years and grown by between one and three buildings a year during others.

Q.3.12 *Reference Section 11.1.17.* What are regions 1, 2, 5 and 6 using for CMMS?

A.3.12

There are more than one type of CMMS currently in use in these regions. Some systems are FSP owned or deployed in single buildings.

Q.3.13 *Reference Section 11.1.17.* The section makes reference to interfacing to a number of external systems: Are these integrations representative of all of the system touch points for integrations?

A.3.13

As stated this is a minimum. The Government has not yet identified additional systems requiring an interface.

Q.3.14 *Reference Section 11.1.17.* Can the Government please define what type of data each integration touch point will bring over to the new system (Locations, Work Orders, etc.)?

A.3.14

The ideal interface will provide full, real-time interface with the regional CMMS systems. The Offeror shall propose how it intends to meet this requirement. Example data elements are in Appendix B and

interface requirements Appendix E. There will be some variation from region to region and the offeror and Government will have to work together to finalize implementation.

Q.3.15 These requirements call for a service request management system where 7500 users will be able to actively manage service requests (not just view them) within the centralized SRMS. This is much more robust than a standard contact center, ticket management system. Is this the Government's intent?

A.3.15

Yes, that is our intent. The number represents the community of PBS property management staff and FSPs associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.3.16 The requirements state the need for real-time integration between the SRMS and the regional CMMS systems. This will require the user community to have access, and be licensed to access two separate systems. Is this the Government's intent?

A.3.16

No, the contractor will provide an SRMS that can interface with regional CMMS, it is not the intent of the Government that CSR will have access to regional CMMS.

Q.3.17 In the current CMMS environment, do the FSPs have access to the CMMS data?

A.3.17

Currently, the regions handle access and administration for regional CMMS systems.

Q.3.18 Upon dispatch, will the routed service requests immediately be logged into the CMMS?

A.3.18

Currently, the regions handle access and administration for regional CMMS systems.

Q.3.19 Will service requests be tracked real-time in the CMMS system?

A.3.19

The intent of the interface requirement is to prevent the updating of two systems manually. The actual use of the interface with regional CMMS may vary.

Q.3.20 If FSPs have access to the CMMS, and data from the SRMS will flow real-time into the CMMS (and vice versa), is it necessary for them to have access to the SRMS?

A.3.20

Yes, contractor shall provide an SRMS that meets the requirements of this task, not all locations use CMMS.

Q.3.21 Would it be more efficient for them to receive, track and complete SRs directly from the CMMS?

A.3.21

No, contractor shall provide an SRMS that meets the retirements of this task, all locations do not use CMMS.

Q.3.22 PMs will also have access to the real-time data exchange between the CMMS and the SRMS. Would it be more efficient for them to approve, receive, track and complete (as necessary) SRs directly from the CMMS?

A.3.22

No, contractor shall provide an SRMS that meets the requirements of this task; all locations do not use CMMS.

Q.3.23 Is it desired to automate the creation of an SR upon request?

A.3.23

Service request creation should be automated to the maximum extent practicable.

Q.3.24 Will all information from the CMMS be accessible via the web portal?

A.3.24

No, contractor shall provide an SRMS that meets the requirements of this task as all locations do not use CMMS. While the SRMS must be fully web integrated and available to PMs, FSPs, and PBS/GSA designees via the internet, the web portal as defined in the SOW is intended to provide tenants the ability to submit and track service requests. The web portal must display data sufficient to meet the associated requirements.

Q.3.25 In section 11.1.17, it states. the ability of the interface to automatically transfer service request data in real time from the CMMS systems to the SRMS as the ticket is updated. Is it the Governments desire to allow the FSPs track and close tickets through the CMMS?

A.3.25

Yes, through the regional CMMS where they exist. Not all locations use CMMS.

Q.3.26 In section 11.1.17, it states, the ability of the interface to automatically transfer service request data in real time from the CMMS systems to the SRMS as the ticket is updated. Is it the Government's desire to allow PMs to approve, track and close tickets through the CMMS system?

A.3.26

Yes, through the regional CMMS where they exist. Not all locations use CMMS.

Q.2.27 In section 11.1.17, it calls out 7 of the 11 regions and what CMMS those 7 regions have. What CMMS do the other 4 regions use? And will integration to those CMMS systems be required?

A.3.27

There is no single region-wide CMMS in these regions or the region has elected not to interface their CMMS system with the PBS NCC.

Q.3.28 In section 11.1.17, it calls out 7 of the 11 regions and what CMMS those 7 regions have. Will the remaining 4 regions also use the SRMS as a system of record?

A.3.28

The SRMS will be the system of record for all service request information in all regions.

Q.3.29 Will all 3,500 PBS Personnel need access to the SRMS via Mobile device? If not, can the Government please give an idea as to how many PBS Personnel will need this access?

A.3.29

The number represents the community of PBS property management staff associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.3.30 Will all 4,000 FSPs need access to the SRMS via Mobile device? If not, can you please give an idea as to how many FSPs will need this access?

A.3.30

The number represents the community of PBS property management staff and FSPs associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.3.31 At the end of the contract, is it the Government's intent to take ownership of the data and software used for this requirement?

A.3.31

Per the requirements in the SOW the data will remain the property of the Government.

Q.3.32 Do all systems requiring an integration point have a data model supporting integration and can a data model and integration framework be provided to ensure that the proposed solution will be able to integrate?

A.3.32

This framework will be provided after award.

Q.3.33 If legacy data is to be migrated, can the Government please describe the depth and breadth of the data (e.g., number of records, fields, etc. – “existing data footprint”) that will be migrated into the target application system?

A.3.33

There is no legacy data to migrate. There is no requirement to migrate service request data from the existing contact centers. Existing call centers (Region 8 and Region 10) may or may not have the ability to provide data in electronic format, this will be determined after award. If the two existing call centers cannot provide data electronically, data will be provided in the proposed format. Existing regional CMMS data will not be migrated, the systems vary in both the degree to which their functionality is used (business rules and building data) as well how widely they are used across the region. The offeror shall propose a format in which the Government will supply building data and business rules and the Government will supply data for all buildings in that format.

Q.3.34 Does the Government envision that the collection and validation of data will be on a 'continuing, on-going basis or will it be one-time for the GSA headquarters and Regional facilities?

A.3.34

The collection and validation of data will be done for each building prior to adding the building to the PBS NCC.

Q.3.35 What will the availability of Government key technical resources (DBAs, Network Engineers, etc.) during the implementation/Phase In period?

A.3.35

The Government will coordinate access to technical resources through the PBS NCC Program Management Office.

Q.3.36 In specifying the various call center input methods (phone, fax, email, and web-based) and the user community (PSB, FSBs, contractors, tenants, etc.), can Government provide an estimate the number of concurrent or simultaneous users envisioned for this system?

A.3.36

GSA/PBS does not currently have the data required to conduct this analysis.

Q.3.37 How many of these users will need the application on a continuous, daily basis as a primary function of their job?

A.3.37

GSA/PBS does not currently have the data required to conduct this analysis.

Q.3.38 How many users will be considered "casual," accessing the application once in a while to enter a request or run a simple query?

A.3.38

GSA/PBS does not currently have the data required to conduct this analysis. The number represents the community of PBS property management staff and FSPs associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but

instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.3.39 The Government specified that mobile users included PDAs, Blackberry, pagers and Palm Powered interfaces. The key personal at PBS and FSPs totals 7,500 potential users of the SRMS. How many of them would require a handheld device to interface to the SRMS remotely and what is the preferable method for updating information for example-wireless?

A.3.39

The number represents the community of PBS property management staff and FSPs associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.3.40 Regarding Appendix D Data Elements, does the Government foresee this list growing and/or changing over the course of the implementation, and will there be requirements for future data elements to be added without affecting the source code of the application?

A.3.40

The vendor should propose how it intends to meet the requirements of this task order. The data elements provided in Appendix D should be considered when creating the database schema for the SRMS. The categories and profiles are provided for informational purposes. The Government reserves the right to add or delete from items from this list as needed to support the program.

Q.3.41 Please describe your organization's approach to change management when it comes to system implementations. Will there be a centrally organized body responsible for all Regional related change management requests?

A.3.41

Yes, all system change requests for SRMS will be managed through a central point of contact.

Q.3.42 Our standard training policy is to provide train-the-trainer classes and materials. It will be necessary for all System Administrators to receive training in support of responding to field calls. Consideration could also be given to putting together a Webinar training session that would be recorded, and could be used by the Government to continually train their requestors. Would this be acceptable to the Government?

A.3.42

The offeror shall propose how it intends to meet the requirements of the task order. The Offeror shall ensure that all staff supporting this task have sufficient training to meet the performance standards. Webinar is one method considered acceptable for training, FSPs and PMs on the program and use of the system, the web portal interface for tenants should be intuitive and self explanatory.

Q.3.43 Is there a requirement to list personnel or asset location via on line CAD floor plan and see tenant and/or asset specific location?

A.3.43

No.

Q.3.44 Will automated monitoring/tracking and receiving notifications regarding vendor service level agreements (SLAs) be a requirement? Will pre-built benchmarks be required for evaluation of the SLAs?

A.3.44

No, SLAs between the Government and the FSP are defined, and measured by time to respond and time to complete. The Government will continue to manage the FSPs.

Q.3.45 Will the display of a contact profile associated to requests along with business processes associated to these individuals be a requirement?

A.3.45

In the SRMS yes, to the CSRs on their service request screen, no. The Offeror should propose how its system meets the requirements of the task.

Q.3.46 Should the SRMS track whether the assets are energy star compliant such that if a maintenance action is taken Government can consider replacing the noncompliant asset?

A.3.46

No, the SRMS intended for service requests as described in this task.

Q.3.47 Would the Government want to report and track the progress of replacing non compliant assets and their impact on its overall carbon footprint and compliance progress toward EISA and EO13423 and overall environmental sustainability strategy?

A.3.47

No, the SRMS intended for service requests as described in this task. The Offeror shall propose how it intends to meet the requirements of the solicitation.

Q.3.48 If the proposed SRMS has these capabilities do you want this proposed as part of the RFQ solution response?

A.3.48

The Offeror shall propose how it intends to meet the requirements of the solicitation, no additional credit will be given for system capabilities not within the scope of the contract.

Q.3.49 Regarding hazardous materials tracking and waste management, is the intent in any way to use the NCC to help the Government to comply with Executive Order 13423 on issues of environmental sustainability? If so, how?

A.3.49

No, this is not a requirement of the task order. The Offeror shall propose how it intends to meet the requirements of the solicitation.

Q.4.1 Please clarify the number of past performance references that are required. Is it two (2) as mentioned in paragraph H.2.3.2.1 of the RFQ or there (3) as stated in the Contracting Officer’s email of May 30th?

A.4.1

Three (3) past performance questionnaires are required as stated in the CO’s email.

Q.4.2 The Base Period for Tables H-5 (Telephone Service Request) and H-7 (Web Portal Requests and Automated E-mail received from IRS Contact Center) have nine (9) evaluated bands, while Table H-6 (Fax Service Requests) has twelve (12) evaluated bands. Does this imply that we would be prepared to receive Fax Requests from date of award? Please clarify.

A.4.2

The table for fax service requests has been changed from twelve (12) evaluated bands to nine (9) evaluated bands. See revised table below. Note: Tables H1 – H7 in the original solicitation have been renamed as Tables I1 – I7. RFQ will be amended to reflect changes.

CLIN	Monthly Work Volume (calls)	Evaluated Quantities				
		Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
40000	0 – 25	8	4	7	7	7
40001	26-50	1	2	2	2	2
40002	51-75		1	1	1	1
40003	76-100		1	1	1	1
40004	101-200		1	1	1	1
40005	201-300		1			
40006	301-400		1			
40007	401-500		1			
40008	Above 500*		1			

Q.4.3 Option Period 1 for Tables H-5 (Telephone Service Request) and H-7 (Web Portal Requests and Automated E-mail received from IRS Contact Center) have thirteen (13) evaluated bands, while Table H-6 (Fax Service Requests) has twelve (12) evaluated bands. This appears inconsistent with the 12-month duration of the Option Period. Please clarify.

A.4.3

Option Period 1 for Tables I-5 (Telephone Service Requests), I-6 (Fax Service Requests), and Option Periods 3 and 4 for Table I-7 (Web Portal Requests and Automated E-mail received from IRS Contact Center) all have thirteen (13) evaluated quantities. Each of these option periods invokes the highest volume band for evaluation. The highest volume band uses two evaluated quantities, hence, the total of thirteen (13) evaluated quantities rather than twelve (12). Example given: *For CLIN30011, above 90,000 calls, provide pricing for increments of 10,000 calls. Monthly charge for CLIN30011 will be calculated by adding the charges for each 10,000 call increment to the unit price of CLIN30010 (e.g., If the total monthly work volume is 110,000, the total monthly charge is the monthly unit price of Band 30010 + 2X (2 X 10,000 Increments) the increment unit price for CLIN) (Reference – Original

Solicitation, Part I - Schedule of Supplies and Services, Tables 3, 4, and 5.) Note: Tables H1 – H7 in the original solicitation have been renamed as Tables I1 – I7. RFQ will be amended to reflect changes.

Q.4.4 Option Periods 3 and 4 for Tables H-5 (Telephone Service Request) and H-7 (Web Portal Requests and Automated E-mail received from IRS Contact Center) have twelve (12) evaluated bands, while Table H-6 (Fax Service Requests) has thirteen (13) evaluated bands. Please clarify.

A.4.4

See response to A.4.3

Q.4.5 *Reference Section H.3.2, Total Proposed Price.* As self-service and automated options are incorporated into the available options, service requests will be provided through non-telephonic means. Tables H-5 and H-6 only provide for telephone and fax initiated request and table H-7 only applies the IRS Contact Center. Where should we account for service requests received through self-service and automated means?

A.4.5

Table I-7 applies to monthly volume bands for automated web portal requests and automated E-mail received from IRS Contact Center. Please see title of Table I-7 as reference. Note: Tables H1 – H7 in the original solicitation have been renamed as Tables I1 – I7. RFQ will be amended to reflect changes.

Q.4.6 *Reference Section 7.2, Implementation.* In order to plan the initial rollout schedule, can we assume that the 11 initial buildings are the Headquarter building for each of the regions?

A.4.6

No. Some regions may elect to use another similar building or buildings.

Q.4.7 *Reference 8.0, NCC Work Volume.* The call volume provided is for Fiscal Year 2006. Do these call volumes include all the approximately 600 buildings anticipated to be supported by this contract? If not, how many buildings are included? This information will help us plan for future expansion and reduce overall contract price.

A.4.7

GSA/PBS does not currently have the data required to conduct this analysis.

Q.4.8 *Reference 10.2, Power Supply.* The RFQ requires that the backup generator be able to sustain full contact center operation for 48 hours without refueling. The RFQ also requires two or more facilities, which would imply that one facility can backup the other in the event of a catastrophe. Industry best practices size the fuel capacity based on the availability of fuel suppliers and the use of backup sites for COOP operation. Can the requirement for a 48 hour generator capacity be relaxed if we provide a plan for maintaining full operation in the event that one of the centers become unavailable?

A.4.8

Yes, the requirement has been relaxed to 24 hours of capacity without refueling.

Q.4.9 *Reference 11.1.17, Interface with Government Systems.* Please confirm that all the systems identified in Paragraph 11.1.17 can support an XML interface. If not, what type of interfaces can be supported?

A.4.9

The XML interface is the specification for the task order. All systems will support an XML interface.

Q.4.10 Does GSA plan to obtain a .gov domain for the NCC or should the contractor plan on establishing a commercial domain?

A.4.10

Yes, the Government will obtain a .gov domain name for the NCC.

Q.4.11 Section 13.1 states that the contractor must use BenchmarkPortal to provide quarterly performance comparison. Section 19.0 states that the contractor must “partner with a contact center benchmarking organization, such as BenchmarkPortal. Please clarify whether we are required to use BenchmarkPortal or have the option to identify an different benchmarking organization.

A.4.11

The Contractor may propose an alternate independent benchmarking organization; the vendor should justify the decision, and any alternate independent organization must have sufficient number of similar contact center data points as to be statistically relevant.

Q.4.12 Section 20.0 states that the Government will accept or reject deliverables within 10 working days of receipt. For most deliverables this timeframe is acceptable. However, during the 90-day start-up period, it may be necessary to require faster review by the Government. Is it acceptable to specify shorter acceptance periods, along with the justification for the request for a quicker review?

A.4.12

The offeror may request a shorter review and acceptance period and provide a justification. Shortening the review and acceptance period will be done at the sole discretion of the Government. In all cases, the Government will make every effort to work with the vendor to expedite the review and acceptance process where possible to meet schedule milestones.

Q.5.1 In Section 10 it states, “The NCC contractor shall provide two or more facilities as required to support the requirements identified in this Task Order.” Would you elaborate on the need for two facilities?

A.5.1

The offeror shall propose how it intends to meet the requirements of the contract. The requirement is two sites. The contractor may propose the most efficient mean to divide work between the two locations. In case of a primary site failure, the other site must be immediately available to handle calls and maintain operations.

Q.5.2 Would GSA be satisfied with one primary facility while having a second facility as a back up in the event of a disaster or outage at the primary facility?

A.5.2

The Offeror shall propose how it intends to meet the requirements of the task order.

Q.5.3 What is the estimated award date?

A.5.3

The Government intends to award the contract before the end of the FY.

Q.5.4 Are there evaluation preferences for utilization of small business; 8A; empowerment zone; etc.?

A.5.4

No.

Q.5.5 What is the budgeted amount for this procurement?

A.5.5

This information is considered proprietary.

Q.5.6 Section 4.2 IVR Would you provide additional explanation of the functionality that you would like to see the IVR perform?

A.5.6

The Government anticipates using the IVR to provide basic announcements, not for call stratification by subject. All calls will enter the IVR, be presented with a brief announcement, and then be routed to a customer service representative. Calls will not be completed in the IVR. The average estimate for time spent in the IVR is 20 seconds per call. The offeror may propose utilizing the IVR to obtain information from the caller that would assist the CSR in completing a call more quickly or would improve customer satisfaction. Examples could include the capture of existing ticket number or caller location information such as a zip code. In which case, the Offeror's proposal would reflect the incorporation of such a solution. However, it is not the Government's intent to use the IVR as a "self-service" option for building tenants

Q.5.7 Section 9.1 Key Personnel Should the Project Manager; Site Manager; and Information Systems Security Manager be 100% dedicated to this project?

A.5.7

The ISSM will not need to be present on site and project manager can provide support remotely. There must onsite supervisor who has complete authority to act for the Contractor on a day-to-day basis at the work site. The onsite supervisor must have the authority to direct the workforce and the work to be accomplished under this contract on behalf of the Contractor. The onsite supervisor's physical location must be at the work site. The Contractor must designate a minimum of one onsite supervisor for each shift.

Q.5.8 Section 16 Government Furnished Information - The building information/asset detail, will it be provided in an electronic format? If so, what format?

A.5.8

There is no migration of data; the vendor will need to propose a format and means of delivery for asset fact sheets and business rules. Currently this data is not housed in any single system.

Q.5.9 Can GSA provide details on the amount of data that will be provided?

A.5.9

The data provided will detail the PM and FSP contact information as well the business rules associated with each type of call. There is no existing service request information to migrate.

Q.5.10 Do you require a phased approach or will all regions launch simultaneously?

A.5.10

A phased approach, please refer to Section 7 of the SOW.

Q.5.11 You require 24/7 hours of operations however your forecast trends have 0 call volume for the hours of 00:00-05:59 and 20:00-23:59. What is the call volume staffing requirement for these hours?

A.5.11

GSA/PBS does not currently have the data required to conduct this analysis. Data is based on a sampling of various sources and is intended to be indicative not absolute.

Q.5.12 Do you require dedicated associates to handle PBS calls?

A.5.12

The Government requires the CSRs assigned to this project to be dedicated to this project 100% of the time. The Government may entertain other options in the future.

Q.5.13 Do you require call dispositioning?

A.5.13 **Henry/Bob?**

My read is, do you want to know, track, what happened to every call received, wrong number, asked about the time, asked about .gov etc..

Q.5.14 What are the Service Level Agreements that you currently use on this project for: Occupancy, Average Service Level, Average Speed of Answer and Abandonment Rate?

A.5.14

This is a new task.

Q.5.15 Are you able to provide historical data for Average Handle Time patterns?

A.5.15

This is a new task. GSA/PBS does not currently have the data required to conduct this analysis. Data is based on a sampling of various sources and is intended to be indicative not absolute.

Q.5.16 Will you provide on site resources to support the launch of services?

A.5.16

The offeror should detail any required Government resources and the required level of support as part of the proposal. The Government reserves the right to inspect and observe contact center operations at any time.

Q.5.17 You mention Training and Instructional Design will be necessary. The offeror expected to develop and manage the processes or simply manage the Government defined processes?

A.5.17

This is a new requirement, there is not currently any process in place.

Q.5.18 What is the duration of the Government process portion of training you recommend?

A.5.18

There is no specific requirement. The Offeror should elaborate how it intends to meet the requirements stated in the task order.

Q.5.19 Will you provide a Subject Matter Expert to support the creation of new hire training material?

A.5.19

Yes, the Government will provide support and review all training materials.

Q.5.20 Other than SRMS, what other systems are used by NCC agents (please list the systems and their basic use)?

A.5.20

The SOW provides the minimum requirements. There are no Government furnished systems for use in support of this task.

Q.5.21 Will agents access, navigate and work in the CMMS systems directly?

A.5.21

No.

Q.5.22 If so, how will they access the systems?

A.5.22

Per A.5.21 they will not.

Q.5.23 Do you have any specific certification criteria for trainers?

A.5.23

There are no specific requirements on trainer certification. The Offeror shall propose how it intends to meet the requirements in the task order.

Q.5.24 Objective (d) in section 3.0 states: "Provide centralized service request management processes to all of PBS". Does this mean that standardized service request management processes for all GSA regions will be implemented and supported by the SRMS?

A.5.24

Yes through the PBS NCC.

Q.5.25 If so, will GSA provide the standardized processes?

A.5.25

The PBS NCC will be the vehicle by which GSA intends to achieve this goal.

Q.5.26 These requirements call for a service request management system where 7500 users will be able to actively manage service requests (not just view them) within the centralized SRMS. This is much more robust than a standard contact center, ticket management system. Please confirm that this is the Government's intent.

A.5.26

Yes this is our intent. The number represents the community of PBS property management staff and FSPs associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.5.27 The requirements state the need for real-time integration between the SRMS and the regional CMMS systems. This will require the user community to have access, and be licensed to access two separate systems. Please confirm that this is the Government's intent.

A.5.27

No, the contractor will provide an SRMS that can interface with regional CMMS, it is not the intent of the Government that CSR will have access to regional CMMS.

Q.5.28 In the current CMMS environment, do the FSPs have access to the CMMS data?

A.5.28

Currently, the regions handle access and administration for regional CMMS systems.

Q.5.29 Upon dispatch, will the routed service requests immediately be logged into the CMMS?

A.5.29

Currently, the regions handle access and administration for regional CMMS systems.

Q.5.30 Will service requests be tracked real-time in the CMMS system?

A.5.30

The intent of the interface requirement is to prevent the updating of two systems manually. The actual use of the interface with regional CMMS may vary.

Q.5.31 If FSPs have access to the CMMS, and data from the SRMS will flow real-time into the CMMS (and vice versa), is it necessary for them to have access to the SRMS?

A.5.31

Yes, contractor shall provide an SRMS that meets the requirements of this task, not all locations use CMMS.

Q.5.32 Would it be more efficient for them to receive, track and complete SRs directly from the CMMS?

A.5.32

No, contractor shall provide an SRMS that meets the retirements of this task, all locations do not use CMMS.

Q.5.33 PMs will also have access to the real-time data exchange between the CMMS and the SRMS. Would it be more efficient for them to approve, receive, track and complete (as necessary) SRs directly from the CMMS?

A.5.33

No, contractor shall provide an SRMS that meets the requirements of this task; all locations do not use CMMS.

Q.5.34 Is it desired to automate the creation of an SR upon request?

A.5.34

Service request creation should be automated to the maximum extent practicable.

Q.5.35 Will all information from the CMMS be accessible via the web portal?

A.5.35

No, contractor shall provide an SRMS that meets the requirements of this task, all locations do not use CMMS. While the SRMS must be fully web integrated and available to PMs, FSPs, and PBS/GSA designees via the internet, the web portal as defined in the SOW is intended to provide tenants the ability to submit and track service requests. The web portal must display data sufficient to meet the associated requirements

Q.5.36 In section 11.1.17, please confirm that the regional CMMS systems are operating on open interface platforms, and are open to integration with the SRMS.

A.5.36

Yes, through the regional CMMS where they exist. Not all locations use CMMS.

Q.5.37 In section 11.1.17, it states: “The ability of the interface to automatically transfer service request data in real time from the CMMS systems to the SRMS as the ticket is updated.” Is it the Governments desire to allow the FSPs track and close tickets through the CMMS?

A.5.37

Yes, through the regional CMMS where they exist. Not all locations use CMMS

Q.5.38 In section 11.1.17, it states: “The ability of the interface to automatically transfer service request data in real time from the CMMS systems to the SRMS as the ticket is updated.” Is it the Government’s desire to allow PMs to approve, track and close tickets through the CMMS system?

A.5.38

There is no single region-wide CMMS in these regions or the region has elected not to interface their CMMS system with the PBS NCC.

Q.5.39 In section 11.1.17, it calls out 7 of the 11 regions and what CMMS those 7 regions have. What CMMS do the other 4 regions use? And will integration to those CMMS systems be required?

A.5.39

There is no single region-wide CMMS in these regions or the region has elected not to interface their CMMS system with the PBS NCC.

Q.5.40 In section 11.1.17, it calls out 7 of the 11 regions and what CMMS those 7 regions have. Will the remaining 4 regions also use the SRMS as a system of record?

A.5.40

The SRMS will be the system or record for all service request information in all regions.

Q.5.41 Will all 3,500 PBS Personnel need access to the SRMS via Mobile device?

A.5.41

GSA/PBS does not currently have the data required to conduct this analysis. The number represents the community of PBS property management staff associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.5.42 If not, can you please give an idea as to how many Government personnel will need this access?

A.5.42

GSA/PBS does not currently have the data required to conduct this analysis. The number represents the community of PBS property management staff and FSPs associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.5.43 Will all 4,000 FSPs need access to the SRMS via Mobile device?

A.5.43

GSA/PBS does not currently have the data required to conduct this analysis. The number represents the community of FSP staff associated with the complete inventory of 1500 owned buildings. Currently, PBS does not intend to utilize this system in the entire owned inventory, but instead focus on approximately 600 office and office-like buildings. However, at this time we do have the data to determine a final number of users.

Q.5.44 If not, can you please give an idea as to how many FSPs will need this access?

A.5.44

[See A.5.44](#)

Q.5.45 At the end of the contract, is it GSA's intent to take ownership of the data and software used for this requirement?

A.5.45

[No.](#)

Q.5.46 Do all systems requiring an integration point have a data model supporting integration and can a data model and integration framework be provided to ensure that the proposed solution will be able to integrate?

A.5.46

[This framework will be provided after award.](#)

Q.5.47 Does GSA have any intention on standardizing their CMMS environment?

A.5.47

[That is outside the scope of this task.](#)

Q.5.48 13.0 QUALITY CONTROL/QUALITY IMPROVEMENT PROGRAM

The Contractor shall develop, implement, and manage a Quality Control Quality Improvement program to ensure that contact center personnel are performing in accordance with performance standards defined by the Government. At a minimum, the plan shall address service monitoring and calibration, effectiveness

of service delivery, and a quality improvement program, as described in Sections C.3.5.7.1 through C.3.5.7.3 of the indefinite-delivery, indefinite-quantity contract. The Contractor's personnel responsible for quality for each type of interaction supported.....

[A.5.48 A: Please reference section C.9 of the IDIQ Contract.](#)

Q.5.49 14.0 CONTINGENCY/DISASTER RECOVERY

The Contractor shall develop and implement contingency/disaster recovery plans and procedures to address continuity of operations in the event of a shutdown or lapse in service for any reason, as described in Section C.3.5.10 of the indefinite-delivery, indefinite-quantity contract.

[A.5.49 A: Please reference section C.13.3.6 of the IDIQ Contract.](#)

Q.5.50 17.7 Management Reports

The Contractor shall provide management reports via a secure website for remote access and download via the Internet by Government personnel and contractors designated by the COR, and when requested, in hard copy and/or electronic format, as described in Section C.3.5.8 of the indefinite-delivery, indefinite-quantity contract.

[A: Please reference section C.11 of the IDIQ Contract](#)

Q.5.51 17.10 Performance Reporting

The NCC contractor shall provide performance reporting as specified Sections C.6 and C.11 of the indefinite-delivery, indefinite-quantity contract which provides the overall requirements for Management Reports.

[A.5.51 A: Please reference section C.11 of the IDIQ Contract](#)

Q.6.1 The RFQ does not include a Standard Form 33 or Standard Form 1449 to be signed and submitted with the quotation. Please clarify which, if either form the contractor should include with its quotation.

A.6.1

[Neither form is required at this point.](#)

Q.6.2 *Reference Section 5.0 Period of Performance.* This section lists the period of performance as being a Base Period of one year plus 4 option years. For pricing purposes, please specify when the base year period of performance will begin.

A.6.2

[The base year will begin at task order award.](#)

Q.6.3 *Reference Section H.* The instructions state that the page limit is 75 pages. Must pages be numbered sequentially 1-75? Or can pages be numbered by section? This is not specified in the RFQ.

A.6.3

[Pages should be numbered sequentially.](#)

Q.6.4 *Reference Section H.2.1.* The instructions state the Quotation Index requires both page and a paragraph numbers. We assume that our index may reference the page and section number. Is this approach acceptable?

A.6.4
Yes that is acceptable.

Q.6.5 *Reference Section H.2.4.1.* The RFQ requests detailed floor plans for the Contact Center sites. We assume these floor plans are excluded from the 75 page count. Is this assumption correct?

A.6.5
Yes.

Q.6.6 *Reference Appendix J.* It states that completed Past Performance Survey Questionnaires are to be sent to Mr. Corey's postal address. For the convenience of our Government customers, can completed questionnaires be faxed or emailed to Mr. Corey? If a fax transmission is allowed, please provide Mr. Corey's fax number.

A.6.6
Performance reports can be e-mailed to bob.corey@gsa.gov or faxed to (202) 501-4281. E-mail or fax submissions are preferable to prevent a delay in the receipt of the information.

Q.6.7 H.1 General Submission Requirements - To ensure sufficient time for our Government customers to complete Past Performance questionnaires, please provide an extension until July 11th

A.6.7
No. The Government intends to award the contract prior to the end of the FY.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE PAGE OF PAGES

1 1

2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (If applicable)

A002

08/26/2008

6. ISSUED BY CODE 7. ADMINISTERED BY (If other than Item 6) CODE

General Services Administration
Central Office Contracting Division (ACM-D)
1800 F Street, N.W. (Room G-127)
Washington, D.C. 20405

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) (X) 9A. AMENDMENT OF SOLICITATION NO.

ACMD-RC-08-0002

XX 9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.

10B. DATED (SEE ITEM 11)

CODE FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

- (a) By completing items 8 and 15, and returning _____ copies of the amendment;
- (b) By acknowledging receipt of this amendment on each copy of the offer submitted;
- or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this amendment is to clarify the "unit of issue" and/or "quantity" of certain solicitation CLINs, and to provide specificity concerning the Government's definition of wireless devices and Web Portal requirements.

- a) Pages 2, 13, 28, 93, and 94 of Request for Quotation are hereby deleted and placed with revised pages 2, 13, 13.1, 28, 28.1, 93 and 94. The revised material is printed in blue. A copy of the revised pages are attached hereto and made a part hereof.
- b) All other terms and conditions of this Request for Quotation remain the same.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Robert H. Corey	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

PART I
SCHEDULE OF SUPPLIES OR SERVICES

Offerors are strongly encouraged to review Appendix G (Pricing Guidelines) prior completing the following pricing tables. Also, the Government's current best estimate of its requirements is provided in H.3.2 of this solicitation.

Table 1: Project Startup Price Table			
CLIN	Description	Unit of Issue	Unit Price Base Period Only
10000	One-Time Startup Costs	Lot	

Table 1.1: Support for Addition of New Buildings							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
11000	Fixed one-time charge for addition of a new building.	Ea					
<i>*This charge is for each NEW building that is added AFTER the initial 11 buildings.</i>							

Table 2: Monthly Project Management Price Table							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
20000	Monthly Recurring Project Management	Month					

Table 2.1: Incremental Project Management Price Table							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
21000	Monthly Recurring Incremental Project Management	Group					
<i>*The Unit of Issue represents a group of up to 30 Additional Buildings</i>							

	Tenant	Customer Service Representative	Property Manager Designee and PBS Management	Facility Service Provider
Submit Service Request	<ul style="list-style-type: none"> ▪ Phone ▪ Pre-formatted email ▪ Web Portal ▪ Fax 		<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Fax 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Fax
Service request Creation	<ul style="list-style-type: none"> ▪ Web Portal 	<ul style="list-style-type: none"> ▪ SRMS 	<ul style="list-style-type: none"> ▪ SRMS ▪ Wireless Device 	<ul style="list-style-type: none"> ▪ SRMS ▪ Wireless Device
Service request Dispatch		<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Fax 	<ul style="list-style-type: none"> ▪ Phone 	
Service request Approval, if used			<ul style="list-style-type: none"> ▪ SRMS ▪ Wireless Device ▪ Phone 	
Service request Completion		<ul style="list-style-type: none"> ▪ SRMS (on behalf authorized user) 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Wireless Device ▪ Fax 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Wireless Device ▪ Fax
Service request Closure		<ul style="list-style-type: none"> ▪ SRMS 	<ul style="list-style-type: none"> ▪ SRMS 	<ul style="list-style-type: none"> ▪ SRMS (if authorized)
Service request Tracking	<ul style="list-style-type: none"> ▪ Web Portal ▪ Phone ▪ Fax 	<ul style="list-style-type: none"> ▪ SRMS 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Wireless Device ▪ Email ▪ Fax 	<ul style="list-style-type: none"> ▪ Phone ▪ SRMS ▪ Wireless Device ▪ Email ▪ Fax

The SRMS shall leverage electronic two-way messaging through the use of wireless devices in real time. Electronic two-way messaging between the wireless device and the SRMS shall occur without human intervention. For example, in the event a Facility Service Provider updates the status of a service request on a wireless device, no human interaction shall be required for the electronic two-way message update into the SRMS. For those wireless devices capable, and if applicable, the offeror shall use of a form based format to assure the accuracy of information.

Wireless devices may be used by Property Managers and Facility Service Providers to perform the following functions in the most efficient and effective manner possible:

- Create a service request
- Dispatch a service request
- Receive a service request
- Confirm receipt of request
- Approve a service request (if appropriate)
- Check the status of a service request
- Update the status of a service request
- Complete a service request

- o Add notes to a service request

The offeror shall propose how each type of wireless device cited (cell phone, BlackBerry, Nextel, PDA or two-way pager) will operate to meet the PBS requirements.

6.6 Sample Process Flow

PBS tenants may submit service request information to the PBS NCC via phone, the web portal or preformatted fax. Tenant submitted information will be entered into the SRMS by CSRs. In addition to using the channels above, PMs (or their designee) and FSPs may create a service request in the SRMS either by logging in or through the use of a wireless device. The PBS NCC will also support the receipt and automated processing of system generated, pre-formatted email from other contact centers operated by PBS' tenants. Regardless of the channel by which the service request is created, all service requests will be automatically dispatched based on business rules created by the government and maintained in conjunction with the Contractor.

When a service request has been created it will be assigned a unique tracking number and dispatched via the SRMS per the defined business rules. Dispatched service requests will be viewable in the work queue for the SRMS users defined in the business rules, either by logging into the SRMS or via a wireless device (The term "wireless device" as used throughout this task order SOW, refers to wireless devices such as cell phone, BlackBerry, Nextel, PDA or two-way pager.) The PM, and/or his designee, will have sufficient privileges to see the SRMS work queue associated with the building or buildings for which he is responsible. In addition to creating a service request in the SRMS the system shall notify the responsible party, as defined by the business rules, via the designated channel (wireless device, facsimile or email). The

Additionally, GSA will have complete access to the database. The reporting tool must have ad hoc reporting capability as well as canned reports and show data and trending information in 2 broad areas: Service Request Information and Customer Service Request for Information. Reporting should be available by building, and roll-up to service center or field office, region, and nation-wide.

Service request analysis information may include, but are not necessarily limited to:

- a) Service requests by status (open, closed, etc)
- b) Service requests by type and sub-type
- c) Service request resolution tracking
- d) Service request volume by building, FSP, or type
- e) Service request analysis including duration to close, escalation data
- f) Service requests by channel (to include tickets entered by blackberry or directly into the SRMS by PM or FSP)
- g) Service requests by location (Region, state, city, and building) with date range
- h) Service Requests by FSP

Information for analysis by customer or agency, may include, but is not necessarily limited to:

- a) Service requests by tenant/agency
- b) Service request type and sub-type by tenant/agency
- c) Service request handling statistics by tenant agency
- d) Service request analysis including channel, duration to close, and escalation data by tenant agency

11.2 Web Portal

The contractor shall provide a tenant facing web portal to allow PBS Tenants to submit service requests via the internet. The web-portal should meet the following minimum requirements:

- a) Allow tenants to establish unique user IDs and passwords to establish an account;
- b) Provide a method whereby the account can be validated as a valid user of the system. The method whereby an account the user has established is validated is intended to prevent individual who are not GSA tenants from accessing the system and submitting false service requests. The offeror shall provide an automated method to validate users as GSA tenants. As an example, the offeror may require a “.gov” or “.mil” email address for self registration. After users self register, an email would be automatically sent to that “.gov” or “.mil” email address requiring the user to acknowledge recite. GSA shall approve email addresses used by the offeror for validation, and also have the ability to add email addresses used for validation. The offeror shall consider circumstances when the proposed method will not work, and shall provide an alternative method to accommodate user registration.
- c) Require the tenant to login using their username and password prior to creating a service request;

- d) Auto-populate user information fields from information entered either during the account creation process or previous submissions;
- e) Provide an automated process to allow users to change and reset passwords;
- f) Purge accounts after 12 months of non-use (no new service orders or successful login attempts);

- b) Relevancy of the selected project to the nature of work performed at the PBS NCC and/or other Federal Government programs;
- c) Relevancy of Corporate Experience and Core Competency
- d) Assessment of project performance and ability to meet objectives and goals
- e) Past Performance Interview Questionnaires

I.3 Price Quotation Evaluation

The offeror's price quotation will be evaluated with respect to price realism and total proposed price.

I.3.1 Price Realism

Price realism will be evaluated to ensure that the proposed CLINs and prices reflect a clear understanding of the work and skills required for contract performance. Price quotations determined to be unrealistic in terms of technical commitment or unrealistically low in cost or price will be deemed reflective of an inherent lack of technical competence or indicative of failure to comprehend the complexity and risk of the contract requirements and may be grounds for the rejection of the quotation.

H.3.2 Total proposed price

The total proposed price shall consist of the proposed price for the base period and for all option periods. Price proposals will be evaluated based on price realism and total evaluated price. For evaluation purposes only, the Government will evaluate proposed prices for Project Startup, Support for the Addition of New Buildings, Recurring project Management, Telephone Requests, Fax Requests, and web portal/automated IRS e-mail requests, based on the quantities identified in Tables H-1 through H-5 below.

CLIN	Description	Unit of Issue	Evaluated Quantity
10000	One-Time Startup Costs	Lot	1

CLIN	Description	Unit of Issue	Evaluated Quantities				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
11000	Fixed one-time charge for addition of a new building.	Each	456	153	5	5	5

This charge is for each building that is added after the initial 11 buildings.

CLIN	Description	Unit of Issue	Evaluated Quantities				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
20000	Monthly Recurring Project Management	Month	12	12	12	12	12

CLIN	Description	Unit of Issue	Evaluated Quantities				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
21000	Monthly Recurring Incremental Project Management	Group	3	8	9	9	9

This Unit of Issue represents a group of up to 30 additional buildings

CLIN	Monthly Work Volume (calls)	Evaluated Quantities				
		Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
30000	0 – 5,000	2	1	3	3	3
30001	5,001 – 10,000	2	2	2	2	2
30002	10,001 – 15,000	1	2	2	2	2
30003	15,001 – 20,000	1	1	1	2	2
30004	20,001 – 25,000	1		1	1	1
30005	25,001 – 30,000	1		1	1	1
30006	30,001 – 40,000	1	2	1	1	1
30007	40,001 – 50,000		1	1		
30008	50,001 – 60,000		1			
30009	60,001 – 75,000		1			
30010	75,001 – 90,000		1			
30011	Above 90,000*		1			

CLIN	Monthly Work Volume (calls)	Evaluated Quantities				
		Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
40000	0 – 25	7	4	7	7	7
40001	26-50	2	2	2	2	2
40002	51-75	1	1	1	1	1
40003	76-100	1	1	1	1	1
40004	101-200	1	1	1	1	1
40005	201-300		1			
40006	301-400		1			
40007	401-500		1			
40008	Above 500*		1			

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE PAGE OF PAGES
1 1

2. AMENDMENT/MODIFICATION NO. A003 3. EFFECTIVE DATE 09/03/2008 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (If applicable)

6. ISSUED BY CODE General Services Administration
Central Office Contracting Division (ACM-D)
1800 F Street, N.W. (Room G-127)
Washington, D.C. 20405 7. ADMINISTERED BY (If other than Item 6) CODE

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) (X) 9A. AMENDMENT OF SOLICITATION NO.
ACMD-RC-08-0002
XX 9B. DATED (SEE ITEM 11)
05/29/2008
10A. MODIFICATION OF CONTRACT/ORDER NO.
10B. DATED (SEE ITEM 11)
CODE FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
The purpose of this amendment is to clarify the elements of the "Unit Price" and the "Unit of Issue" for CLIN 21000.

a) Pages 2 and 94 of Request for Quotation are hereby deleted and placed with revised pages 2 and 94. The revised material is printed in blue. A copy of the revised pages are attached hereto and made a part hereof.

b) All other terms and conditions of this Request for Quotation remain the same.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Robert H. Corey
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)
15C. DATE SIGNED	16C. DATE SIGNED

PART I
SCHEDULE OF SUPPLIES OR SERVICES

Offerors are strongly encouraged to review Appendix G (Pricing Guidelines) prior completing the following pricing tables. Also, the Government’s current best estimate of its requirements is provided in H.3.2 of this solicitation.

Table 1: Project Startup Price Table			
CLIN	Description	Unit of Issue	Unit Price Base Period Only
10000	One-Time Startup Costs	Lot	

Table 1.1: Support for Addition of New Buildings							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
11000	Fixed one-time charge for addition of a new building.	Ea					
<i>*This charge is for each NEW building that is added AFTER the initial 11 buildings.</i>							

Table 2: Monthly Project Management Price Table							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
20000	Monthly Recurring Project Management	Month					

Table 2.1: Incremental Project Management Price Table							
CLIN	Description	Unit of Issue	Unit Price				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
21000	Monthly Recurring Incremental Project Management	Month					
<i>*In pricing of this CLIN, please refer to the instructions on page 94 of this solicitation.</i>							

Table H-3: Monthly Project Management Price Table							
CLIN	Description	Unit of Issue	Evaluated Quantities				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
20000	Monthly Recurring Project Management	Month					

Table H-4: Incremental Project Management Price Table							
CLIN	Description	Unit of Issue	Evaluated Quantities				
			Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
21000	Monthly Recurring Incremental Project Management	Month					

The unit price for this CLIN is the price for one (1) "Group" of up to 30 additional buildings multiplied by the number of groups anticipated for that period. The Unit of Issue is "Months" and the extended total for each period (for evaluation purposes) will be the unit price multiplied by 12.

For evaluation purposes, the number of Groups for each period is: Base (3 groups); Option One (8 groups); Option Two (9 groups); Option Three (9 groups); and Option Four (9 groups)

Table H-5: Monthly Volume Bands for Telephone Service Requests						
CLIN	Monthly Work Volume (calls)	Evaluated Quantities				
		Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
30000	0 – 5,000	2	1	3	3	3
30001	5,001 – 10,000	2	2	2	2	2
30002	10,001 – 15,000	1	2	2	2	2
30003	15,001 – 20,000	1	1	1	2	2
30004	20,001 – 25,000	1		1	1	1
30005	25,001 – 30,000	1		1	1	1
30006	30,001 – 40,000	1	2	1	1	1
30007	40,001 – 50,000		1	1		
30008	50,001 – 60,000		1			
30009	60,001 – 75,000		1			
30010	75,001 – 90,000		1			
30011	Above 90,000*		1			

Table H-6: Monthly Volume Bands for Fax Service Requests						
CLIN	Monthly Work Volume (calls)	Evaluated Quantities				
		Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
40000	0 – 25	7	4	7	7	7
40001	26-50	2	2	2	2	2
40002	51-75	1	1	1	1	1
40003	76-100	1	1	1	1	1
40004	101-200	1	1	1	1	1
40005	201-300		1			
40006	301-400		1			
40007	401-500		1			
40008	Above 500*		1			



September 18th, 2008

Delivered to:

Mr. Robert Corey
Contracting Officer
General Services Administration
Central Office Contracting Division (ACM-D)
1800 F Street, NW (Room G-127)
Washington, D.C. 20405
E-mail: bob.corey@gsa.gov

Submitted By:

TechTeam Government Solutions Inc
3863 Centerview Drive, Suite 150
Chantilly, VA 20151

Subject: TechTeam Government Solutions Inc Submitted Final Quotation Revision for Solicitation No: ACMD-RC-08-0002, GSA PBS NCC.

Mr. Corey,

TechTeam hereby submits our Final Quotation Revision for GSA PBS's Solicitation Number ACMD-RC-08-0002. Our submission incorporates the information from discussions [REDACTED] as change pages [REDACTED] [REDACTED]

We are delivering soft copy versions of change pages [REDACTED] and [REDACTED] this cover letter [REDACTED] in Adobe PDF file format copies to Robert Corey, GSA PBS Contracting Officer, at Bob.Corey@gsa.gov.

We are excited about the prospect of supporting GSA PBS and would like to thank GSA again for the opportunity.

Sincerely,

[REDACTED]

■ [Redacted]

[Redacted]

[Redacted]

■ [Redacted]

[Redacted]

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7.3.2.3

[Redacted content]

QUOTATION INDEX

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
The contractor-provided contact center and its support staff shall be located within the contiguous United States. The Contractor shall furnish the necessary facilities, personnel, equipment, supplies, and services to meet the requirements described in this task order Statement of Work and the indefinite-delivery, indefinite-quantity contract.	2.0	H.2.2	I.2.2		Sect 1-5
The Contractor shall perform all technical and management functions, as described in this Task Order SOW and the indefinite-delivery, indefinite-quantity contract, to plan, design, implement, operate, maintain and manage the contact center and associated services to meet the needs of the Government.	2.0	H.2.2	I.2.2		Sect 1-5
When requested, the Contractor shall provide any additional services described in the indefinite-delivery, indefinite-quantity contract, add additional communications channels to serve PBS customers, expand the services to support new requirements including buildings and assets owned or leased and/or operated by other agencies, and/or provide any special project support needed to analyze, plan, design, implement, operate, maintain and manage special customer support services that may be needed to meet the evolving needs of the Government.	2.0	H.2.2	I.2.2		Sect 1-5
The contractor shall provide and maintain a complete service solution of contact center facility, telephone representatives, ADP and telecom equipment and services, including call processing and contact management equipment, and toll-free, local and long-distance telecommunications and Internet services to support the mission of PBS. The solution must include the provision and maintenance of an integrated Service Request Management System (SRMS) to collect, dispatch and track service requests received from tenants via telephone, facsimile, email and the web through their full life cycle by the contractor and provide the necessary management reports.	4.0	H.2.4	I.2.2.1		Sect 3
The SRMS shall leverage electronic two-way messaging to allow delivery and updates of service requests to Government staff and FSPs in real-time.	4.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The system shall leverage a form based format to assure order updates and closure are as accurate as possible.	4.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The design of the system will be platform agnostic and shall support mobile communications devices such as cell phones, two-way pagers, Palm Powered and BlackBerry devices.	4.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS must be supported by a tenant facing web portal to allow PBS Tenants to submit and track service requests via the internet. The specific requirements of the SRMS and Web Portal are detailed in Sections 9.1 and 9.2 of this task order SOW respectively.	4.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The service request and dispatch activities will revolve around business rules, operating procedures, and profiles defined in the SRMS, the contractor is expected provide an effective online solution to effectively train authorized users on the use of the SRMS.	4.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The complete NCC solution must be accessible twenty fours (24) hours a day, seven (7) days a week (24 x 7), including Federal holidays.	4.0	H.2.2.4	I.2.2.1		Sect 3.4
All services, staff, facilities and technology infrastructure provided in support of the NCC shall conform to the requirements set forth in Section C. of the indefinite-delivery, indefinite-quantity contract unless stated otherwise in this Task Order SOW.	4.0	H.2.2.4	I.2.2.1		Sect 3.4
All automated and attended services shall be provided in English only.	4.0	H.2.2.4	I.2.2.1		Sect 3.4

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
All contact center facilities provided in support of the NCC must be located within the contiguous United States.	4.0	H.2.2.4	I.2.2.1		Sect 3.4
The contractor shall provide the necessary equipment, services and sufficient qualified staff to respond to service requests from PBS tenants submitted to the NCC via telephone, TTY devices, facsimile, email and the Internet. The contractor staff shall receive service requests, enter service requests into the SRMS, and dispatch the requests in accordance with business rules and performance standards established by the Government. The contractor staff shall provide status of service requests to service requestors, Property Managers (PMs) and FSPs upon request.	4.1	H.2.2.4	I.2.2.1		Sect 3.4
The contractor shall provide an IVR solution to provide unattended service to telephone callers on a twenty-four hours a day, seven days a week (24 x 7) basis. The proposed solution shall allow callers with touch tone telephone to enter location information (zip code) or populate contact information to the SMRS for the new service request being generated. The solution shall be equipped with a recorded message approved by the Government for callers placed in queue and an option to allow the callers to return to main menu or to select to speak to a live attendant.	4.2	H.2.2.4	I.2.2.1		Sect 3.4,
The contractor shall provide and pay for all toll-free, local and long-distance telecommunications and Internet services required to support the task as defined in this SOW. Dedicated transmission services between contractor facilities shall be provided and pay for by the contractor. The Contractor shall also be responsible for network design, network termination equipment, and service coordination, as described in Section C.7 of the indefinite-delivery, indefinite-quantity contract. Where appropriate, the Government will furnish its own telephone numbers and Internet domain(s) for use by the Contractor and will designate the Contractor as the technical coordinator for service initiation, trouble resolution, and service restoration. The contractor shall transfer the telephone numbers and Internet domain(s) back to the Government immediately upon termination of the task.	4.3	H.2.2.4	I.2.2.1		Sect 3.4
The Contractor shall provide all required technical and management services to support the NCC activities described in this SOW, including program management, site management, technology management, information systems security management, content and knowledge management, contact/Case management, relationship management, and customer satisfaction survey, as described in Section C.3.5 of the indefinite-delivery, indefinite-quantity contract and this task order SOW. This includes the development and maintenance of all relevant plans that are required to ensure compliance with NCC task requirements. The Contractor shall provide core project management support, and if necessary, incremental project management support to perform all technical and management functions required to meet the NCC task requirements. The Contractor shall develop and maintain the required plans, procedures, methodologies, and tools, and perform the planning, oversight, and management functions to ensure services are delivered in accordance with the performance standards specified in Section 17.0 of this task order SOW.	4.4	H.2.2.4	I.2.2.1		Sect 3.4
PMs and FSPs are responsible for providing new and updated information to their business rules and profiles, e.g., contact information, business rules, building profile, PM profile including decision tree for business hours and non-business hours support and vacation coverage. The contractor shall provide an effective solution to allow the PMs and FSPs to update their profiles and business rules via the SRMS. The solution shall include an option for the PMs and FSPs to submit their updates to the NCC staff via phone, email, or fax and have the staff make the updates on their behalf. Once submitted, the contractor is responsible for managing the profiles and business rules and associated change processes for the duration of the task.	4.5	H.2.4.3	I.2.2.1		Sect 3.3
The Contractor shall provide the capability to survey tenants in an	4.6	H.2.4.3	I.2.2.1		Sect 3.3,

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
automated fashion for purposes of customer satisfaction assessment for all contact channels supported as well as performance of FSPs or other information as requested by the Government.					4.1.6
The contractor shall provide an automated means to survey tenants via telephone after placing a call for any reason to PBS NCC. Tenants shall be selected at random after each service request.	4.6.1	H.2.4.3	I.2.2.1		Sect 3.3, 4.1.6
The system shall allow the caller to rate (score) the service they received and provide additional comments. Reports will show the rating (score), and where possible sum scores by building, state, region and nationally, as well as transcribing any comments for review/analyses. The system shall be capable of capturing, storing, aggregating, and reporting survey results.	4.6.1	H.2.4.3	I.2.2.1		Sect 3.3, 4.1.6
The Contractor shall provide a means for the Government to collect more detailed information via email or web-based survey on the tenant satisfaction with the NCC, FSPs, and overall full life-cycle handling of service requests. Tenants who submitted a service request that has been completed shall be selected at random.	4.6.2	H.2.4.3	I.2.2.1		Sect 3.3, 4.1.6
The contractor shall ensure that a statistically significant number of surveys are recorded for each contact channel supported.	4.6.2	H.2.4.3	I.2.2.1		Sect 3.3, 4.1.6
The system shall allow the caller to rate (score) the service they received for each question and provide additional comments. Reports will show the rating (score) overall and by question, sum scores by building, tenant agency, state, region and nationally and transcribe the comments for analyses. The system shall be capable of capturing, storing, aggregating, and reporting survey results.	4.6.2	H.2.4.3	I.2.2.1		Sect 3.3
The Contractor shall provide a means for the Government to collect more detailed information via email or web-based survey on satisfaction with the NCC, FSPs, and other tenant information on a quarterly basis.	4.6.3	H.2.4.3	I.2.2.1		Sect 3.3, 4.1.6
The system shall allow the caller provide a score for each question and provide additional comments. Reports will show the rating (score) by question, sum scores by building, tenant agency, state, region and nationally and transcribe the comments for analyses. The system shall be capable of capturing, storing, aggregating, and reporting survey results.	4.6.3	H.2.4.3	I.2.2.1		Sect 3.3, 4.1.6
The contractor shall develop and maintain an online resource to provide initial and ongoing training to PBS administrative and management staff, PMs and FSPs on the use of the SRMS and services offered by the NCC. Additionally, the contractor shall provide telephone help desk support to authorized users of the SRMS to resolve any operational issues with accessing and using the SRMS.	4.7	H.2.5.1	I.2.2.2D		Sect 4.1.7
The contractor staff shall receive service requests, enter service request information into the SRMS, and dispatch the requests in accordance with business rules and performance standards established by the Government. The contractor staff shall provide the status of service requests to service requestors, PMs and FSPs upon request. The service request work types to be handled by the NCC include: building operations maintenance and repair services, custodial services, elevator and other facilities related requests.	6.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The NCC shall have the capability to and shall forward calls to the correct number, including but not limited to the following numbers: If Call is in regards to: Inform Caller to Call or to email: - Federal Info or Directory Assistance for questions regarding GSA and other Federal Agencies - 1-800-333-4636 or - GSA IT Service Desk - 1-866-450-5250 or - ITServiceDesk@gsa.gov - Building Info/Directory - The PM assigned to the building per business rules	6.4	H.2.4.3,	I.2.2.1,		Sect 3.3, 4.1

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
As a frame of reference based on how the Government anticipates the new system will function. The actual workflow may differ depending on the contractor's solution. The Contractor shall develop the optimum workflow processes to meet project requirements, using industry best practices as applicable. The Contractor is expected to manage the workflow processes and make adjustments from time to time to ensure performance objectives are met. The Contractor shall obtain approval from the Government prior to implementing any changes on the workflow processes.	6.6	H.2.4.3,	I.2.2.1,		Sect 3.3, 4.1
Once a service request is approved the SRMS shall automatically route the request to FSP responsible for performing the work, and provide notification as indicated by the business rules along with approval information (e.g. approval to proceed received from (PM name, date and time).	6.6.1	H.2.4.3,	I.2.2.1,		Sect 3.3, 4.1
If a service request has already been created for that location/building, the contact center shall ensure that no new service requests for the same problem are created.	6.6.1	H.2.4.3,	I.2.2.1,		Sect 3.3, 4.1
The NCC contractor shall be responsible to have an appropriate announcement advising callers that GSA is aware of the situation so that the NCC is not inundated with calls on existing and in progress outages.	6.6.1	H.2.4.3,	I.2.2.1,		Sect 3.3, 4.1
The contractor shall provide a method to receive and automatically process pre-formatted email in support of pilot program run in conjunction with the Internal Revenue Service (IRS) Employee Resource Center.	6.6.4	H.2.4.3,	I.2.2.1,		Sect 3.3, 4.1
The NCC contractor shall perform all necessary preparatory work to support the requirements of this task, including the design and implementation of a fully functional multi-channel contact center and SRMS within ninety (90) days of the issuance of Notice-To-Proceed. During this period, the contractor shall work with the government to develop a sound project implementation plan and to perform all preparatory work to establish the new contact center.	7.1	H.2.5.3	I.2.2.2E		Sect 4.3
Phase I implementation will begin upon successful completion of the Start-up phase, and include the GSA headquarters building in Washington, DC as well as the headquarters building, or similar building or buildings, for each of its 11 operating regions.	7.1	H.2.5.3	I.2.2.2E		Sect 4.3
Upon the successful implementation of Phase I activities, the Government will initiate a phased national roll-out of the remaining buildings. The subsequent phases will begin immediately following successful implementation of Phase I. The Government intends to work in cooperation with the Contractor to develop a final roll-out schedule that minimizes the risk of impact to daily operations. The contractor shall work with the Government to finalize the submitted implementation strategy and develop the implementation plan. At a minimum, considerations should include: a) Execute implementation without any disruption of current operations; b) Leverage the contractor's expertise to assure efficient operations and a satisfying customer experience; c) Mitigation of risk to the Government; d) All contact center technology is appropriately defined, developed, tested and implemented; e) All required data is collected, validated, and accurately entered with minimal manual intervention; f) The development of training materials, methods of delivery, and schedules for Government and FSP personnel; g) Maximization of tenant service requests online;	7.2	H.2.5.3	I.2.2.2E		Sect 4.3

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
h) Migration of existing contact center operations; and, i) Optimal pace of expansion to ensure cost effectiveness, continuity of operations and quality control.					
The contractor shall supply the format and delivery method to which the asset profile, business rules and procedural information will be provided by the Government to facilitate loading of the data into the SRMS to support NCC operations. The contractor shall load the information into the SRMS, perform audit tests to ensure the data is loaded correctly, and coordinate and perform tests to certify the accuracy of contact information and that business rules are functioning properly before initiating service to the building.	7.2.1	H.2.5.3	I.2.2.2E		Sect 4.3
The Contractor shall provide qualified personnel in sufficient quantities to perform the NCC task, including CSR's, project management and support staff, as described in Section C.4 of the indefinite-delivery, indefinite-quantity contract. The Contractor shall ensure that the all staff possesses the appropriate training, qualifications and skills required to perform the task. The Contractor shall perform background checks on all prospective employees in accordance with applicable GSA personnel security requirements prior to providing them for service under the contract.	9.0	H.2.6.3	I.2.2.3a		Sect 5, 5.2
Project Manager, Site Manager, and Information Systems Security Manager (ISSM) are designated as Key Personnel for the purposes of supporting this task. Key Personnel shall be responsible for performing the respective functions identified in Sections C.4.1.2, C.4.1.3, and C.4.1.4 of the indefinite-delivery, indefinite-quantity contract. All proposed substitutes shall meet or exceed the qualifications of the person to be replaced and approved by the Government prior to their placement	9.1	H.2.6.3	I.2.2.3a		Sect 5, 5.2
Contractor provided personnel shall consist of a minimum of ten (10) percent of individuals employed through organizations affiliated with NIB and/or NISH. The Contractor is responsible for working with NIB and/or NISH affiliated agencies to recruit, hire, and train these individuals to ensure that performance objectives are not compromised. The Contractor is responsible for compensating NIB/NISH affiliated organizations for any work performed to recruit, hire, train, and retain these individuals for the performance of each task.	9.2	H.2.6.3	I.2.2.3a		Sect 5, 5.2
The NCC contractor shall provide two or more facilities, as required to support the requirements identified in this Task Order. All facilities provided shall conform to the requirements set forth in Section C.5 of the indefinite-delivery, indefinite-quantity contract. In addition, facilities used in support of this task order must be located within the contiguous United States.	10.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
To insure continuity of operations, the contractor shall provide emergency electrical power generation capability and an uninterruptible power supply (UPS) at all locations as noted in Section C.6.15 of the indefinite-delivery, indefinite-quantity contract. In addition to the requirements set forth in the indefinite-delivery, indefinite-quantity contract, the backup generator will be capable of sustaining full contact center operation for a minimum of forty-eight (48) hours without the need for refueling.	10.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The NCC contractor shall provide and maintain all technology infrastructure to support the requirements identified in this task order as described in Section C.6 of the indefinite-delivery, indefinite-quantity contract. This includes inquiry processing technology and services, email routing and management system, knowledge management system, contact management system, work force management system, customer survey automation, compliment and complaint management system, service monitoring and quality control systems, training equipment, and power supplies. The contractor provided solution for all contact channels must be Section 508 compliant.	11.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor shall provide and maintains a fully web-enabled SRMS	11.1	H.2.4.3,	I.2.2.1,		Sect 3.3,

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
which enables the creation, tracking, dispatching, escalation, approval, update, completion, and closing of all facility related service requests by contractor personnel, PBS property management staff, and FSPs.		H.2.5.2	I.2.2.2a		4.3
The SRMS shall be a commercial-off-the-shelf (COTS) product that meets the Government's requirements.	11.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS shall be used to house all service request data, expedite the collection, tracking, dispatching, reporting and analysis of all service requests received. The SRMS shall allow tenants to submit service requests via a secure web portal, which will be dispatched without human intervention.	11.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The system shall also provide tenants the ability to check the status of all submitted requests and to opt-in to receiving automatic notification of status changes via email.	11.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS shall be capable of support a minimum of 500,000 tenants, 3,500 PBS personnel and 4,000 FSPs, and scalable to support additional users should the program expand.	11.1.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The NCC contractor shall assure SRMS availability on a 24x7 basis, and that the system software, hardware, and infrastructure is robust enough to handle the number of users and projected volume of customer requests.	11.1.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor shall create and maintain a Data Dictionary and any changes to the data structure must be approved by the Government. Appendix E of this document includes a list of suggested data elements for service requests, business rules, and profiles.	11.1.2	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS shall have the capability to support each type of service requests for all communication channels. Service requests will be broken down into work types.	11.1.3	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS shall provide the capability to route a service request to the appropriate member of the property management or FSP's staff for resolution based on business rules provided by the Government. These business rules will vary by building type of call, time and time of day (normal operating hours/after hours), but will include: a) the appropriate contact(s); b) system access and privileges for SRMS users; c) the means of contact (email, blackberry, fax, etc); d) the priority of the service request (emergency, routine, and urgent); e) approval point(s) of contact; f) escalation point(s) of contact; g) timeframe for escalation; and h) the method for notifying the escalation contact(s).	11.1.4	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS shall provide the capability for automated escalations.	11.1.5	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The system shall allow: a) Automatic escalation of open service requests (alternate contact or next tier supervision, definable by building) not acknowledged by designated facilities service provider. The time delay to escalate, number escalations, number of contacts notified at each escalation event must be customizable per building. b) Automatic escalation of certain types of service requests designated by PBS, either due the nature of the failure or the time of day at which it occurs, and must be customizable by building.	11.1.5	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS shall provide automated updates via email or wireless device to PMs and FSP when their service request undergoes a change in status. The system shall allow tenants to opt-in to receive automated updates via	11.1.6	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
email when their service request undergoes a change in status.					
The contractor shall supply the format and delivery method to which the asset profile, business rules and procedural information will be provided by the Government to facilitate loading of the data into the SRMS to support NCC operations.	11.1.7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor shall load the information into the SRMS, perform audit tests to ensure the data is loaded correctly, and coordinate and perform tests to certify the accuracy of contact information and that business rules are functioning properly before initiating service to the building.	11.1.7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The Government will supply contact information for buildings in which service requests will not be handled by the NCC. In these cases the contractor shall be responsible for providing the contact information to the caller and/or generating an email notification to the designated contact.	11.1.7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor shall provide administration and maintenance support for the SRMS, including but not limited to user accounts, roles and responsibilities, passwords, business rules, workflows, and escalation procedures. In addition to providing telephone support for these transactions, the NCC contractor may propose a means for automation within the SRMS as well as providing email and fax support.	11.1.8	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
In addition to allowing access to the SRMS by contractor personnel, the contractor shall provide secure web-based access to the SRMS to PBS PMs, FSPs, and PBS administrative personnel.	11.1.9	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS shall allow all contractor personnel, building managers, FSPs, and GSA PBS administrative personnel to access the system as registered users with usernames and passwords. Access to the SRMS shall be limited by both the user role and the building or buildings to which they are assigned by the Government.	11.1.1 0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
At a minimum, the SRMS shall be designed to support the following: a) Provide sufficient access to contractor personnel to create, modify, view, update, and dispatch service requests as necessary to execute their assigned tasks. In addition, contractor personnel shall have the ability to update all contact information, escalation rules, and process flows associated with dispatching service requests,	11.1.1 1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
Provide PBS property management and building staff sufficient access to create, modify, view, update, and dispatch service requests as well as run system generated reports for building or buildings to which they are assigned as determined by the Government. In addition, property management and building staff shall have the ability to update building, staff, and FSP profiles as well as workflows for their building or buildings,	11.1.1 1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
Provide PBS management sufficient access to view service requests as well as run system generated reports for buildings, groups of buildings, and nationally as determined by the Government,	11.1.1 1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
Provide FSPs shall have the ability to receive and update service requests as well as view outstanding service requests for their buildings or buildings. FSPs shall be able run reports relevant to service requests performed only by their firm. In addition, PBS property management and building staff shall be able to delegate the maintenance of building, staff, and FSP profiles as well as workflows, and escalation rules for their building or buildings to FSPs.	11.1.1 1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
Property Managers a) The system shall assure PMs are registered users with usernames and passwords,	11.1.1 2	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
b) The system shall assure PMs only have access to FSP's profiles for the buildings they manage,	11.1.1 2	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
c) The system shall assure PMs only have access to service request business and escalation rules for the buildings they manage,	11.1.1 2	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
d) In addition to allowing business rules and contact information to be updated via phone or fax, the NCC contractor may also provide the capability for Building managers to update information on-line,	11.1.1 2	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
Facility Service Providers					
a) The system shall assure FSPs only have access to service requests for their building or buildings and shall not have access to other FSP's information,	11.1.1 3	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
b) The system shall assure FSP's information may be queried by building, contract, city, region and nationally,	11.1.1 3	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
c) The system shall assure FSPs are able to update the system with daily/weekly/monthly updates to the system on their contact information, for example updating the system on which technician is on call or on leave,	11.1.1 3	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
d) The system shall assure FSPs are not able to update or modify service request flows and escalation rules without specific delegation from PBS	11.1.1 3	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
Contractor Personnel					
a) Contractor personnel will have the ability to create, dispatch, modify, update, and escalate service requests,	11.1.4	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
b) Contractor personnel will have the ability to update nationwide building profiles, FSP's profiles, service request process, and escalation rules based on PBS instruction	11.1.1 4	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
After a successfully logging-in, the system shall display a unique welcome or "home" screen. The user will be granted access to varying levels of information and reports.	11.1.1 5	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
Automated Population and Delivery Data					
a) Based on the zip code, the system shall allow only the buildings in that zip code to be displayed in the building drop down box,	11.1.1 6	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
b) Based on the city, the system shall allow only the buildings in that city to be displayed in the building drop down box,					
c) Based on the hierarchy of service request types, the system shall display only relevant subcategories,					
d) Service requests updated automatically and notification sent to appropriate contact as dictated by the contact list/business rules,					
e) The system shall send automatic email notification to PM when a service request needs approval					
The offeror shall provide a solution to allow the two way exchange of data between the Government-owned CMMS systems and the SRMS.	11.1.1 7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The Contractor solution shall at a minimum address the following functionality:	11.1.1 7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
a) The ability of the interface to automatically transfer service request data in real time from the SRMS to the CMMS systems,					
b) The ability of the interface to automatically transfer service request data in real time from the CMMS systems to the SRMS as the ticket is updated.	11.1.1 7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The SRMS shall provide the Government with an electronic reporting technology suitable to request, create, view, and/or extract data elements based on the user profile and role information described previously. This technology shall allow authorized users to select and run standard and ad hoc reports in their chosen file format (e.g., Excel, Access, PDF), when to create it (immediate or every month/week/quarter) and the method of delivery (e.g., email).	11.1.1 8	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3

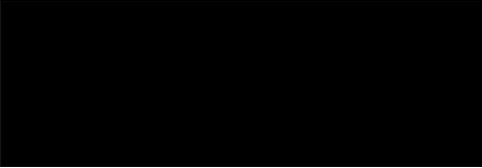
Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
<p>Report Formatting and Functionality</p> <p>a) Be presentable in tabular and/or graphical views and must be exportable to standard file formats, e.g. CSV, txt, xls.</p> <p>b) Provide standard, non-user defined reports categorized as Executive, Management, and Service Request status.</p> <p>c) Be customizable for PBS and FSP personnel. Standard, Ad-hoc and monthly reports must be available via the web.</p> <p>d) Be configurable to email Monthly or Weekly reports to designated personnel.</p> <p>e) Display all work done (sort, arrange, analyze, select, or list) by service request, technician, asset, building, floor, room, type of equipment or asset.</p>	11.1.1 9	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
<p>Additionally, GSA will have complete access to the database. The reporting tool must have ad hoc reporting capability as well as canned reports and show data and trending information in 2 broad areas: Service Request Information and Customer Service Request for Information. Reporting should be available by building, and roll-up to service center or field office, region, and nation-wide.</p>	11.1.1 9	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
<p>The contractor shall provide a tenant facing web portal to allow PBS Tenants to submit service requests via the internet. The web-portal should meet the following minimum requirements:</p> <p>a) Allow tenants to establish unique user IDs and passwords to establish an account; Provide a method whereby the account can be validated as a valid user of the system;</p> <p>b) Require the tenant to login using their username and password prior to creating a service request;</p> <p>c) Auto-populate user information fields from information entered either during the account creation process or previous submissions;</p> <p>d) Provide an automated process to allow users to change and reset passwords;</p> <p>e) Purge accounts after 12 months of non-use (no new service orders or successful login attempts);</p> <p>f) Provide both the ability to create a new service request as well as the ability to view the status of existing and previously completed service requests regardless of the channel used to create the request;</p> <p>g) The system shall provide the tenant the option of receiving an automatic email notification which includes a summary of the service request as well as the service order number used to track the status of their request or not receiving any updates;</p> <p>h) The application should ensure that all required fields are completed before accepting the tenant's request; and,</p> <p>i) Allow service requests to be dispatched without human intervention.</p>	11.2	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
<p>All IT infrastructure used in support for the NCC (including databases, telecommunications, networks, computing devices, peripherals, etc.) are IT systems being run on behalf of the Federal government and as such the Contractor shall comply with Federal information systems security requirements as described in Section C.3.5.0 of the indefinite-delivery, indefinite-quantity contract and Appendix C of this task, including certification and accreditation (C&A), security plan, test and evaluation and assessment reports or the contractor shall describe how current commercial practices meet or exceed these minimum standards.</p>	12.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
<p>The contractor shall be required to develop SDLC documentation to support the smooth operations of the system.</p>	12.0	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
<p>The contractor shall implement all security controls on this system/application IAW NIST SP 800-53 R2 for a low impact system</p>	12.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
(specific settings/requirements are further defined in CIO IT Security 06-30 (Managing Enterprise Risk) Appendix E and GSA IT Security Policy 2100.1.					
The contractor shall document these security controls in a security plan IAW NIST SP 800-18 R2. All systems/applications shall be securely configured IAW GSA IT Security Policy 2100.1 and associated hardening guides.	12.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
All systems shall have a contingency plan (IAW NIST Sp 800-34) that is tested and updated annually IAW CIO IT Security 6-29 (GSA Contingency Plan testing). If the categorization of the system is raised to moderate the offeror will be required to meet the NIST 800-53 minimum security for moderate level systems. Should the system be selected for inspection by the GSA Inspector General or similar Government entity the contractor shall cooperate fully with the inspection and provide all requested information and documentation	12.1	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor shall assign in writing responsibility for the security of the system to an Information System Security Officer (ISSO). The ISSO will serve as the point of contact for all IT security related issues. This individual is designated as key personnel for this task, and must be knowledgeable about both the operation of the system as well as all aspects of IT security including management, operational and technical security controls.	12.2	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor shall allow GSA employees (or GSA designated third party contractors) to conduct certification and accreditation (C&A) activities and quarterly continuous monitoring activities to include control reviews IAW NIST 800-53, 2100.1D requirements and CIO IT Security 06-30 including vulnerability scanning, web application scanning, and database scanning of applicable systems that support the processing, transportation, storage, or security of GSA information (or future replacements and revisions to those documents).	12.3	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor is responsible for mitigating all security risks the government or GSA designated third party contractors find during these C&A and continuous monitoring activities. All high risk vulnerabilities must be mitigated within 30 days and all moderate risk vulnerabilities must be mitigated within 90 days.	12.3	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor system/application must have a valid certification and accreditation (signed off by the Federal government) before going into operation and processing GSA information. The failure to obtain and maintain a valid certification and accreditation will be grounds for termination of the contract.	12.4	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The contractor shall certify applications are fully functional and operate correctly as intended on systems using the Federal Desktop Core Configuration (FDCC). This includes Internet Explorer 7 configured to operate on Windows.	12.5	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The standard installation, operation, maintenance, updates, and/or patching of software shall not alter the configuration settings from the approved FDCC configuration. The information technology should also use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and uninstall. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges.	12.5	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
All contractor supplied infrastructure, hardware and software must comply with GSA Hardening guidelines as defined for each platform as a minimum baseline.	12.6	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
Background investigation requirements for access to GSA information systems (including contractor operations containing GSA information) shall be IAW the OCHCO/OCIO HSPD-12 Personal Identity Verification and Credentialing Standard Operating Procedure (SOP) and	12.7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
GSA Handbook ADM 9732.1C, "Suitability and Personnel Security".					
The contractor shall assure that all staff assigned to the project at a minimum must pass National Agency Checks with Written Inquires and Credit (NACIC).	12.7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
All individuals designated as key personnel for this task, and any individuals with access to the operating system and/or database of systems used in support of the PBS NCC shall undergo an HSPD-12 background investigation.	12.7	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The Contractors shall ensure that general awareness and specific role-based training in the security and operation of all systems operated in support of this task is delivered to contractor staff as outlined in Appendix C of this task.	12.8	H.2.4.3, H.2.5.2	I.2.2.1, I.2.2.2a		Sect 3.3, 4.3
The Contractor shall develop, implement, and manage a Quality Control Quality Improvement program to ensure that contact center personnel are performing in accordance with performance standards defined by the Government.	13.0	H.2.6.5	I.2.2.3B		Sect 5.5
At a minimum, the plan shall address service monitoring and calibration, effectiveness of service delivery, and a quality improvement program, as described in Sections C.3.5.7.1 through C.3.5.7.3 of the indefinite-delivery, indefinite-quantity contract.	13.0	H.2.6.5	I.2.2.3B		Sect 5.5
The Contractor's personnel responsible for quality for each type of interaction supported (e.g., telephone, email) shall participate in calibration sessions with the Government and share the results of these sessions with contractor's quality professionals to ensure that they all define and perceive customer interactions in the same manner as the Government.	13.0	H.2.6.5	I.2.2.3B		Sect 5.5
For the initial 3 months immediately following the completion of transition activities, the Contractor shall participate in weekly calibration sessions for each type of interaction and program supported.	13.0	H.2.6.5	I.2.2.3B		Sect 5.5
The Contractor's quality professionals shall monitor each full time CSR a minimum of 2 times a week for each type of interaction supported and shall prorate the monitoring sessions for part time CSR's so that they receive the same level of monitoring as do full time employees.	13.0	H.2.6.5	I.2.2.3B		Sect 5.5
The Contractor shall provide the capability for Government personnel to remotely monitor calls.	13.0	H.2.6.5	I.2.2.3B		Sect 5.5
As part of the Quality Control/Quality Improvement Program, the Contractor shall utilize BenchmarkPortal (www.benchmarkportal.com) to provide a quarterly comparison of the performance of the NCC with other, similar contact centers in the public and private sector.	13.1	H.2.6.5	I.2.2.3B		Sect 5.5
In addition to detailing the relative performance of the NCC, the offeror shall propose actions to improve any areas where the NCC may underperform similar contact centers.	13.1	H.2.6.5	I.2.2.3B		Sect 5.5
The Contractor shall develop and implement contingency/disaster recovery plans and procedures to address continuity of operations in the event of a shutdown or lapse in service for any reason, as described in Section C.3.5.10 of the indefinite-delivery, indefinite-quantity contract.	14.0	H.2.6.4	I.2.2.3d		Sect 5.4
For outages that are not caused by a major disaster (e.g., system failure, network outage) the plans and procedures shall ensure that there is no lapse in unattended services, and attended services must continue to address all emergency and urgent calls (approximately 20% of the total call volume). Attended services will be restored to pre-outage service levels within 4 hours. All unattended services are to be restored to pre-outage performance levels by the Contractor within 2 hours after report or discovery of the outage. The Contractor may propose how it will handle excess calls during the restoration period, including but not limited to changes to the IVR to direct callers to the web portal.	14.1	H.2.6.4	I.2.2.3d		Sect 5.4
For outages that are caused by a major disaster (e.g., tornado, hurricane,	14.2	H.2.6.4	I.2.2.3d		Sect 5.4

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
flooding), the plans and procedures the plans and procedures shall ensure that there is no lapse in unattended services, and attended services must continue to address all emergency and urgent calls (approximately 20% of the total call volume). All attended services are to be restored by the Contractor to pre-outage performance levels within 24 hours after report or discovery of outage. The Contractor may propose how it will handle excess calls during the restoration period, including but not limited to changes to the IVR to direct callers to the web portal and the use of services such as automated call back. The Contractor is responsible for restoring the services to their primary service location(s) upon correction of the outage problem.					
Any costs associated with disaster recovery, including but not limited to restoration of service or facilities, equipment, service, recruiting, relocation of existing personnel, and training shall be the responsibility of the Contractor	14.3	H.2.6.4	I.2.2.3d		Sect 5.4
The NCC contractor shall notify the Government of the reason and duration for any system and service outages within 1 hour of learning of such outage. The contractor shall submit a written report detailing the cause, duration, and impact of any outage within 24 hours of the event and submit an action plan to prevent a similar outage from recurring within five (5) days of the outage event. Any scheduled system maintenance downtime shall require 14 days advance notice, PBS approval, and shall occur out-side of peak operating hours. The NCC contractor shall continue to field and dispatch service requests during the maintenance window.	15.0	H.2.6.4	I.2.2.3d		Sect 5.4
Contractor-provided plans are due in accordance with the schedule set forth in this task order. The content of these plans shall conform to the description contained in the indefinite-delivery, indefinite-quantity contract. The deliverables shall be provided electronically in MS Word, PowerPoint, Excel, or MS Project format, as appropriate, and in hard copy. The NCC contractor shall review and update all plans on a continual basis throughout the life of the contract in order to maintain their accuracy and appropriateness to the current operating environment. Subsequent to their initial acceptance by the Government, any changes to these plans shall require Government review and approval prior to implementation.	17.1	H.2.6	I.2.2.3		Sect 5
The contents of the documents shall conform to the descriptions of the documents as described in Section C.10 of the indefinite-delivery, indefinite-quantity contract. The Contractor shall review all documents on a continual basis throughout the life of the contract in order to maintain their accuracy and appropriateness to the current operating environment. Subsequent to their initial acceptance by the Government, any changes to these plans shall require Government review and approval prior to their implementation. The documents to be provided by the Contractor are identified in Section 18.0 of this task order SOW.	17.1	H.2.6	I.2.2.3		Sect 5
The NCC contractor's proposal shall provide a general Readiness Plan using Microsoft Word format. The NCC contractor shall provide to the CO and COR detailed Readiness Plan within 30 days of the (NTP).	17.4	H.2.6	I.2.2.3		Sect 5
The NCC contractor shall provide a draft of its Readiness Plan for Government review and acceptance in response to this RFP.	17.4	H.2.6	I.2.2.3		Sect 5
The Phase-In Plan must specify how the respondent will execute the transition to or phase-in of the NCC by outlining process and resources as well management and risk mitigation strategies for the following tasks: a) Schedule management b) Data collection and validation c) Database population d) Schedule and Work Breakdown Structure (WBS) for all tasks to be performed	17.5	H.2.6	I.2.2.3		Sect 5

Requirement	SOW	Section H	Section I	Issues from 23 July	Proposal
e) Communications f) Management and oversight The NCC contractor shall provide a draft of its Implementation Plan for Government review and acceptance in response to this solicitation.					
The contractor shall be responsible for delivery of all documentation including preparation, implementation, and maintenance of the document including review and updating according to the schedule specified in the GSA guidelines.	17.6	H.2.6	I.2.2.3		Sect 5
In addition, the contractor shall be responsible for all testing, including continuous monitoring and periodic audits as well as the remediation of any deficiencies identified.	17.6	H.2.6	I.2.2.3		Sect 5
The NCC contractor shall provide performance reporting as specified Sections C.6 and C.11 of the indefinite-delivery, indefinite-quantity contract which provides the overall requirements for Management Reports.	17.10	H.2.6	I.2.2.3		Sect 5
The NCC contractor shall be responsible for obtaining all permits, contracts, copyrights, licenses, etc. necessary for the performance of the NCC task and shall provide copies of such information to the Government upon request.	17.11	H.2.6	I.2.2.3		Sect 5
The Contractor will be required to transfer the SRMS database to the Government at the completion of each major implementation phase, every 6 months, and up to 3 additional times each year.	18.1	H.2.6	I.2.2.3		Sect 5
The NCC contractor shall perform all task requirements in accordance with the performance levels and calculations specified in Tables 1 and 2 below for each of the supported activities.	19.0	H.2.6	I.2.2.3		Sect 5
The NCC contractor shall utilize and partner with a contact center benchmarking organization such as the BenchmarkPortal. The NCC contractor shall utilize an acceptable benchmarking methodology to compare performance metrics against other call/contact centers. The NCC contractor shall report to PBS on performance relative to the industry on a quarterly basis.	19.0	H.2.6	I.2.2.3		Sect 5
The Contractor shall provide the following deliverables in accordance with the schedule set forth in Table below. The deliverables shall be provided in MS Word, PowerPoint, Excel, or MS Project format, as appropriate, and in hard copy.	20.0	H.2.6	I.2.2.3		Sect 5
An invoice for specified work performed under this task order shall be submitted monthly to the Invoice Paying Office identified in Section 21 of this task order SOW. Monthly invoices shall be submitted within 30 days following the completion of the invoice period. At the time of invoice submission, a copy of shall be provided in electronic format to the COTR identified in Section 20.0 of this task order SOW. The contractor shall maintain and make available to the Government upon request, copies of paid invoices, receipts, and travel vouchers (completed in accordance with Federal Travel Regulations).	22.0	H.2.6	I.2.2.3		Sect 5



**General Services Administration –
Public Buildings Service National Contact Center**

**Change Pages – ~~Final Proposal Revision~~ Final Quotation
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This proposal includes data that shall not be disclosed outside of the Government and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of, or in connection with, the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this proposal if it is obtained from another source without restriction. All pages of this proposal are subject to this restriction.

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1. EXECUTIVE SUMMARY (H.2.2)

TechTeam Government Solutions (TechTeam) and our partners would like to thank the General Services Administration (GSA) Public Buildings Service (PBS) for the opportunity to present our solution to creating your National Contact Center (NCC).

[Redacted]

[Redacted]

[Redacted] PBS will, as a business strategy, establish an NCC with this procurement to facilitate information management and begin a transformation of how building service requests are processed, standardized, measured and reported.

Public Buildings Service National Contact Center Objective

Your objective with this procurement is to acquire a technology driven solution [Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

By selecting the GSA USA Contact vehicle as the contract solution to your objective, you have assured yourself of a partner who can consolidate a service desk and manage a dispatch center from a call center perspective. All vendors understand your need for:

- A [Redacted] call center for all maintenance issues available 24x7x365
- A [Redacted] collection of building maintenance information
- A [Redacted] Service request Management System (SRMS) with a tenant facing web-portal to collect, dispatch, and track tenant service requests across multiple channels
- Provide on-line training and support to tenants, Property Managers and Facility Service Providers
- Workflow standards and procedures that satisfy GSA Central Office needs tailored to meet GSA regional business requirements

[Redacted]

[Redacted] All USA Contact vendors know PBS would like to maximize savings to the taxpayer and ensure that all

tenants receive the facility support needed to maintain their mission whether it be a border security station in the Southwest, a laboratory in the Northwest, or an office in either New York or Washington, D.C.

TechTeam's NCC Solution and Team

TechTeam's PBS solution

[Redacted]

Service Request

Management System (SRMS)

TechTeam will deliver this solution using the services and support

[Redacted] dedicated to NCC program success.

TechTeam, a global provider of call center and organizational change services.

TechTeam services fortune 500 companies such as

[Redacted] government agencies

[Redacted] TechTeam is a GSA Contact Prime Contractor.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

16 year operation); the National Park

[Redacted]

[Redacted]

[Redacted]

[Redacted] e are [Redacted]

TechTeam Manages [Redacted]

Implementing a complex system, [Redacted] is difficult

[Redacted]

2. EXPERIENCE AND PAST PERFORMANCE (H.2.3, I.2.2.5)

2.1. DOCUMENTATION OF EXPERIENCE (H.2.3.1.1, 1.2.2.5A)

TechTeam was founded in 1979 in Detroit, Michigan, as a value-added reseller and computer training company. As we grew, we added new services, including telephone technical support for Ford Motor Company. Today, we have 20+ years of experience serving our flagship customer, in addition to serving global companies in business-to-enterprise, business-to-business, and business-to-consumer markets. Notwithstanding our global customers, TechTeam has been providing our federal and state governments with information technology (IT) support, consulting services and professional services for 20+ years.

Few companies can offer the benefits of the combination of the TechTeam

[REDACTED]

performance of this contract.

[REDACTED]

Drawing on those 20+ years of experience touching every point of the [REDACTED] we have [REDACTED]

[REDACTED]

We tailor these solutions and services to the specific business environments of a broad range of vertical industries, including automotive, consumer, pharmaceutical, hospitality, insurance, financial services, manufacturing, government, and education, and selected our past performances that clearly demonstrate our ability to lead, navigate, and manage a [REDACTED] customer's contact center.

Contact center support has been TechTeam's core business for more than 20 years.

[REDACTED]

[REDACTED]

[Redacted]

Our performance exceeds the minimum requirements for GSA's USA Multichannel Contact Center [Redacted]

[Redacted]

[Redacted]

Core Business Lines. GSA requires an experienced contact center provider with exceptional, specialized capabilities for managing and operating contact centers. The objective is to ensure GSA's customers will receive consistent, timely, accurate, and professional responses to inquiries via multichannel venues. TechTeam, [Redacted]

[Redacted] to deliver on that expectation because:

- [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]

We have the extensive "capacity" to meet the demands of any task order requirement.

[Redacted]

maximize success enablers, [redacted]
[redacted]
[redacted]
[redacted]
[redacted]

[redacted]
[redacted] For the PBS NCC project,
TechTeam perceives a need for a [redacted]
[redacted]
[redacted] successful operation of the NCC.
(Requirement H.2.3.1.1)

Specifically,
TechTeam
proposes using [redacted]
[redacted]
the Service
Request
Management
System (SRMS).

[redacted]

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

We demonstrate our ability to manage the solution we are proposing for a critical element of the PBS NCC complete solution.

TechTeam past experience includes over 20 years designing, implementing, and operating multi-channel contact centers. [REDACTED]

[REDACTED]

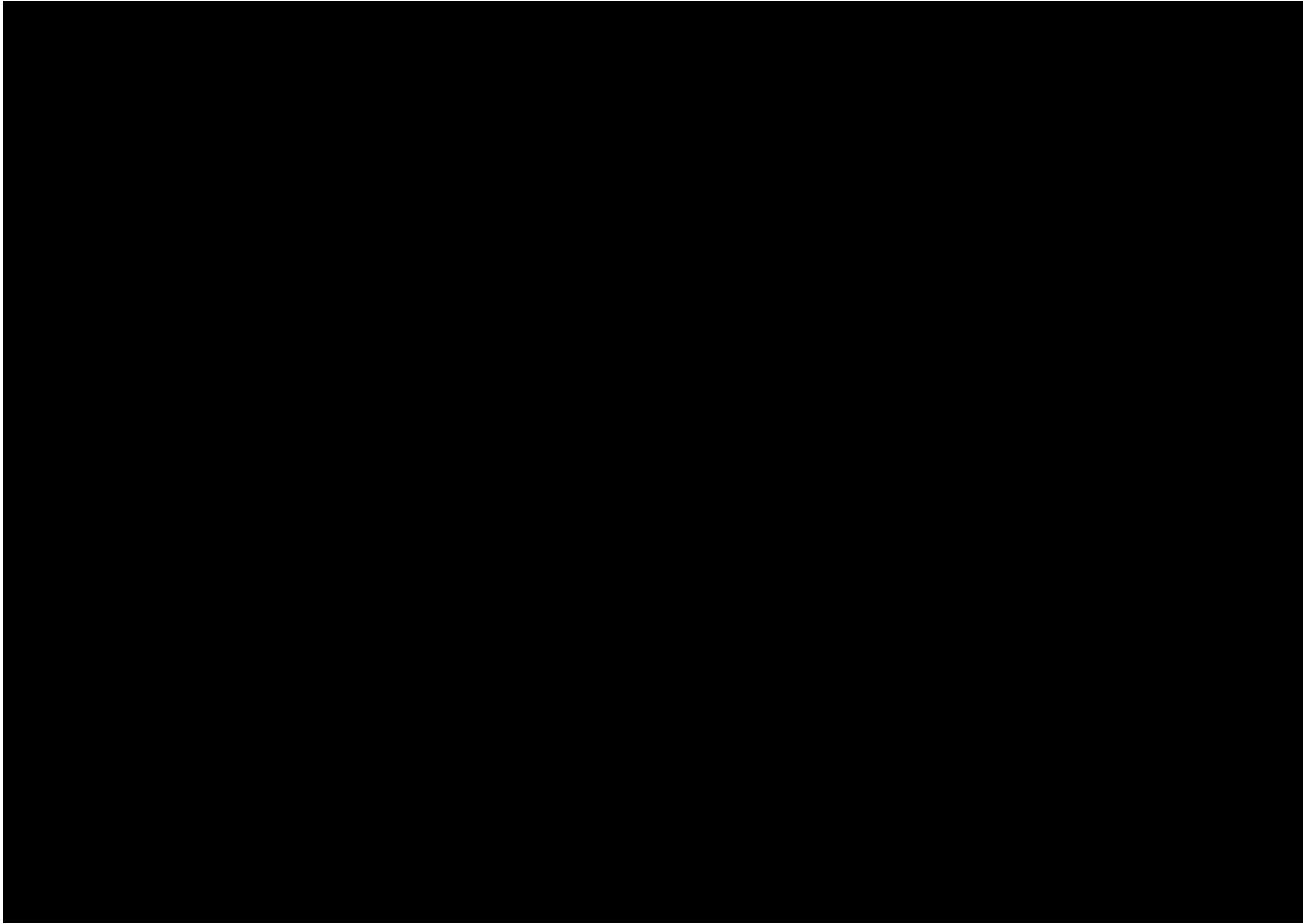
[REDACTED]

TechTeam is very familiar with government security requirements. [REDACTED]

[REDACTED]

Our proposed solution [REDACTED]

[REDACTED]



[REDACTED]

2.1.2. PARTNERSHIP AND TECHTEAM WORKING RELATIONSHIPS (ISSUE 1.3)

TechTeam, in preparation for bidding USA Contact [REDACTED]
[REDACTED]
[REDACTED] Of

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.2. TECHTEAM PAST PERFORMANCE (H.2.3.2, I.2.2.5C, I.2.2.5D, ISSUE 1.1, 1.2, 1.4)

Included in this section are three past performances: TechTeam has included [REDACTED]
[REDACTED]
[REDACTED]
meets the size, scope and complexity requirements relative to current operations.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.2.1. PAST PERFORMANCE CITATION 1 – [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

ITO Rqmt	Description	Response
H.2.3.2.1a H.2.3.2.1b	Project title or name	[Redacted]
H.2.3.2.1c	Name of client/contracting entity	
H.2.3.2.1d	Role (prime/subcontractor)	
H.2.3.2.1e	Period of performance Original scheduled completion date	
H.2.3.2.1e	Actual completion date	
H.2.3.2.1f	Geographic Location(s) where contract work is performed	
H.2.3.2.1g	Points of Contact	
	Name (CO)	
	Phone number	
	E-mail address	
	Name (COTR)	
H.2.3.2.1h	Total dollar value of contract value at contract/task order award	
	Actual final price	
	Reason for variance	
H.2.3.2.1i	Annual work volumes by work type and languages	
	Inbound calls	
	e-mail	
	Facsimiles	
H.2.3.2.2a	Project and scope of work	
	[Redacted]	

ITO Rqmt	Description	Response
		[Redacted]
	Frequency and complexity of reporting requirements (include sample report)	[Redacted]
H.2.3.2.2f		[Redacted]
	Project objectives and performance goals; were they achieved	[Redacted]
H.2.3.2.3a		[Redacted]
	Summary of financial benefits the project delivered, including ROI to quantify	[Redacted]
H.2.3.2.3b		[Redacted]
	Major deliverables produced, awards or recognition for significant cost savings	[Redacted]
H.2.3.2.3c		[Redacted]
	Variations in work volumes; how they were managed; unforeseen spikes; high priority situations	[Redacted]
H.2.3.2.3d		[Redacted]

ITO Rqmt	Description	Response
	Two unanticipated challenges and corresponding remedial actions	
H.2.3.2.3e		
H.2.3.2.3f	See [redacted] above	Innovative Processes
H.2.3.2.3g		Performance awards received
H.2.3.2.3h	Problems or issues ; corrective action taken	

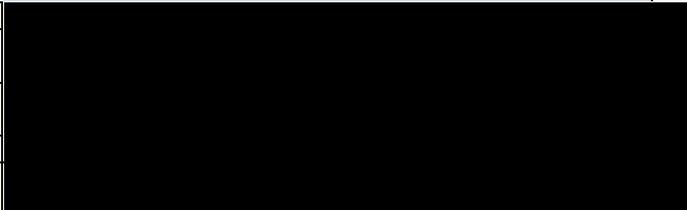
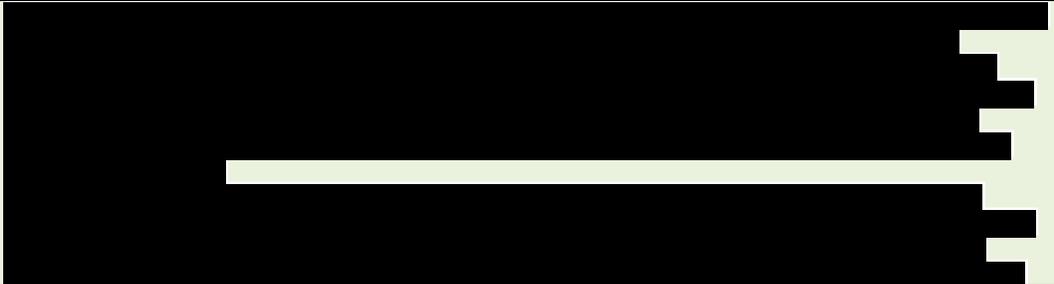
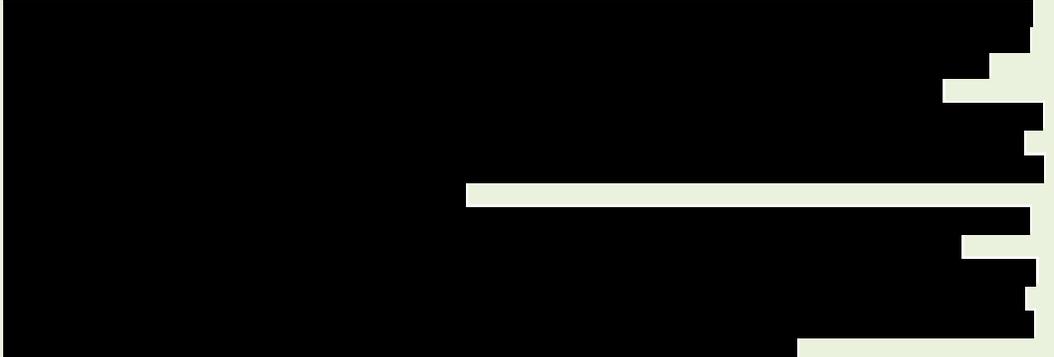
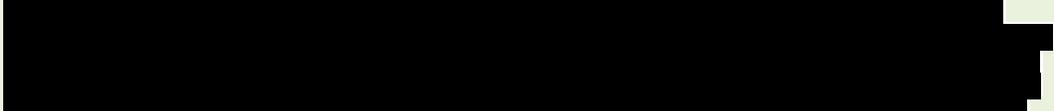
2.2.2.PAST PERFORMANCE CITATION – [redacted]

[redacted]

[redacted]

ITO Rqmt	Description	Response
H.2.3.2.1a H.2.3.2.1b	Project title or name	[redacted]
H.2.3.2.1c	Name of client/contracting entity	[redacted]

ITO Rqmt	Description	Response
H.2.3.2.1d	Role (prime/subcontractor)	
	Period of performance	
H.2.3.2.1e	Original scheduled completion date	
H.2.3.2.1e	Actual completion date	
H.2.3.2.1f	Geographic Location(s) where contract work is performed	
H.2.3.2.1g	Points of Contact (civilian contract)	
	Name (CO)	
	Phone number	
	E-mail address	
	Name (COTR)	
	Phone	
	E-mail address	
H.2.3.2.1h	Total dollar value of contract value at contract/task order award	
	Actual final price	
	Reason for variance	
H.2.3.2.1i	Annual work volumes by work type and languages	
	Inbound calls	
	e-mail	
	Facsimiles	
	fulfillment	
	Project and scope of work	
H.2.3.2.2a		
	Relevancy of selected project	
H.2.3.2.2b		
H.2.3.2.2c	Complexity and duration of the startup and transition process	
H.2.3.2.2c		

ITO Rqmt	Description	Response
H.2.3.2.2d	Complexity of the contact center Inquiries type of end users operating hours Language requirements Length of CSR training	
H.2.3.2.2e	Complexity of knowledge management requirements	
H.2.3.2.2f	Frequency and complexity of reporting requirements (include sample report)	
H.2.3.2.3a	Project objectives and performance goals; were they achieved	
H.2.3.2.3b	Summary of financial benefits the project delivered, including ROI to quantify	

ITO Rqmt	Description	Response
		[Redacted]
	Major deliverables produced, awards or recognition for significant cost savings	
H.2.3.2.3c		[Redacted]
	Variations in work volumes; how they were managed; unforeseen spikes; high priority situations	
H.2.3.2.3d		[Redacted]
	Two unanticipated challenges and corresponding remedial actions	
H.2.3.2.3e		[Redacted]
H.2.3.2.3f	Innovative technology or processes	[Redacted]
H.2.3.2.3g	Performance awards received	[Redacted]
	Problems or issues ; corrective action taken	
H.2.3.2.3h		[Redacted]

2.2.3. PAST PERFORMANCE CITATION –

[Redacted]

[Redacted text block]

ITO Rqmt	Description	Response
H.2.3.2.1a H.2.3.2.1b	Project title or name	[Redacted]
H.2.3.2.1c	Name of client/contracting entity	
H.2.3.2.1d	Role (prime/subcontractor)	
H.2.3.2.1e	Period of performance	
H.2.3.2.1e	Original scheduled completion date	
H.2.3.2.1e	Actual completion date	
H.2.3.2.1f	Geographic Location(s) where contract work is performed	
H.2.3.2.1g	Points of Contact	
	Name (CO)	
	Phone number	
	E-mail address	
	Name (COTR)	
	Phone	
	E-mail address	
H.2.3.2.1h	Total dollar value of contract value at contract/task order award	
	Actual final price	
	Reason for variance	
H.2.3.2.1i	Annual work volumes by work type and languages	
	Inbound calls	
	e-mail	
	Facsimiles	
	fulfillment	
H.2.3.2.2a	Project and scope of work	[Redacted]

ITO Rqmt	Description	Response
		[Redacted]
	Relevancy of selected project	[Redacted]
H.2.3.2.2b		[Redacted]
	Complexity and duration of the startup and transition process	[Redacted]
H.2.3.2.2c		[Redacted]
	Complexity of the contact center	[Redacted]
H.2.3.2.2d		[Redacted]
	Complexity of knowledge management requirements	[Redacted]
H.2.3.2.2e		[Redacted]
H.2.3.2.2f	Frequency and complexity of reporting requirements (include sample report)	[Redacted]

ITO Rqmt	Description	Response
		[Redacted]
	Project objectives and performance goals; were they achieved	[Redacted]
H.2.3.2.3a		[Redacted]
	Summary of financial benefits the project delivered, including ROI to quantify	[Redacted]
H.2.3.2.3b		[Redacted]
	Major deliverables produced, awards or recognition for significant cost savings	[Redacted]
H.2.3.2.3c		[Redacted]
	Variations in work volumes; how they were managed; unforeseen spikes; high priority situations	[Redacted]
H.2.3.2.3d		[Redacted]
	Two unanticipated challenges and corresponding remedial actions	[Redacted]
H.2.3.2.3e		[Redacted]

ITO Rqmt	Description	Response
	Innovative Technologies and or processes	
H.2.3.2.3f		
H.2.3.2.3g	Performance awards received	
H.2.3.2.3h	Problems or issues ; corrective action taken	
	None	

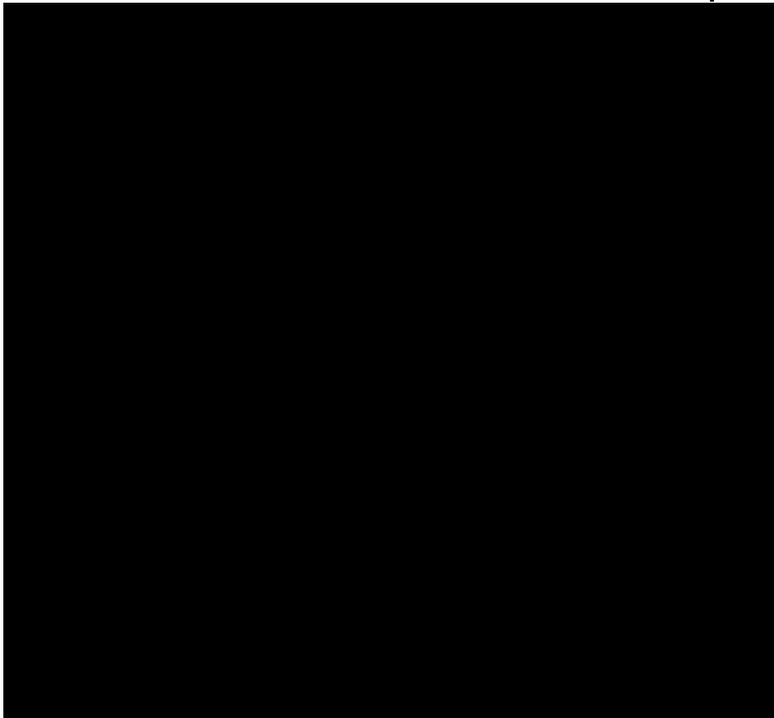
3. FACILITIES AND TECHNOLOGY INFRASTRUCTURE (H.2.4, I.2.2.1, SOW 10.0, 11.0)

TechTeam's Solution to PBS's NCC follows our [redacted] objectives: [redacted]

TechTeam, a successful integrator and contact center management company [redacted] will meet and exceed all PBS NCC requirements. TechTeam solution delivery is shown in Figure 3.0-1.

We understand that the move from decentralized service request management to web portal enabled service request self service is the end goal of this project. [redacted]

[redacted]



The TechTeam solution will enable the goal of near 100% self service in addition to meeting all PBS NCC requirements. TechTeam will provide [redacted]:

- Program Management – Key Personnel, Tool, and Facility Integration
- [redacted]
- Call Center Representatives
- [redacted]
- [redacted]
- [redacted]
- [redacted] as part of the implementation [redacted]

[REDACTED]

[REDACTED]

3.1. CONTACT CENTER LOCATIONS (H.2.4.1, I.2.2.1D, SOW 10.0)

Our team of TechTeam experts has determined that our optimal solution is to have [REDACTED] locations to support the program, as depicted in Figure 3.1-1. The Program Management Office [REDACTED] is the headquarters and management infrastructure for TechTeam. From this office, TechTeam will provide overall program management,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Below are some key benefits of our location decisions that will be realized [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

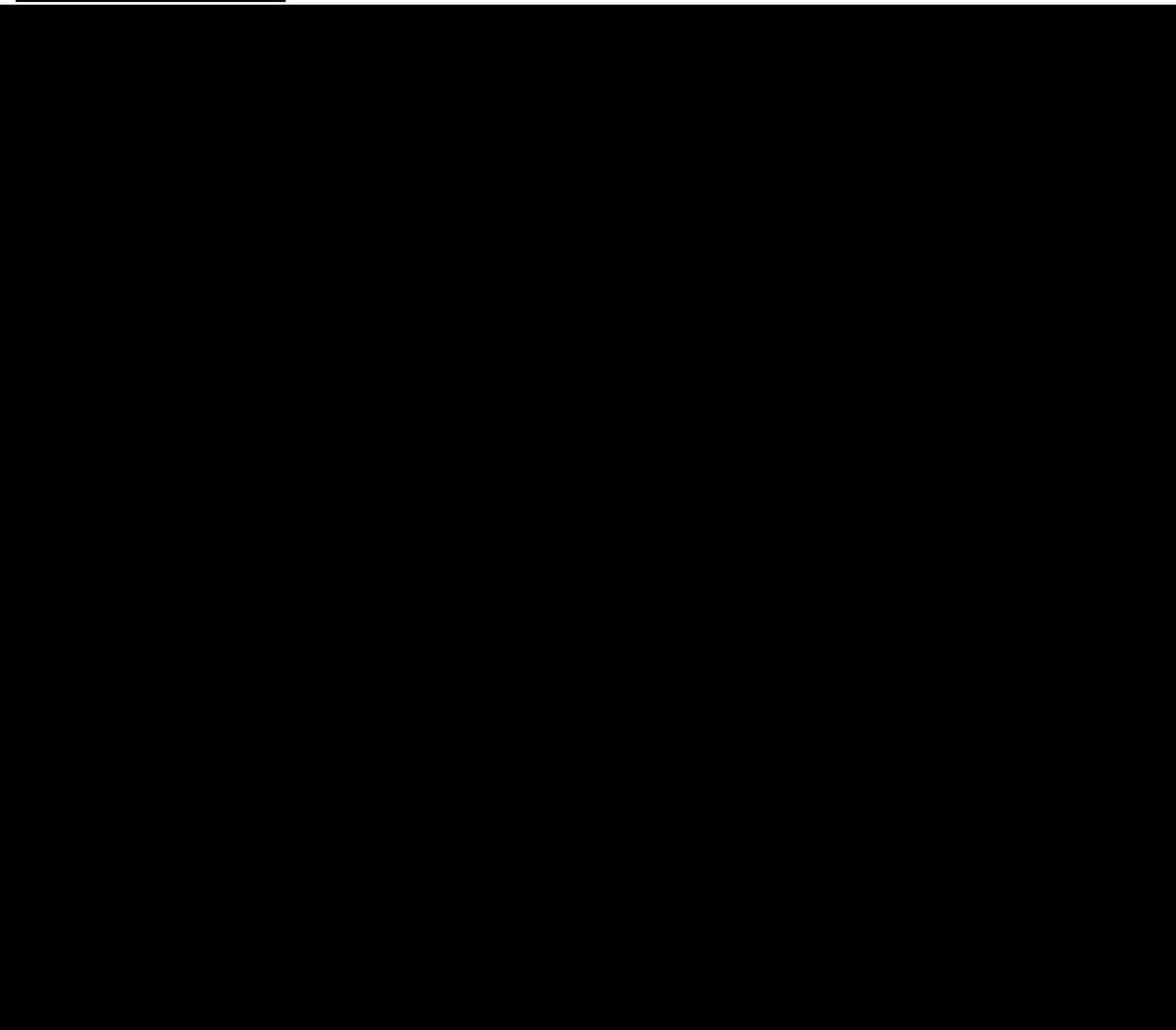
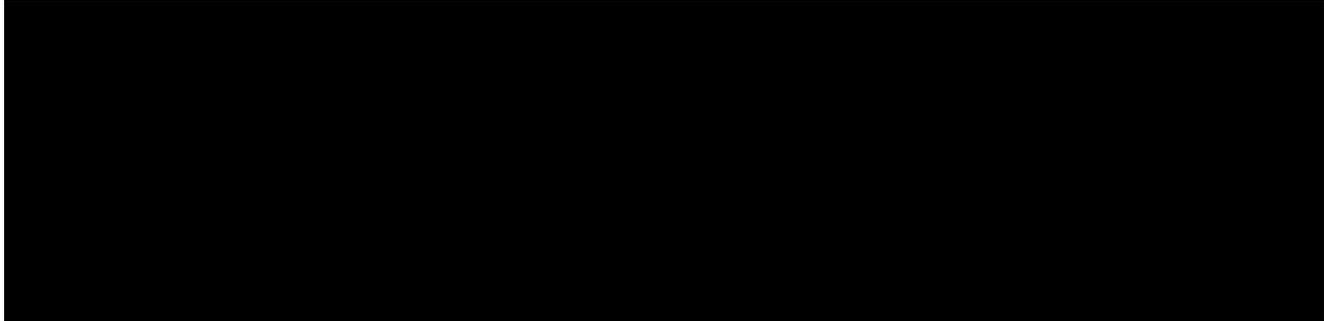
3.1.1. CONTACT CENTERS FLOOR PLAN, CAPACITY AND EXPANSION CAPABILITY

[REDACTED]

Table 3.1.1-1 identifies the current and expansion capabilities of our [REDACTED] proposed contact center sites. Based on projected call volumes and duration, and the requirement for 24x7 support,

[REDACTED]

While these numbers may vary based on actual workload, we have the capacity to quickly integrate the additional requirements into our contact centers.



3.1.2. [Redacted]
[Redacted]
[Redacted]

[Redacted]
[Redacted]
[Redacted]

- [Redacted]

- [Redacted]

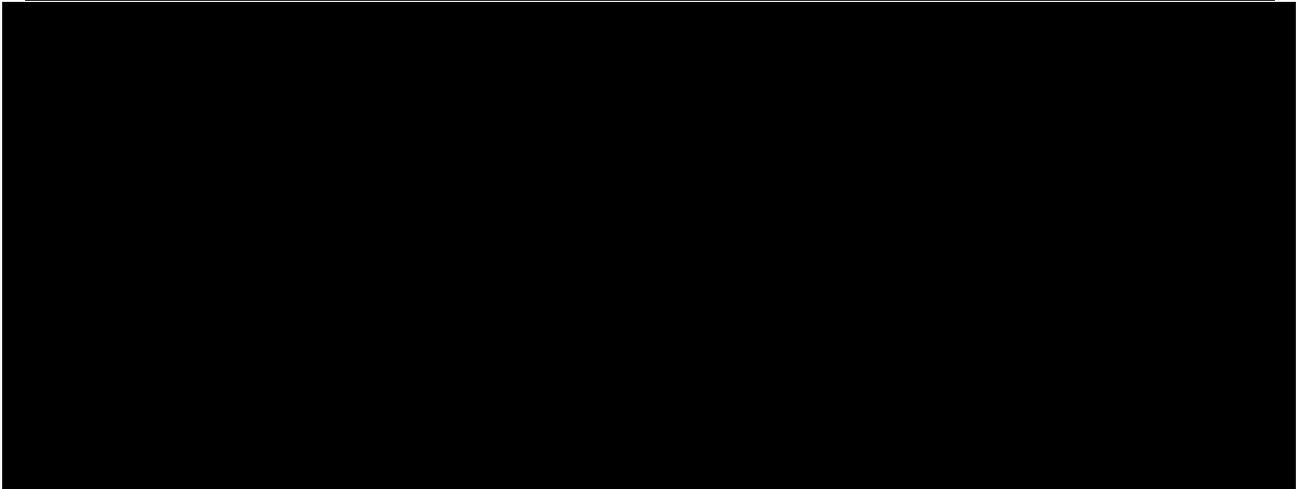
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- [Redacted]

[Redacted]
[Redacted]
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[Redacted]
[Redacted]

- [Redacted]

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3.1.3. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

3.1.4. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

3.1.5. PHYSICAL SUPPORT ARRANGEMENTS AND SYSTEMS (SOW 10.0)

[Redacted]

[Redacted]

[Redacted]

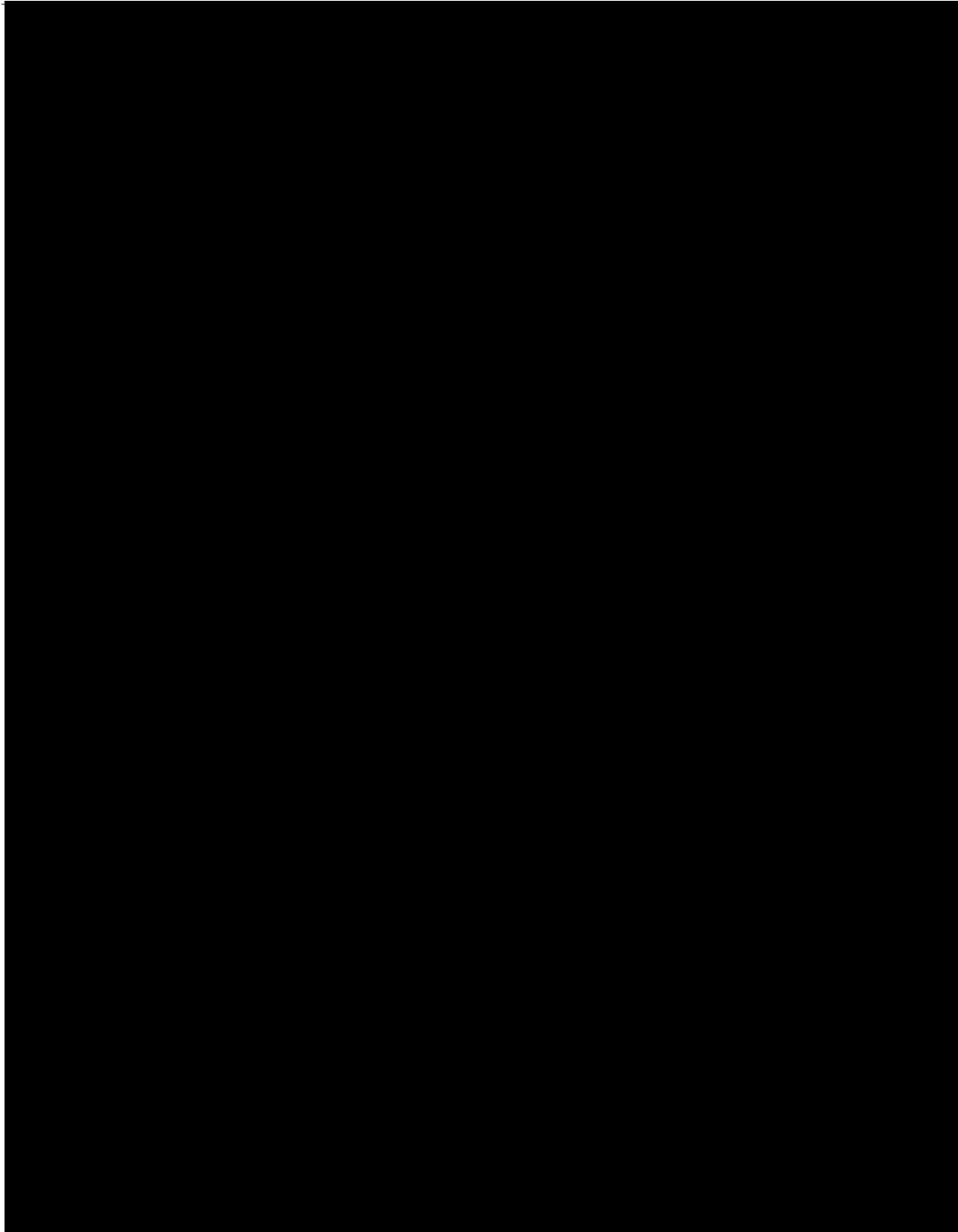
[Redacted]

3.2. PROPOSED TECHNOLOGY ARCHITECTURE (H.2.4.2, I.2.2.1B, ISSUES 2.1,2.4)

TechTeam's [Redacted] architecture assures PBS [Redacted].

Below is the graphical depiction of our proposed Technology architecture.

[Redacted]



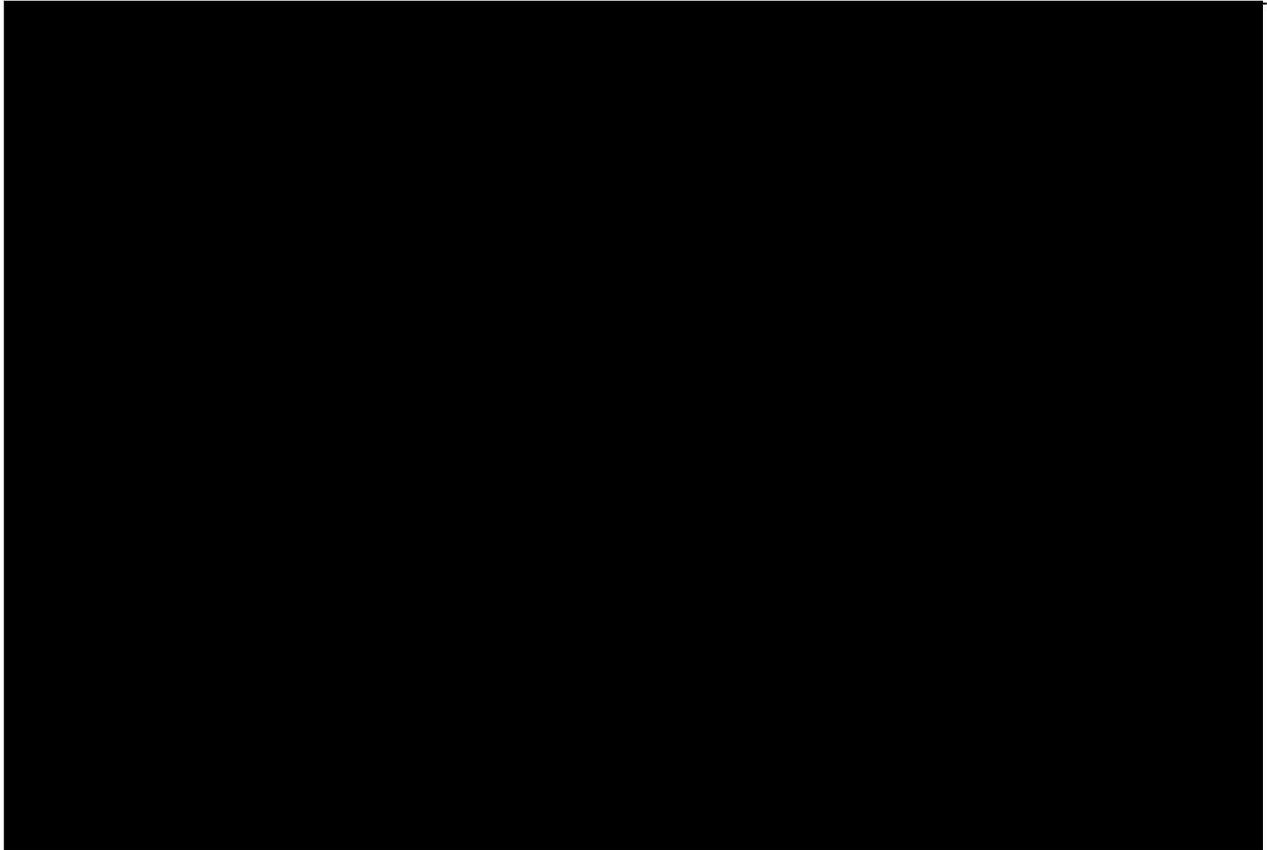
**3.3. PROPOSED TECHNOLOGY SOLUTION FOR THE SERVICE REQUEST
MANAGEMENT SYSTEM (H.2.4.3, I.2.2.1, SOW 11.1, ISSUE 2.4)**

*The service software solution proposed by TechTeam reduces PBS [REDACTED] and
SRMS [REDACTED] risk [REDACTED]*

[REDACTED]

[REDACTED] exceptional [REDACTED]

[REDACTED]



[Redacted text block]

- [Redacted list item 1]
- [Redacted list item 2]

[Redacted content]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

3.3.1. SRMS ARCHITECTURE AND COMPONENTS (SOW 11.1.1, ISSUE 2.1)

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[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block containing several paragraphs of information, likely a list of items or services, with some bullet points visible on the left margin.]

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[Redacted]

[Redacted]

- [Redacted]

[Large Redacted Block]

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

3.3.2. SRMS DATABASE DESIGN AND PROPOSED DATA ELEMENTS (H.2.4.3B, SOW 11.1.2)

[Redacted]

[Redacted]

[REDACTED]

3.3.3. SRMS INTEGRATION WITH CONTACT CENTER TECHNOLOGY (H.2.4.3C)

[REDACTED]

Several alternatives are available, [REDACTED] to achieve the desired integration of components.

3.3.4. SRMS SUPPORT OF BUSINESS REQUIREMENTS (H.2.4.3D, SOW 11.1.3)

[REDACTED]

3.3.4.1. ABILITY TO SUPPORT DATA EXCHANGE WITH OTHER GOVERNMENT SYSTEMS (H.2.4.3E, SOW 11.1.7, 11.1.17, ISSUE 2.3)

The SRMS supports a variety of data exchange formats. The primary interface for the PBS NCC is with the CMMS systems that support the regions. Figure 3.3.4-1 provides a high level description of our process for data exchanges. We recommend [REDACTED] the preferred method for transmission.

[REDACTED]

The SRMS will be integrated with multiple and disparate CMMS applications. The general flow of information and process will begin with [REDACTED]

When service requests are updated in one of the multiple CMMS applications [REDACTED]

Security. The data exchange interface will follow industry standard authentication and data encryption [REDACTED]

Consistency and Reliability. By mutual agreement, the consistency and integrity of service request data will be maintained between systems [REDACTED]

Performance. Because [REDACTED] service [REDACTED]

calls will be transmitted immediately. Service Level agreements managed in the CMMS should operated [REDACTED]

[REDACTED]

3.3.5. SRMS SCALABILITY, AVAILABILITY, RELIABILITY (ISSUE 2.1)

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]
[Redacted]
[Redacted] identified in 11.2 of the RFQ:

- a. Allow Tenants to establish unique user IDs and passwords to establish accounts. This capability was demonstrated at in our Oral presentation
- b. Require tenant/user login
- c. Auto-populate fields
- d. Provide automated password updates
- e. Requirement 11.2 e requires development (see below)
- f. Create new and review past user created service requests
- g. Auto –update via web or wireless device status updates of open service requests
- h. Ensure required information is provided by the tenant to initiate a service request
- i. Provide full self-service request capability

The requirement to purge user accounts (requirement 11.2e) after one year is a feature [Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

[Redacted]

Regarding requirement 11.2i, [Redacted]
[Redacted] significantly
[Redacted]
[Redacted]
[Redacted]

3.3.6.2. WIRELESS ACCESS (H.2.4.3H, SOW11.1.3, ISSUE 3.3)

[Redacted] access [Redacted] with a wireless device, such as a PDA, blackberry or cell phone with browser that supports the wireless application protocol (WAP). [Redacted]

real-time status of customer support operations and update Service Requests and assign cases to other agents for immediate response. PMs have the additional capability to assign Service Requests to FSPs.

3.3.6.3. EMAIL RESPONSE MANAGEMENT (H.2.4.3H)

Our email functionality enables customers to submit questions via the Web Self-Service Portal using a structured form.

[REDACTED]

User may also submit email without a web form to an address.

3.3.7. SERVICE REQUEST LIFE CYCLE (H.2.4.3H, SOW 11.1.3, ISSUE 3.3)

[REDACTED]

Service Request/Incident Management Solution enables the SRMS to automatically create and manage Service Requests or Incidents

[REDACTED] s.

Service Requests that come to the NCC Dispatcher by phone will have

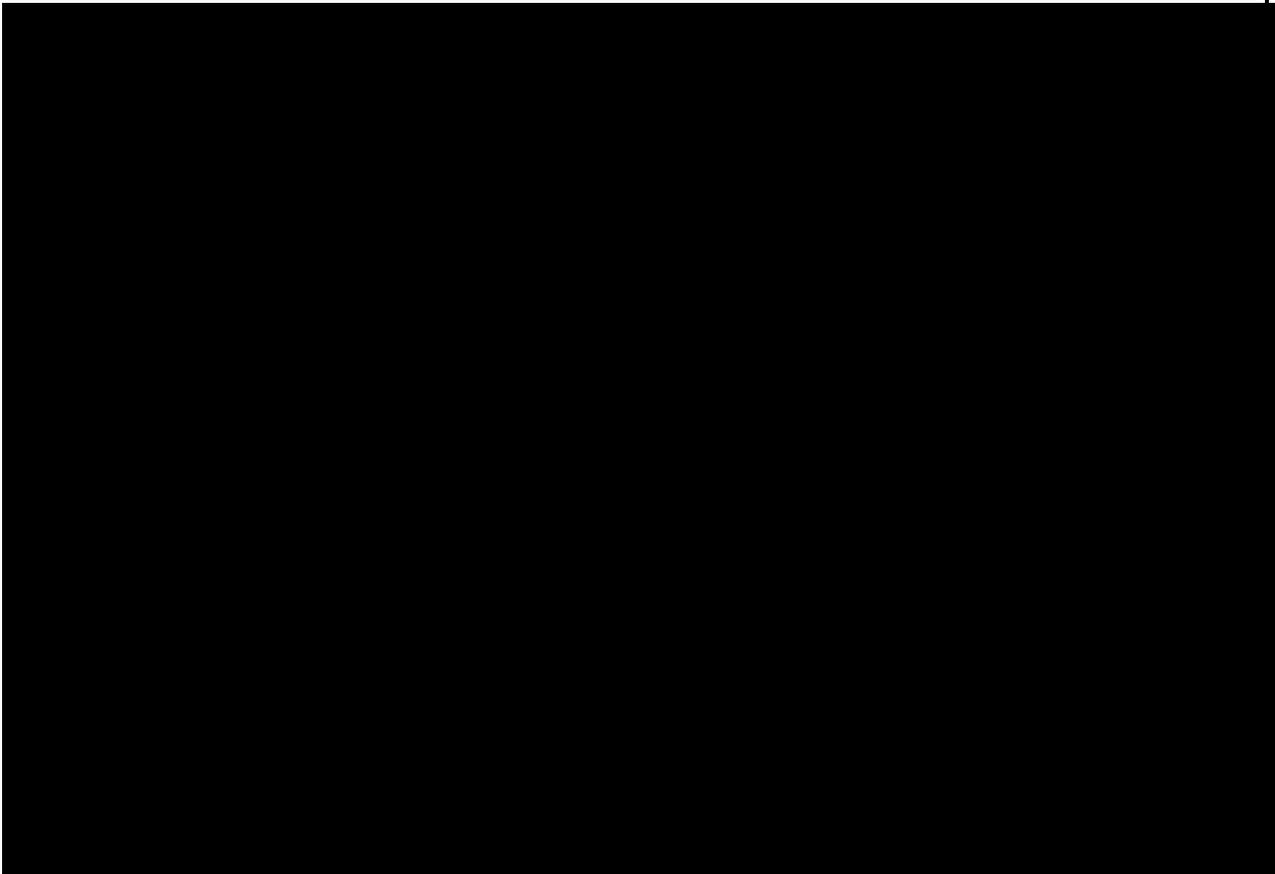
[REDACTED]

Dispatchers reviewing Web-submitted SRs or taking phone calls from tenants will be able to assign the SR to a specific Queue based on the tenant and building information. Alternatively, the SR may be automatically routed to the appropriate Queue for the Property Manager to review and assign to the FSP. In addition,

[REDACTED]

Service Level Agreements, Escalation and Incident Workflow. Service Level Agreements and workflow business rules allow SRMS to meet the specific business rules the SRMS. A building on-boarding process will provide a template for the collection of critical information to populate the building profile

[REDACTED]



3.3.8. SERVICE REQUEST DISPATCHING AND UPDATES (H.2.4.3I, SOW 11.1.3, 11.1.5)

The SRMS will use the service request [redacted] for dispatching. The SRMS is capable of dispatching via e-mail, web, mobile devices, fax, or phone. Likewise, updates can be recorded from mobile devices, via a computer workstation, or by phone. [redacted]

[redacted] All dispatch and status changes are logged and reportable.

3.3.9. SRMS ACCESS CONTROL (H.2.4.3J, SOW 11.1.10, 11.1.11, 11.1.12, 11.1.13, 11.1.14)

Role-based Security: [redacted]

[redacted] all RightNow configuration is accessible via graphical [redacted]

User Access Integration. Web Self-Service users accessing the SRMS to log Services Requests or for SRMS users of the Help Desk, the end-user pages are browser-based. These pages may be implemented with [redacted]

application [REDACTED]

[REDACTED] exchange Service Request information with the various CMMS applications.

[REDACTED]

3.3.10. SRMS ADMINISTRATION (H.2.4.3K, SOW 11.1.8)

The initial implementation [REDACTED] is accomplished [REDACTED] administration tools and system settings. Once the application is configured to meet the SRMS requirements, subsequent changes and enhancements to processes are easily made by [REDACTED]

- Data Model
 - Custom Fields – define additional data fields to fulfill the requirements of the SRMS [REDACTED] S.
 - Customizable Menus – [REDACTED]
- Business Rules and Work Flow
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- Content Library
 - [REDACTED]

[REDACTED]

Reports

can be scheduled to run at a specified time and delivered via a multitude of outputs

[REDACTED]

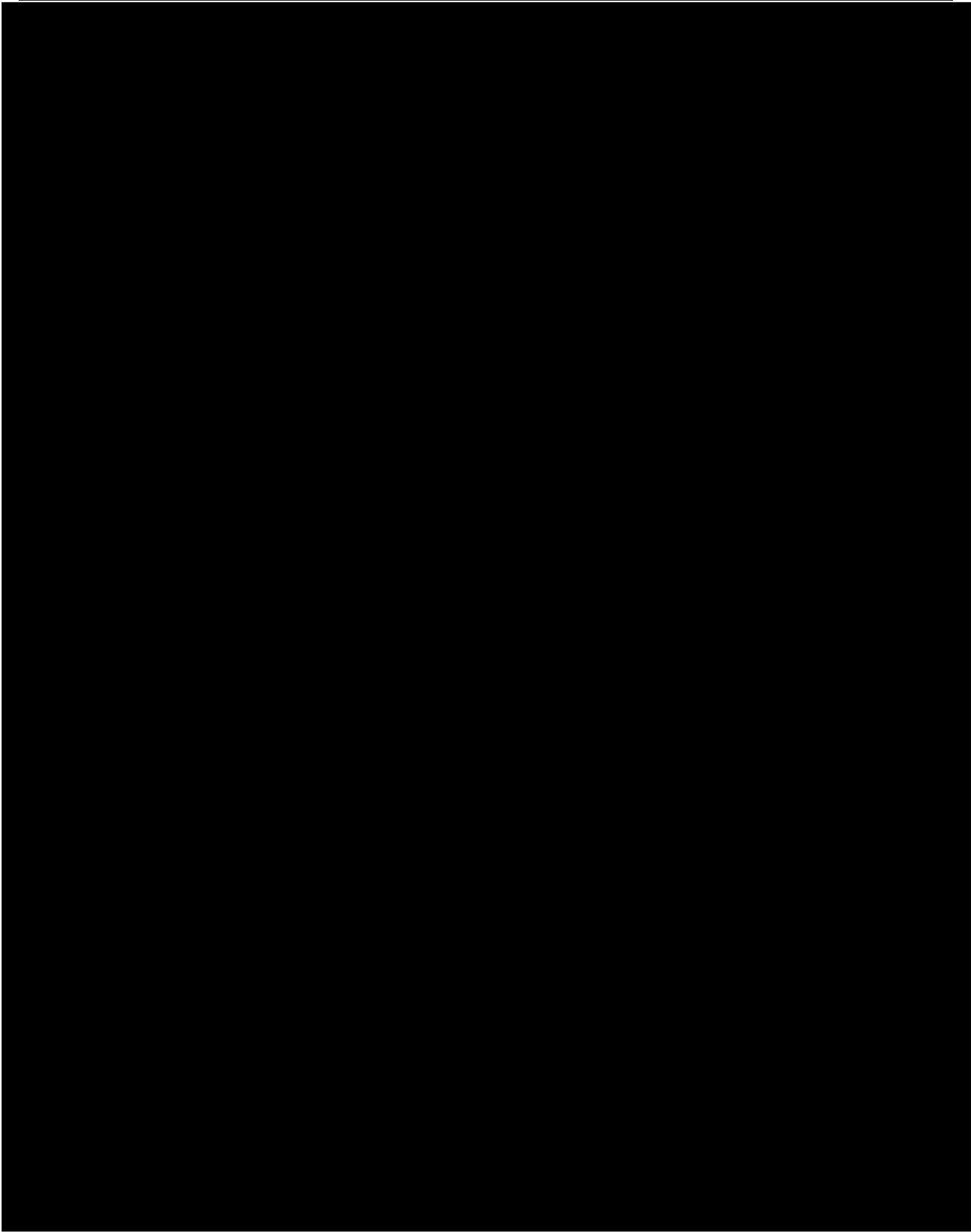
[REDACTED]

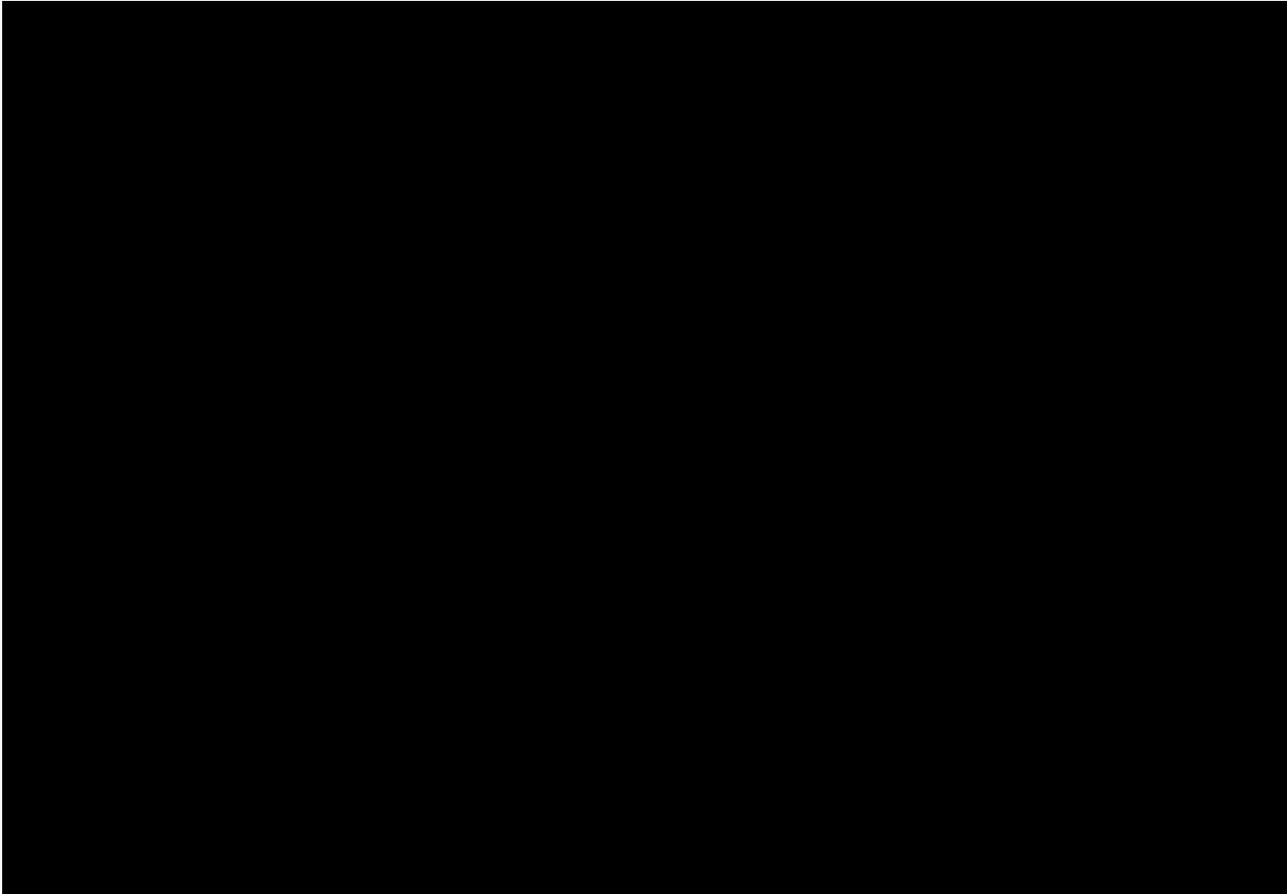
[REDACTED]

3.3.12.SRMS SECTION 508 COMPLIANCE (H.2.4.3M)

508 Compliant Access. [REDACTED] to both the end-user requesting Service through Web Self-Service and to the Service Agent/Dispatcher. Following are the main features built into the software to ensure compliance:

- Consistent keyboard commands ensure compliance. The keyboard can be used to effect shortcuts, shortcut commands are consistent with accepted industry protocols
- Textual presentation of graphic images. Information available in images will also be available in text through ALT tags for all GIFs. This text may be read by screen readers for the benefit of blind end users
- Font size can be enlarged. Font can be enlarged for the benefit of an end user who does not require visual acuity greater than 20/70
- Color and Sound. There is no reliance on Color and Sound to trigger special conditions.





The proposed solution will utilize the [redacted] environments that are currently in place and processing production call center traffic today [redacted]. This configuration is capable of easily managing the call volume as well as the call flows outlined in the RFQ. Calls will come in and be initially answered [redacted] will route the call based on the DNIS attached to the call [redacted].

[redacted] This IVR platform will form the foundation on which any future IVR/CTI features will be based. [redacted] The CTI integration we have implemented takes information from the caller, [redacted]

[redacted] This will allow for consistent and effective management and treatment of those requests. [redacted] supports TDD/TTY capabilities for all [redacted] call centers. We utilize the [redacted] our TTY requirements.

3.5. KEEPING PACE AND ENSURING SEAMLESS INTEGRATION WITH NEW TECHNOLOGIES (H.2.4.5, I.2.2.1D)

TechTeam [REDACTED]

TechTeam recognizes that the Government and industry are in a constant quest for new technologies and methods that will improve their contact center operations—for customer service, cost savings, and manpower efficiency. [REDACTED]

[REDACTED]

For the PBS NCC, we have selected technologies for the ACD, IVR, CTI, and SRMS [REDACTED]

[REDACTED]

Additionally, we understand that the PBS has products in use at its Regions and within buildings that it may wish to integrate with the NCC. Most interfaces will be through the SRMS, [REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] fully equipped contact centers with ACD, IVR, Phone, Internet, and COOP capability.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]
[REDACTED]

4.1.1 ATTENDED SERVICES (SOW 4.1)

Attended service will be provided in [REDACTED] TechTeam staff, policies, and procedures will be used to support the NCC. 24x7 attended service [REDACTED]. The specifics of our attended service solution are provided in section 3.

4.1.2 INTERACTIVE VOICE RESPONSE SERVICE (SOW 4.2)

The NCC uses existing ACD/IVR technology [REDACTED] and described in detail in section 3.4.

4.1.3 TELECOMMUNICATIONS AND INTERNET SERVICES (SOW 4.3)

TechTeam will provide all incoming telephone and circuit capability for the NCC. Details regarding carriers, redundant capabilities, and COOP procedures are in Section 3. The PBS NCC solution will consist of [REDACTED]
[REDACTED] The IVRs [REDACTED]

will be identical and use the same voice recordings. Service to callers will be identical regardless of the center that their call is routed to.

4.1.4 TECHNICAL AND MANAGEMENT SERVICES (SOW 4.4)

The details of TechTeam’s management approach are described in Section 5. The TechTeam management approach will encompass [redacted] the management requirements of a contact center PMO [redacted] of the NCC program.

[redacted]

- [redacted]
- [redacted]

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

[redacted]

4.1.5 MAINTENANCE OF PROFILES AND BUSINESS RULES (SOW 4.5)

As part of TechTeam’s incremental program management effort, TechTeam will [redacted] maintain the individual Maintenance profiles of buildings and the contact information related to those buildings. [redacted]

[redacted]

4.1.6 CUSTOMER SATISFACTION SURVEYS (SOW 4.6)

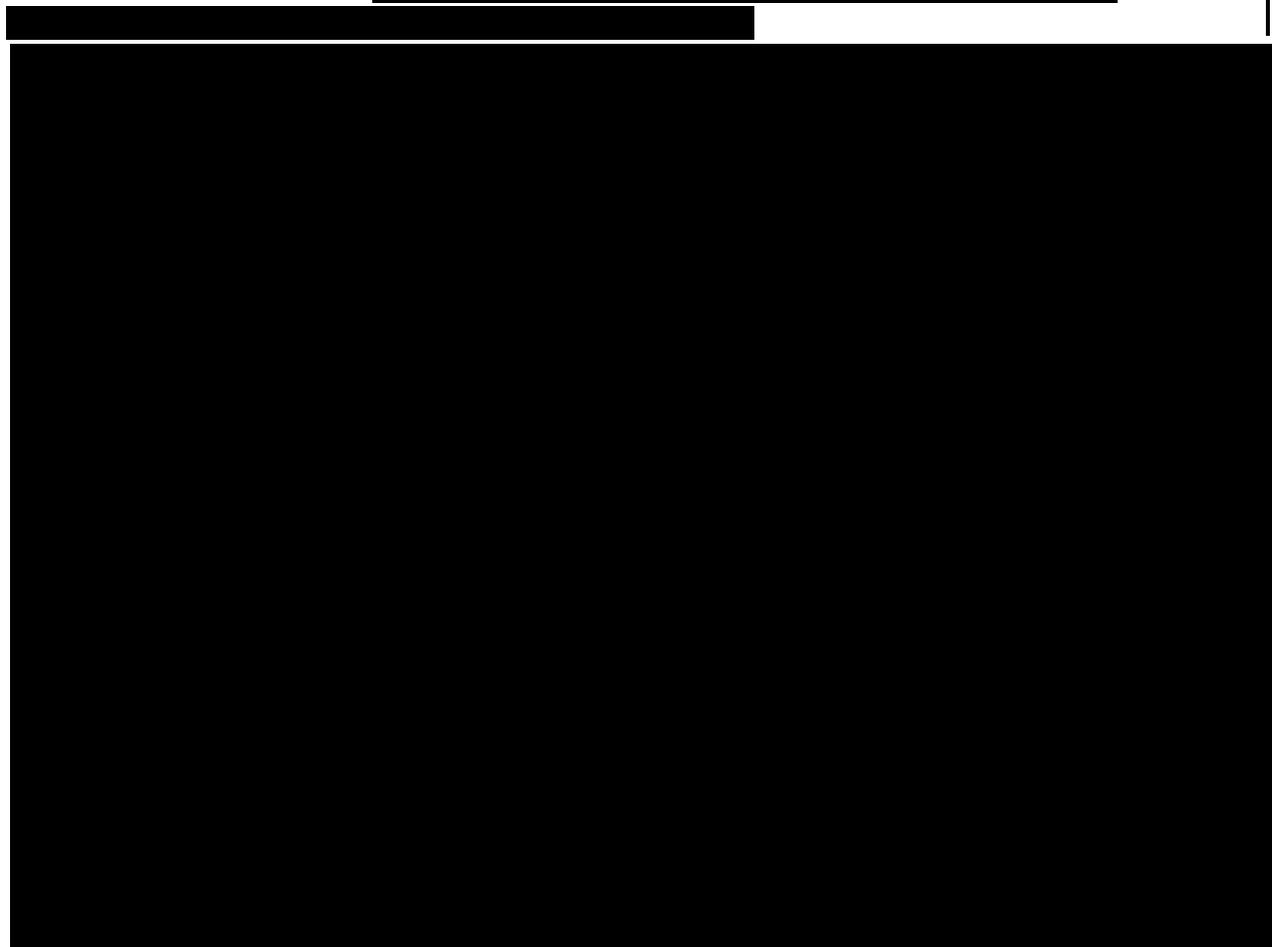
As part of TechTeam's NCC staff, TechTeam will [REDACTED] manage the Customer Satisfaction process and tools. Using these tools and processes, TechTeam will report Customer Satisfaction to PBS management and use those surveys to identify places where TechTeam, partnering with PBS can improve [REDACTED]

4.1.7 TRAINING AND HELP DESK SUPPORT (SOW 4.7)

TechTeam provides [REDACTED] program for the SRMS [REDACTED] a help desk for trained [REDACTED] to resolve questions regarding the use and capability of the SRMS. TechTeam's [REDACTED] The specific training provided will depend on the detailed requirements defined at Phase-in

4.1.8 SERVICE REQUEST LIFECYCLE (I.2.2.2D, SOW 6.0, ISSUE 3.3)

Figure 4.1.8-1 provides an overview of the service request lifecycle. This is the fundamental process flow for a service request. In this depiction of the flow, the request begins with a phone call. [REDACTED]



The following sections will briefly highlight how TechTeam's solutions handles each service request initiation channel [REDACTED]

4.1.8.1 SERVICE REQUEST BY TELEPHONE (SOW 6.6.1)

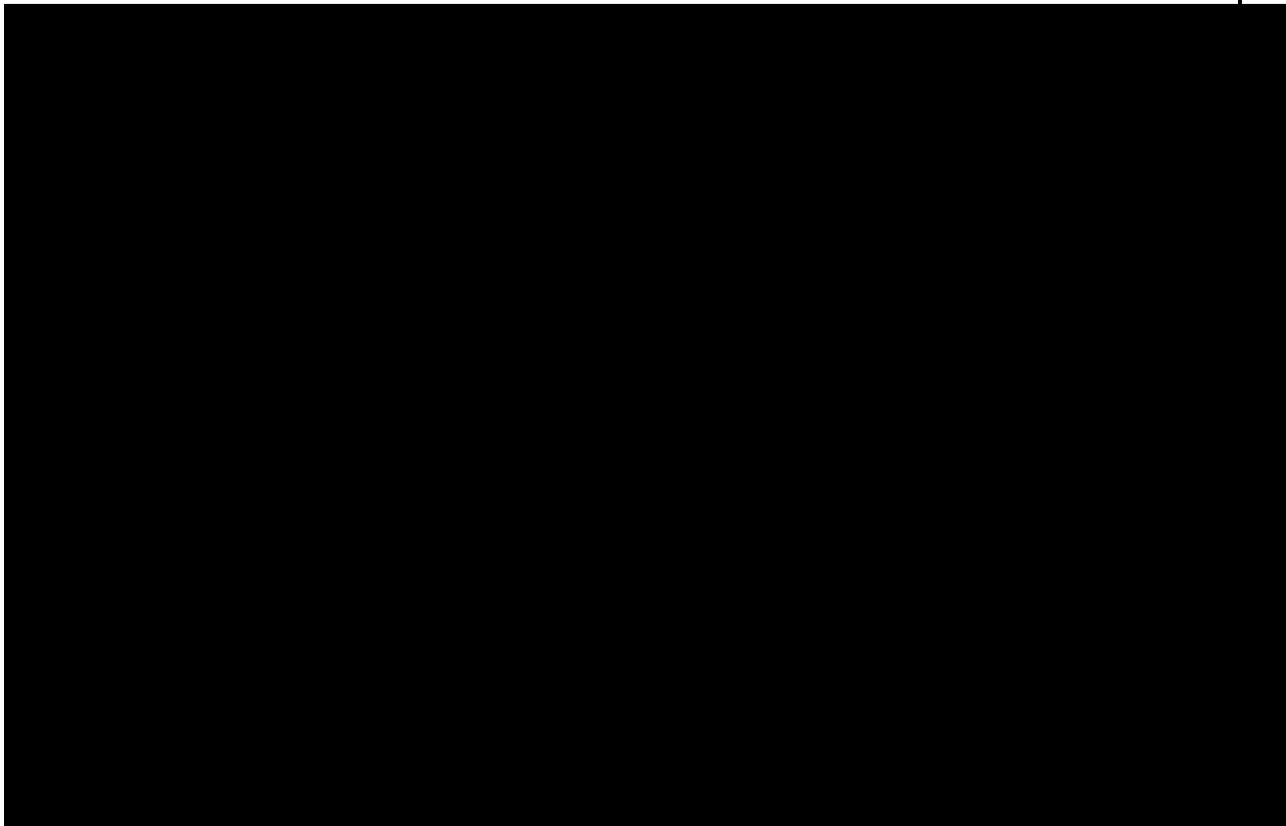


Steps followed to process this type of request:

- Step 1: Tenant Calls to Request that Locks be Re-keyed
- Step 2: [REDACTED]
- Step 3: [REDACTED]
- Step 4: [REDACTED]
- Step 5: [REDACTED]
- Step 6: [REDACTED]

- Step 7: [REDACTED]
- Step 8: View Service Request Log

4.1.8.2 SERVICE REQUEST BY FAX (SOW 6.6.2)

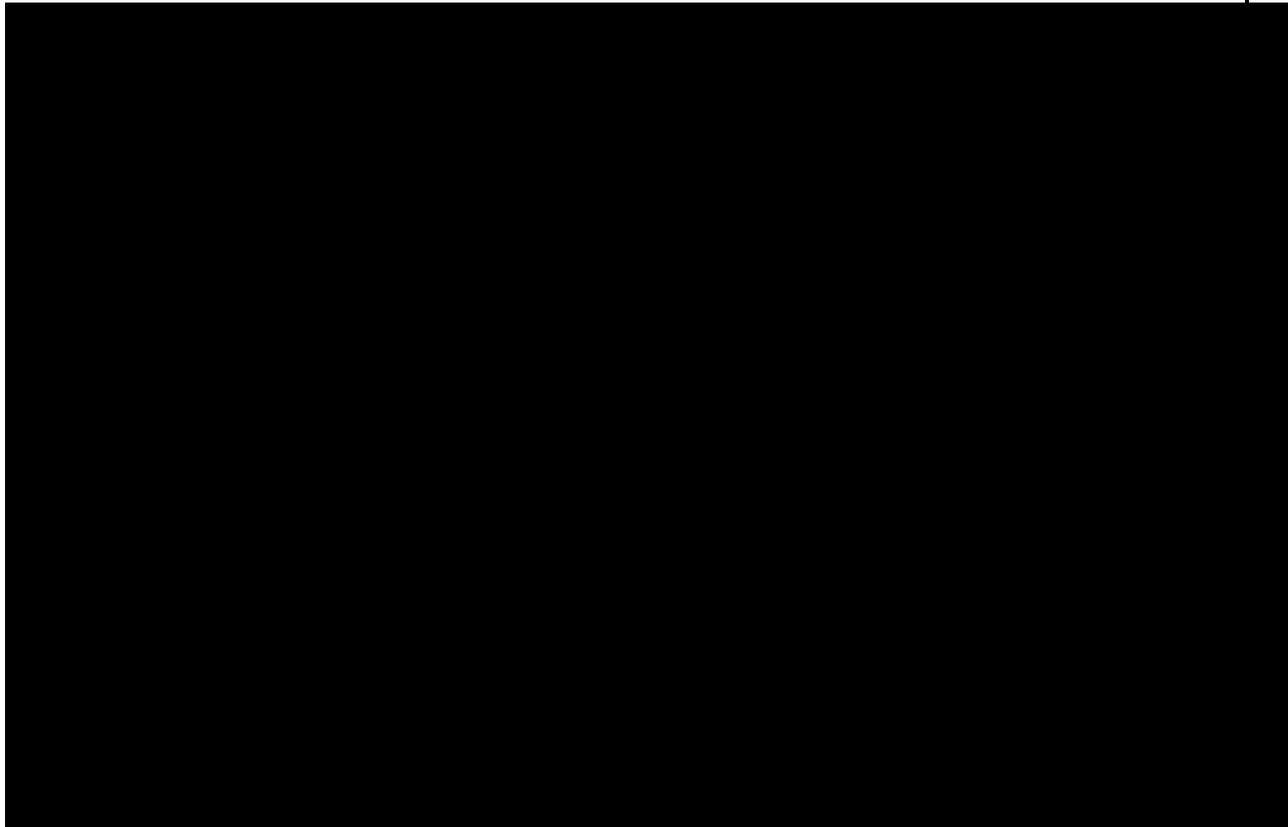


Steps followed to process this type of request:

- Step 1: Tenant Faxes the NCC to Request service for a flickering florescent light

The remaining steps follow the same as a telephone initiated request as shown in Figure 4.1.8-3 and Figure 4.1.8.2.

4.1.8.3 SERVICE REQUEST BY WEB PORTAL (SOW 6.6.3)

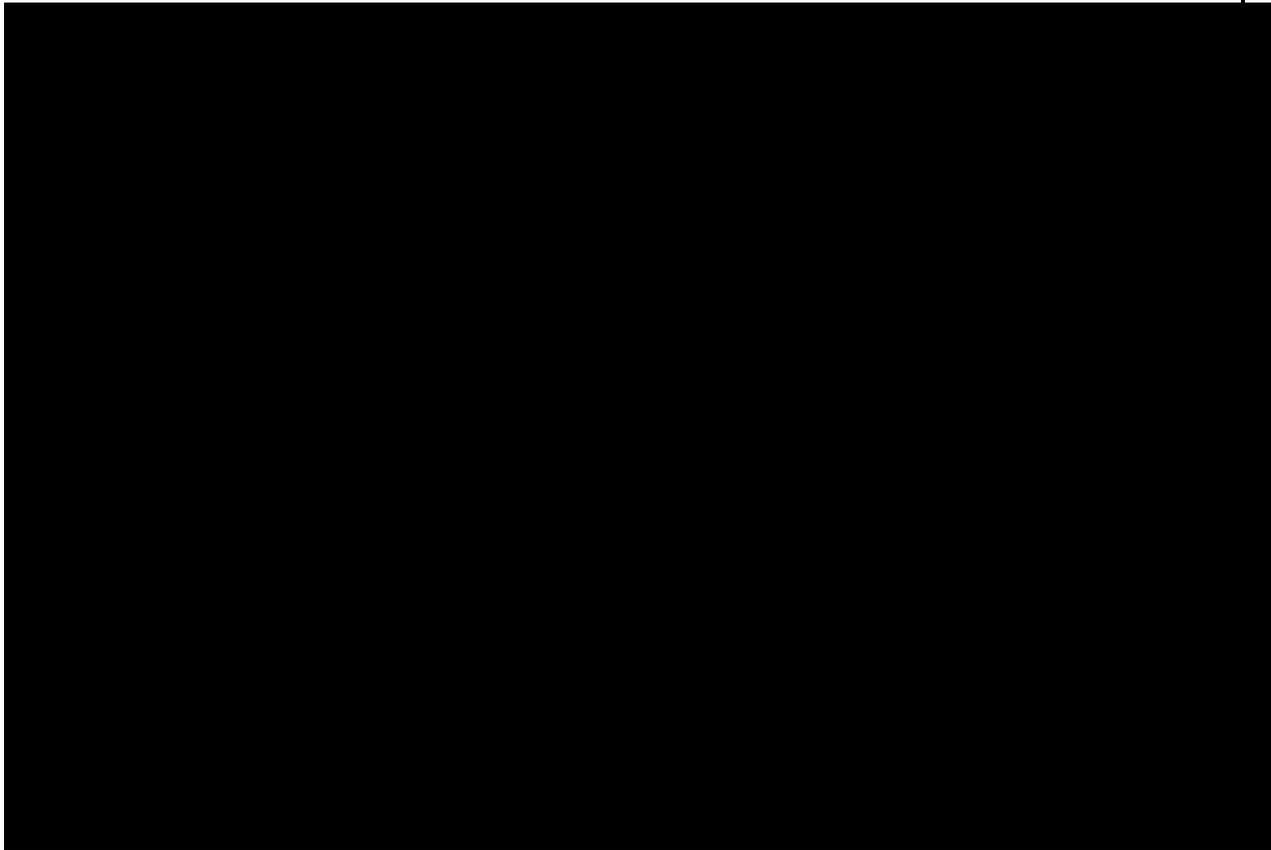


Steps followed to process this type of request:

- Step 1: Tenant Accesses the Portal to Request that Report Flickering from a Florescent Light
- Step 2: [REDACTED]
- Step 3: [REDACTED]

The remaining steps follow the same as a telephone initiated request as shown in Figure 4.1.8-4 and Figure 4.1.8.2.

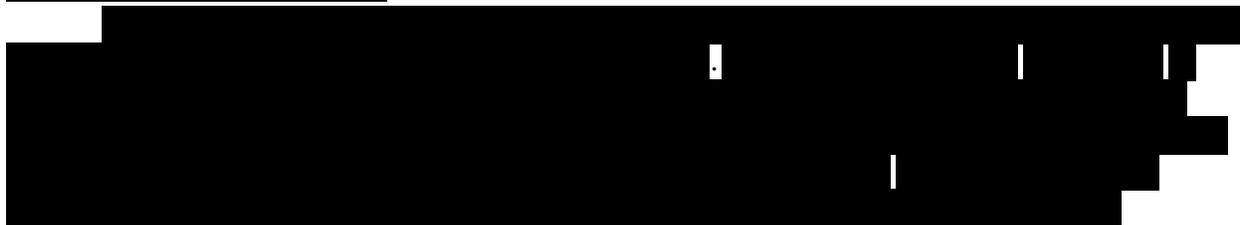
4.1.8.4 SERVICE REQUEST BY PRE-FORMATTED E-MAIL (SOW 6.6.4)

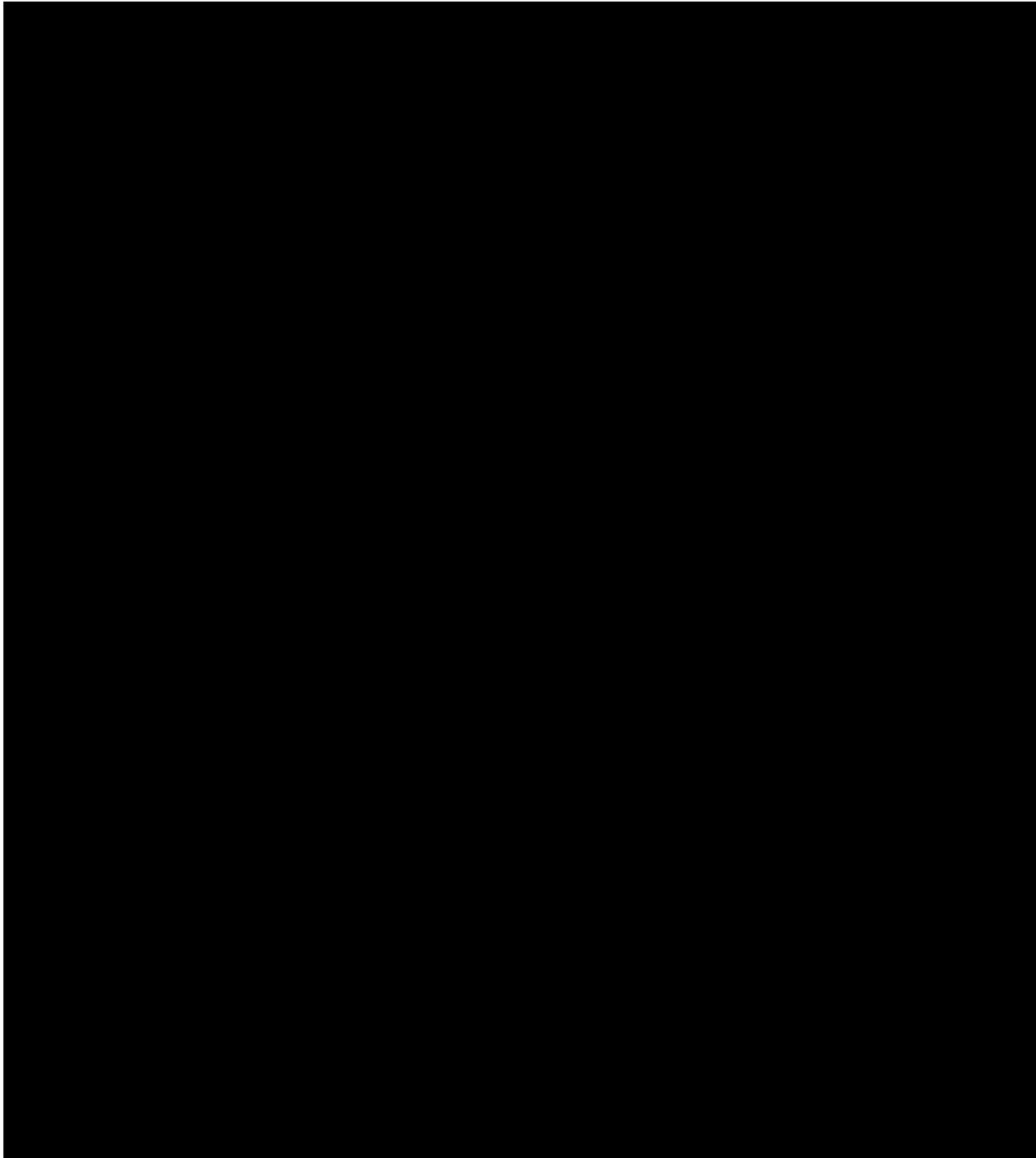


4.2 SRMS SOLUTION (H.2.5.2, I.2.2.2A)

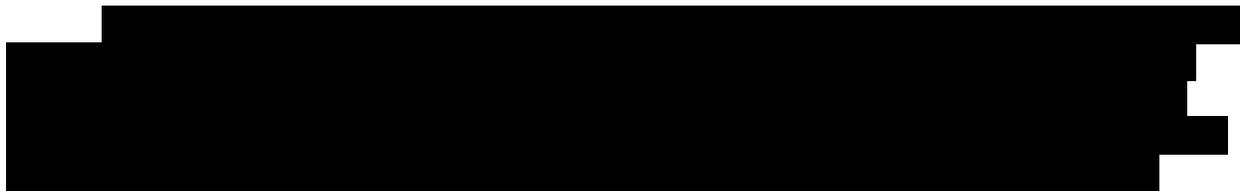
TechTeam [redacted]

[redacted] *dispatch and dispatch tracking and reporting system to*
[redacted]





4.2.1 CUSTOMIZATION CAPABILITY



[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

4.2.2 SELECTION METHODOLOGY

[REDACTED]

PBS placed three critical requirements on the required SRMS: 1) The product must have a C&A, 2) the product must be scalable up or down with an easy reporting interface, and 3) the product must be able to interface with GSA regional CMMS systems.

To meet the stand-up and roll out requirements of the NCC, TechTeam chose [REDACTED]

4.2.3 TESTING AND QUALITY ASSURANCE (ISSUE 3.7)

The Quality Assurance and data testing process and procedures are described in detail in Section 5. In general all data elements related to contacts will be tested [REDACTED] as part of our on-going data maintenance of the SRMS.

A key requirement for maintaining data in the SRMS is for PBS to Define the system of record for building and building contact information. The system of record will be used as the baseline and authoritative source for SRMS data.

As part of our solution, TechTeam will [REDACTED]

- [REDACTED]
- [REDACTED]

[Redacted]

4.3 PHASE-IN PLAN (H.2.5.3, I.2.2.2E, SOW 7.1, 17.5, ISSUE 3.6)

TechTeam delivers a low risk [Redacted] commitment to the success of the NCC.

[Redacted]

[Redacted]

Upon contract award, TechTeam will schedule a Kickoff Meeting to be held either at GSA PBS' Washington, DC offices, TechTeam's Northern Virginia office [Redacted]. The location will be at the discretion of the GSA Program Manager. As required in Paragraph 17.2 of the RFQ, this meeting will be held within 5 business days of contract award.

The objective of the Kickoff Meeting is to establish the working relationship among all parties involved in the success of the NCC. If the Kickoff Meeting is held at GSA's location, we will work with GSA to [REDACTED]

[REDACTED] During the Kickoff Meeting, we will conduct the following activities:

- Introductions of key personnel, [REDACTED]
- Review of the Draft Project Plan (final plan to include feedback from Kickoff Meeting);
- Presentation of detailed Phase-In Plan;
- Discussion of Security and Privacy approach;
- Presentation of preliminary COOP/DR approach;
- Identification of documents, data, and PBS personnel required;
- Detailed schedule for next 30 days, with projected schedule for entire Phase-In.

We have divided the Phase-In period into four Stages, as depicted in Figure 4.3-1:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

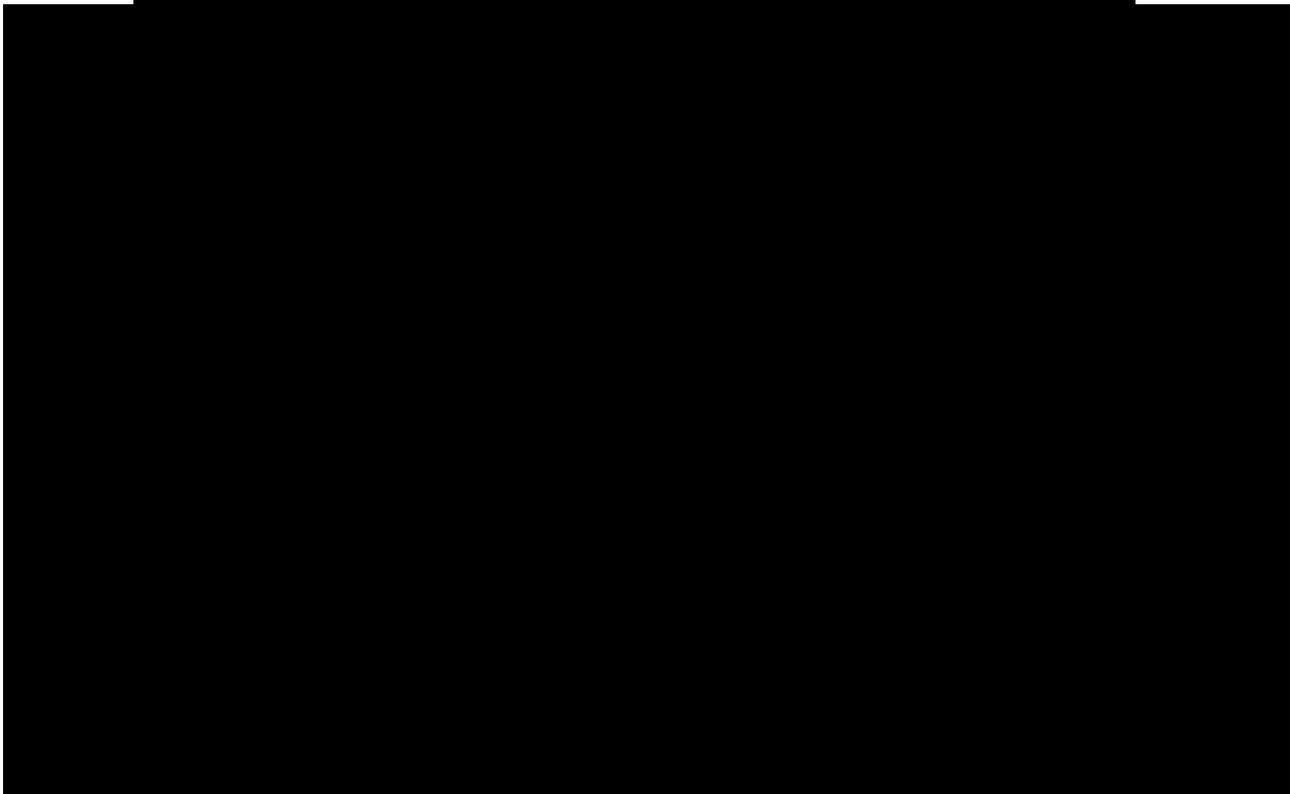


Figure 4.3-2 provides a draft [REDACTED] Plan we will further detail during Phase In.

4.3.1 ROLLOUT SCHEDULE DEVELOPMENT

[Redacted]

[Redacted]

The primary function and role for GSA staff is governance, approvals and authorizations to proceed for specific buildings and regions. Our Phase-In teams are comprised of the following:

- **Management Launch Team** is lead by the Program Manager and Site Manager. This team oversees the phase-in activities and schedule, interfaces with PBS management, and is ultimately responsible for compliance with requirements and contract terms. This team is also responsible for the quality and timeliness of all contract deliverables.

- [Redacted]

- [Redacted]

- [Redacted]

- **Staffing Launch Team** is led by Our recruiting organization and is responsible for the staffing of the contact centers, including recruiting and general training. [Redacted]

- [REDACTED]
- **Training Launch Team** is led by the Program Manager and as the program scales, additional resources will be on-boarded. The Training Launch Team is responsible for the development of all training material, as well as the delivery of training [REDACTED]
 - **Security and Privacy Team** is led by our ISSM and will ensure compliance with all Federal security and privacy policies, including the support for a Certification and Accreditation (C&A) during Start-Up.

Each Launch Team includes members from the GSA PBS organization who are aligned with staff from TechTeam [REDACTED]

Table 4.3-1 Shows how we envision various teams will work with PBS to:

- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

4.3.3 BUSINESS RULE MANAGEMENT (SOW 7.3, ISSUE 3.1, 3.5, 3.7)

Business rules govern the [Redacted] behavior [Redacted] SRMS application relative to Service Level Agreements, escalations, workflow, assignment, notifications, and approval.

[Redacted]

Each building's profile will contain the information specifying its specific business rules. A core set of business rules will be defined [REDACTED] Additional rules may be easily designed and configured to suite specific requirements.

[REDACTED]

4.3.3.1 BUSINESS RULE MANAGEMENT (SOW 7.3, ISSUE 3.1)

Figure 4.3.3-1 shows the process of how business rules are developed, maintained, handled and validated. It is further described, in a step-by-step fashion, how TechTeam would perform and fulfill this responsibility:

Step 1: Receipt of request from GSA PBS COTR/PM to add new building

i) Information required

- (1) Building Profile (see RFQ Appendix D, page 67); must include at least one primary Building Manager, who will be responsible for providing POC information

[REDACTED]

Step 5: Building Manager notifies NCC (TechTeam) that building is ready

[REDACTED]

[REDACTED]



4.4 KNOWLEDGE AND INFORMATION MANAGEMENT APPROACH (H.2.5.4, I.2.2.2C)

[Redacted]
[Redacted] *TechTeam's Program Management Office will provide information management and review policy and procedures as part of all building on-boarding.*

The SRMS application will be configured [Redacted]
[Redacted]
[Redacted] Administrative reports are available on demand and may be scheduled for delivery on a regular basis. Account Profiles, Staff Accounts and Business rules will be maintained [Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]

4.5 DEPLOYMENT OF OUR ADVANCED AUTOMATED/UNATTENDED SERVICES (H.2.5.5, I.2.2.2B)

TechTeam's use [Redacted] lowers risk for PBS. The technology employed by TechTeam [Redacted] meet the requirements of PBS [Redacted]

[Redacted]

TechTeam provides automated and unattended support is provided at two levels. The automated/unattended services associated with a telephone initiated request is described in this section. These services are handled by the ACD, IVR and CTI tools. Automated services available through computer systems and “smart” mobile devices are part of the SRMS and are described in Section 3.

4.5.1 ACD, IVR AND CTI MANAGEMENT (H.2.5.5B)

The ACD/IVR/CTI technology [redacted] is currently in place and operational [redacted] as described in Section 3 of this proposal.

[redacted]. The initial requirements for the ACD/IVR/CTI [redacted] can be easily implemented during the start-up phase.

[redacted].

Calls will come in via T1 lines [redacted] routes the call based on the DNIS attached to the call [redacted] that plays a recorded announcement. At that point the call will be routed out to one of the Agents and answered. This IVR platform will form the foundation on which any future IVR/CTI features will be based.

[redacted]

[redacted] manage inbound fax documents as another channel into the Contact Center. This will allow for consistent and effective management and treatment of those requests.

[redacted] TDD/TTY calls are handled by agents trained in these skills.

4.5.2 LEVERAGING THE TECHNOLOGY TO IMPROVE SERVICE (ISSUE 3.4)

TechTeam is a leader in the call center industry and has developed practices for effectively handling call environments. As a standard practice, we [redacted] will identify such recommendations to PBS.

By emphasizing tight requirements for the SRMS, GSA PBS has laid the foundation for the evolution of many service requests to be managed completely as

unattended services. [REDACTED]

4.5.3 CUSTOMER SATISFACTION BY CHANNEL (H.2.5.5B)

At the end of a telephone session, the IVR can be programmed to ask the caller whether he/she would like to complete a survey. A positive response will initiate an automated voice response survey and record the responses. Alternatively, the call could be routed to a live agent who would conduct the survey. Survey results can be analyzed at any time. For Fax and e-mail channels, TechTeam will implement automated, e-mail driven survey requests in coordination with parameters set by PBS.

4.6 SECURITY PLAN (H.2.5.6, I.2.2.2G, SOW 12.0, 17.6)

TechTeam uses industry best practice to maintain the security and safety of client information. TechTeam follows all applicable NIST and OMB requirements to deliver a secure NCC.

TechTeam’s overall security plan is detailed in Section 5. TechTeam understands the importance of the SRMS to the success of the NCC and provides detailed information regarding how we will secure the SRMS and PBS’s information stored in the SRMS.

4.6.1 SRMS INFORMATION SECURITY AND CERTIFICATION AND ACCREDITATION (C&A) (ISSUE 3.9, 3.10)

[REDACTED]

Certification [REDACTED] has been conducted in accordance with the Office of Management and Budget (OMB) Circular A-130, Appendix II, Security of Federal Automated Information Resources, NIST Special Publication 800-37, Guide for the Security Certification and Accreditation of Federal Information Systems.

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- Administration and application access controls and transaction logging

The solution does not automatically change security configuration during installation, operation, maintenance, updates and patching

4.7 DISASTER RECOVERY PLAN (H.2.5.7, SOW 14, I.2.2.2F, ISSUE 3.8)

TechTeam [REDACTED]

The details of TechTeam's NCC solution are incorporated to the design of our contact center facilities as described in Section 3. The management policies and procedures are detailed in Section 5 as part of our overall management approach. Appendix 4 includes a model, tailorable Disaster Recovery and COOP plan we will complete in implementation..

4.7.1 OUTAGES NOT CAUSED BY MAJOR DISASTER

The TechTeam facilities solution is inherently available [REDACTED]

With the capability and operational mode, there are no lapses in attended service coverage, thus exceeding the 4-hour and 2-hour restoration requirements.

4.7.2 OUTAGES CAUSED BY MAJOR DISASTER

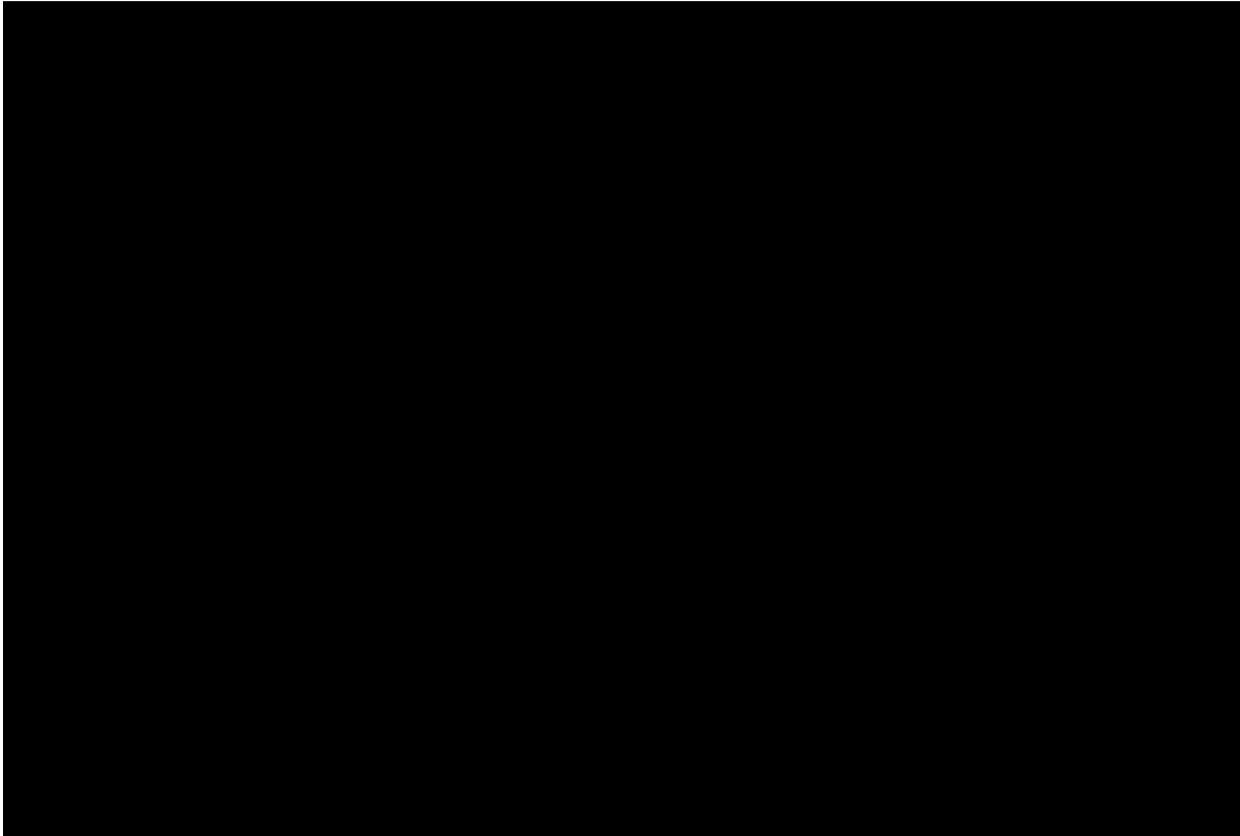
As described in 4.7.1, the facilities and technology implementation selected by TechTeam inherently exceeds the restoration requirements of SOW paragraph 14.

4.7.3 DISASTER RECOVERY COST

4.8 STATUS AND MANAGEMENT REPORTS APPROACH (H.2.5.8, SOW 15,17.7-11, I.2.2.2H)

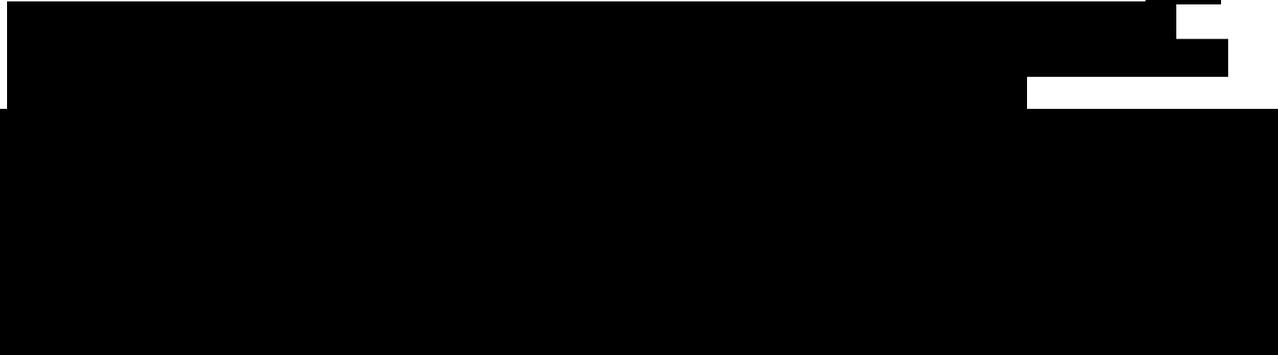
As depicted in Figures 4.8-1 and 4.8-2, this task order requires a variety of important reports, each having their own schedule or condition for submission.

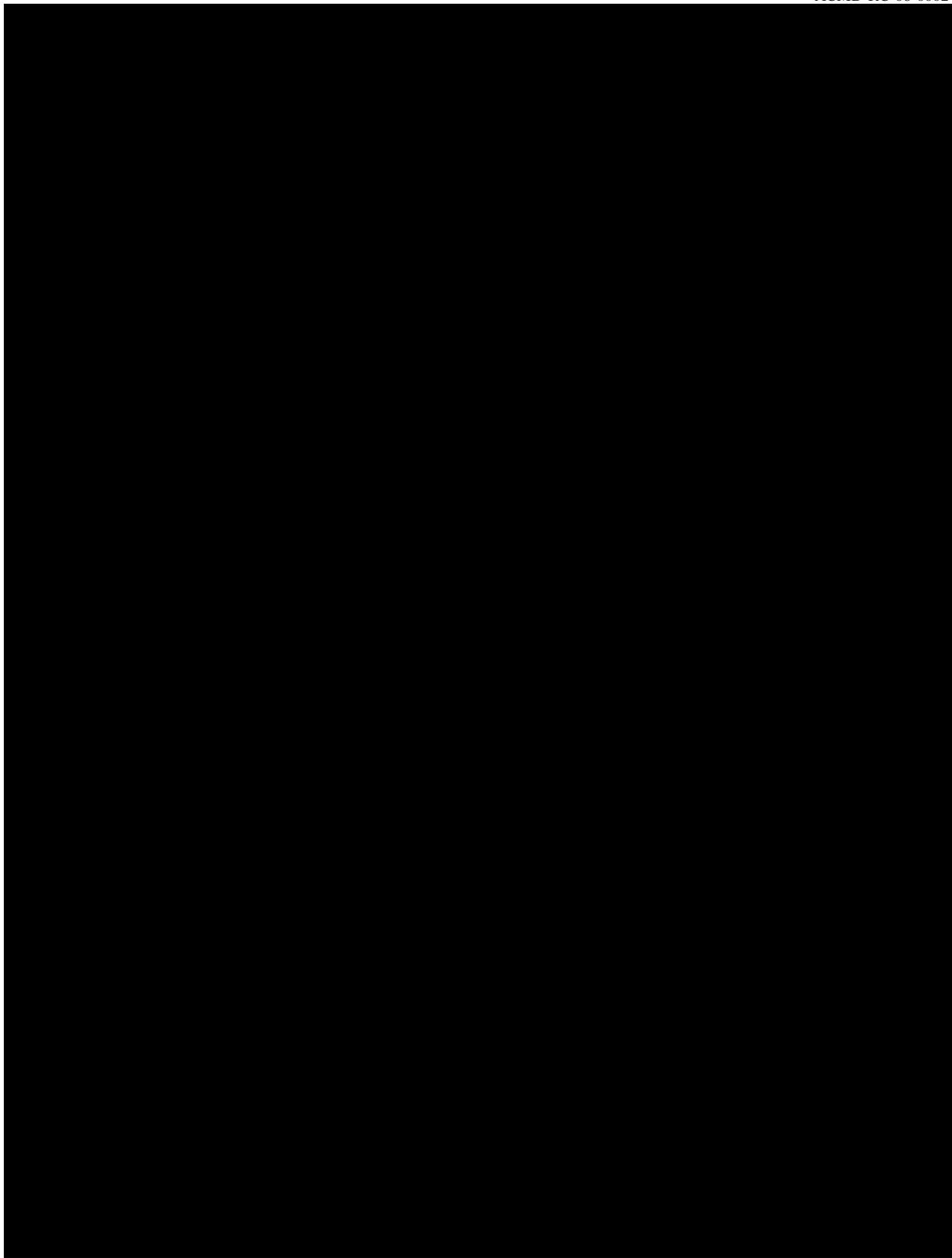
[REDACTED] We will deliver them by mechanisms that meet the PBS users' preference, including hardcopy, softcopy, email, [REDACTED] on the required schedule (e.g. within one hour, daily, weekly, monthly) [REDACTED] Inputs to the reports will come from automated systems and staff data entry, which will be consolidated, reviewed, and approved [REDACTED] as appropriate to the specific report. Our intent is to provide informative, targeted, useable reports with a flexible range of delivery and presentation channels to meet the varied and individualized needs of PBS user.

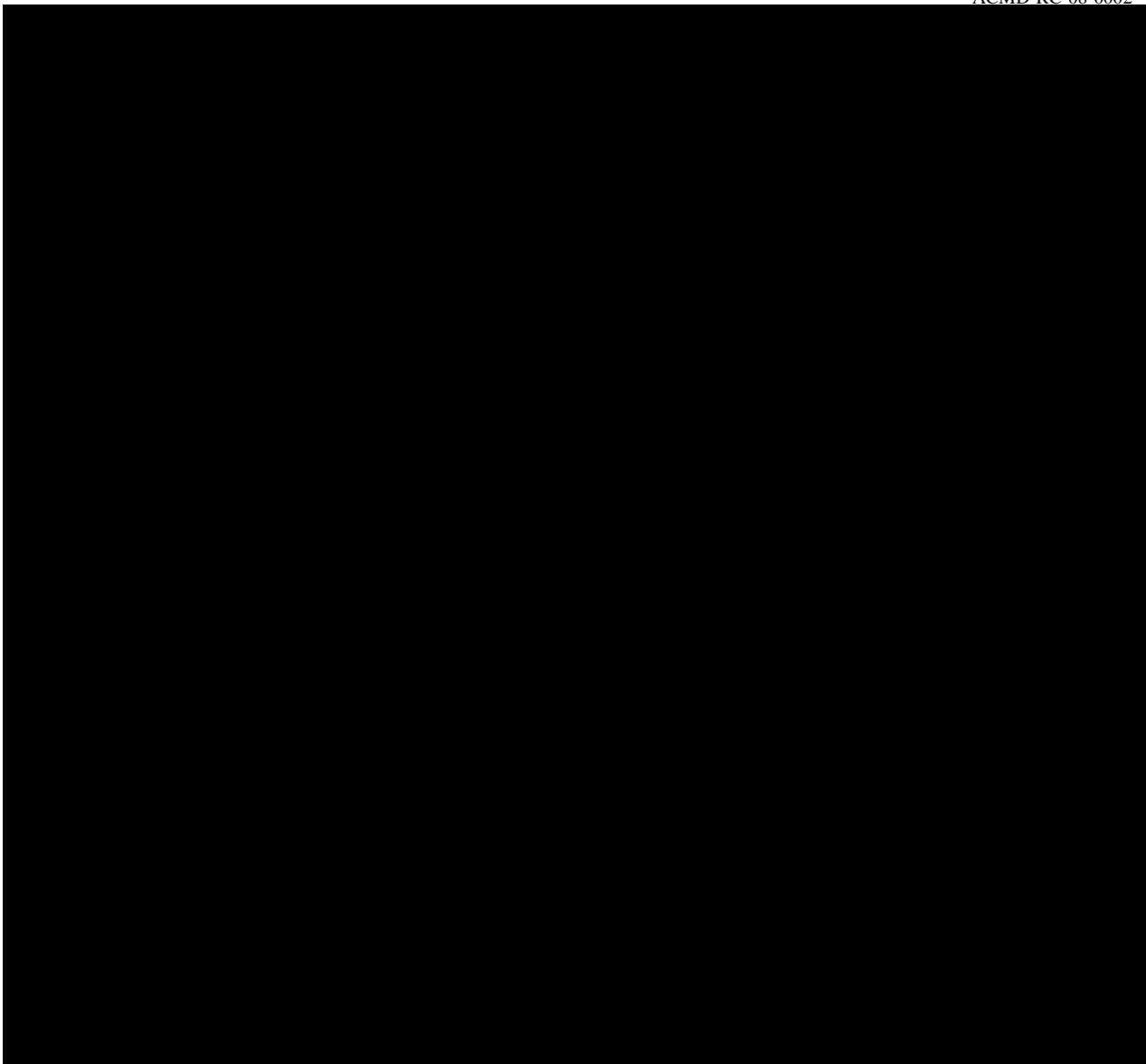


4.9 GENERAL READINESS PLAN (SOW 17.4)

We developed the performance metrics and measures contained herein using our Service Level Management process based on information provided by the Government and our lessons learned from experience in other in similar IT environments in government and industry. [REDACTED]







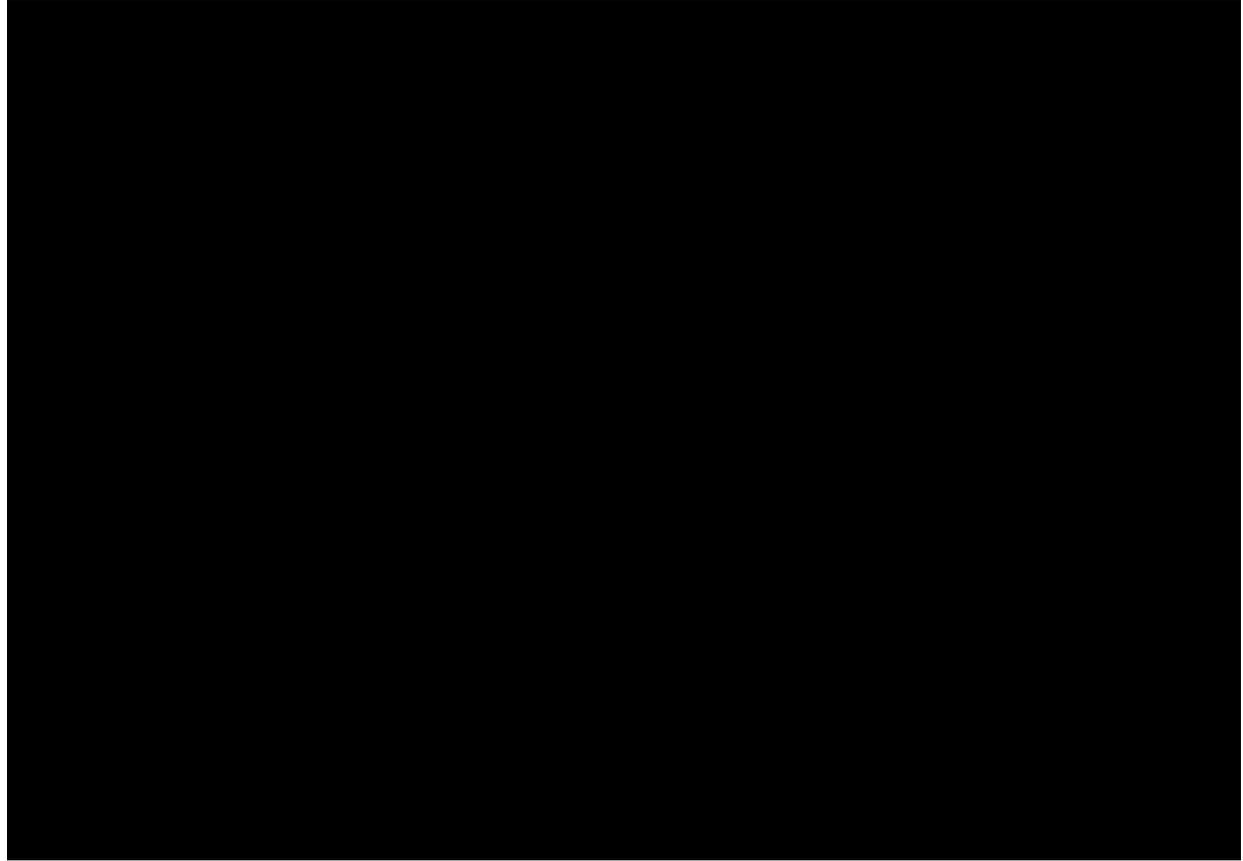
[REDACTED]

[REDACTED] GSA PBS Program Manager. He will work with the government to establish contact center support functions. [REDACTED]

[REDACTED] Metrics will be reported to the IT management on a regular schedule for review to ensure that services are being delivered at or above the agreed levels and resources are being used effectively. [REDACTED]

5.1.3 CORE AND INCREMENTAL PROGRAM MANAGEMENT SUPPORT

In figure 5.1-2 below, we have a staffing chart that covers the basic organization of our TechTeam PMO [REDACTED] it is an ideal organization for an operation that will [REDACTED] support the initial 11 locations and expected growth of hundreds of buildings.



[Redacted]

[Redacted]

As seen above, [Redacted] will primarily deal with Mr. Bob Corey [Redacted] primary point of contact (Government) and will report to [Redacted]

Reporting to [Redacted]

[Redacted]

[REDACTED]

5.1.4 ORGANIZATION CHART AND CHAIN OF COMMAND

As a nimble, mid-tier service company, TechTeam can maintain a close, personal connection and focus for our client programs by our President and the executive management team of TechTeam. [REDACTED]

[REDACTED]

5.1.5 DELEGATION OF AUTHORITY & SUBCONTRACTOR SUPPORT

Authority for operating the NCC program is delegated from the President of TechTeam

[REDACTED]

TechTeam has elected to meet the NCC facilities requirement by [REDACTED]. Because the

[REDACTED]

TechTeam has established strong corporate relationships with

[REDACTED]

We believe it is important for the government, [REDACTED] to feel that they are dealing with TechTeam

[REDACTED]

[REDACTED]

A detailed description of this delegation of authority within the program itself can be found in Section 5.1.1 above.

5.1.6 SUBCONTRACTOR PERFORMANCE MANAGEMENT (ISSUES 4.2, 4.3)

[Redacted]

[Redacted]

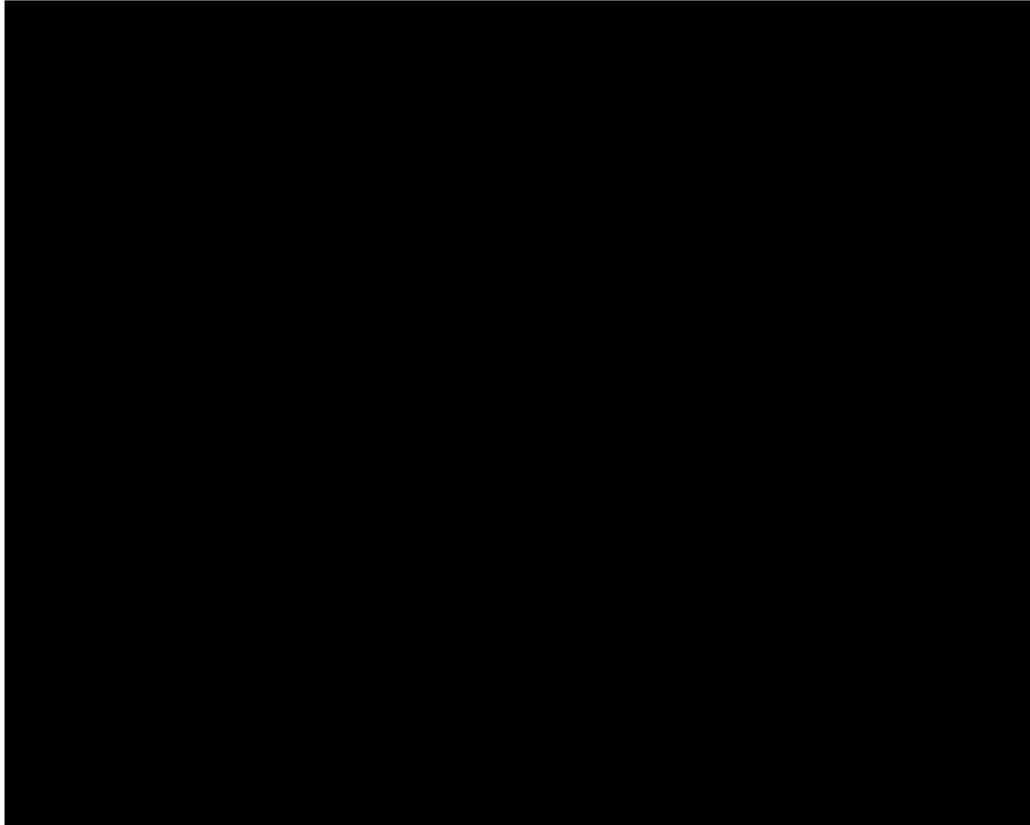
[Redacted]

[Redacted]

[Redacted]

5.2 KEY PERSONNEL (H.2.6.2, SOW 9, I.2.2.3E, ISSUE 4.1)

TechTeam technical and programmatic resources possess the needed skills and expertise to plan, rollout [Redacted] the operation of the NCC. Further, TechTeam provides [Redacted] to ensure NCC program success. See Appendix 1 for resumes.

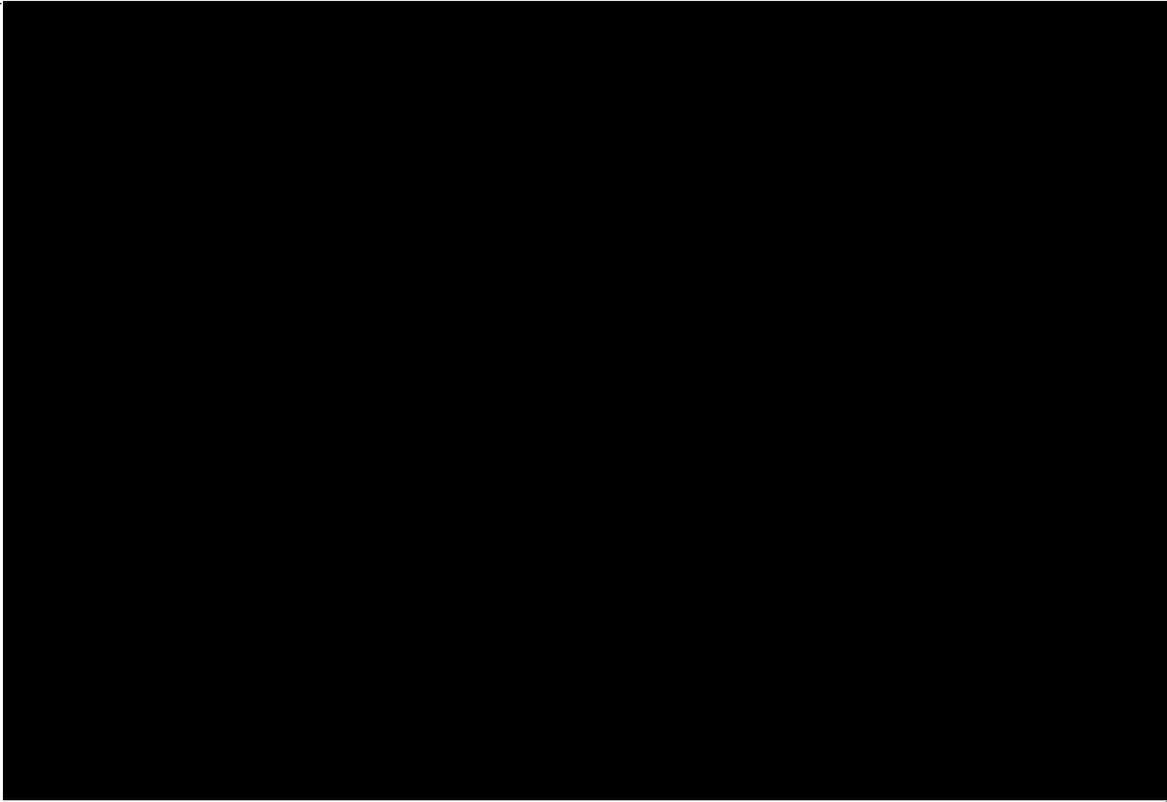


5.3 HR MANAGEMENT PLAN (H.2.6.3, SOW 8, I.2.2.3A)

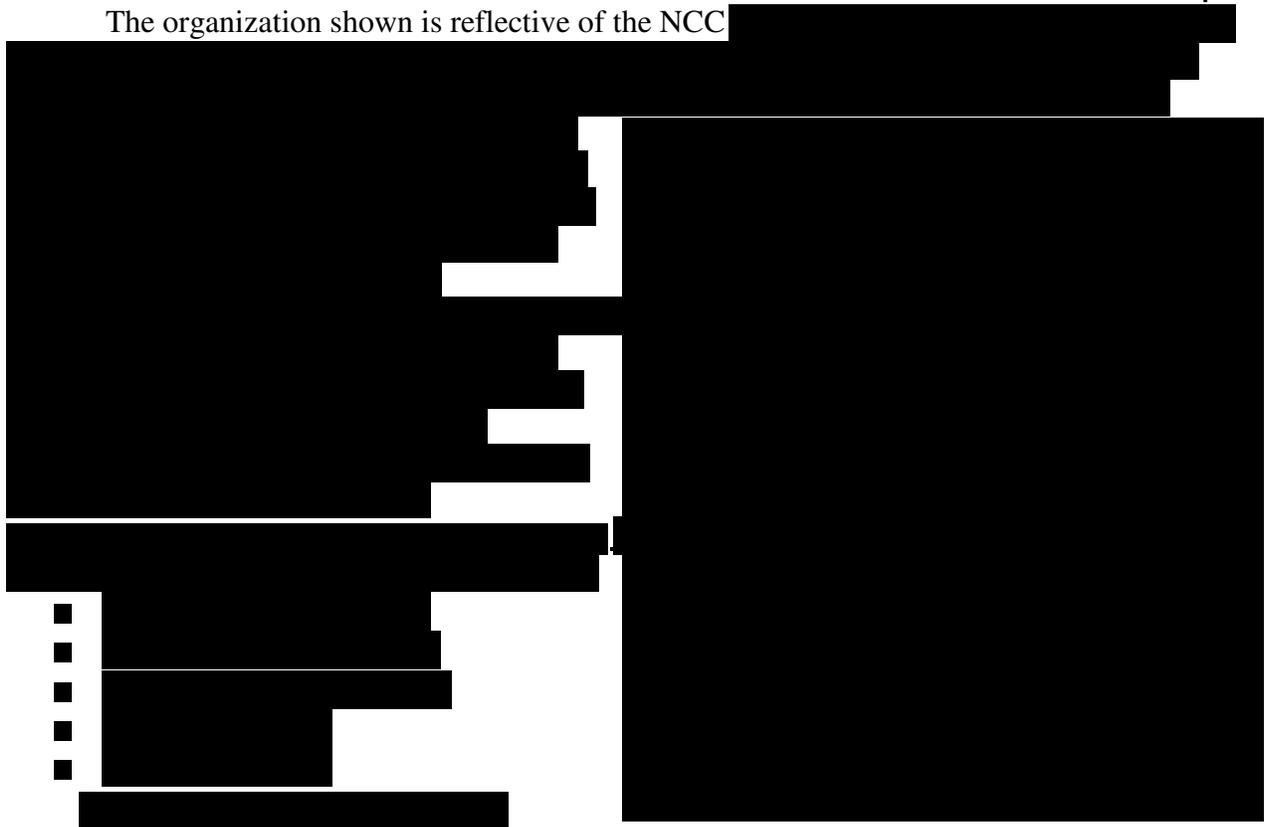
TechTeam Human resources [redacted] provides the right resources needed to staff and retain the quality labor for a transformative national contact Center (NCC) stand-up and rollout requires.

5.3.3 COMPREHENSIVE STAFFING CHART (ISSUE 4.4, 4.5)

In section 5.1 in figure 5.1-1, we present the PMO in the figure and follow it with a detailed description of the roles and responsibilities of the PMO and Key Personnel within. In Table 5.2-1, we describe our key personnel [redacted]



The organization shown is reflective of the NCC



positions are covered under the Service Contract Act from the Department of Labor Wage Determination No [REDACTED]

[REDACTED] Any labor rate adjustment is based on the Wage Determination for the specific locality and shall include overhead, G&A and fee.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

During the implementaion period, it is imperative that we stay on track with our project plan, to ensure that GSA PBS will reach your expressed goals within a

reasonable and forecastable timeframe. The stages and teams are explained in detail throughout section 4.3 and subsequent sections.

[Redacted text block]

[Redacted text block]

5.3.4 WORKFORCE MANAGEMENT (ISSUE 4.5)

Figure 5.3-2 provides a view of TechTeam’s standard comprehensive recruiting and retention process.

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted]

TechTeam has developed a staffing plan specific to the PBS NCC that addresses the requirements of this project.

[Redacted]

[Redacted]

- [Redacted]

[Redacted]

- [Redacted]

[Redacted] BS and the contact center [Redacted]

[Redacted]

[Redacted text block]

- [Redacted list item]

- [Redacted list item]

[Redacted text block]

[Large redacted text block]

[Redacted text block]

[Redacted text block]

[REDACTED]

Our Recruitment and Retention Methodology, as well as our operational discipline, is centered around quality. [REDACTED]

[REDACTED]

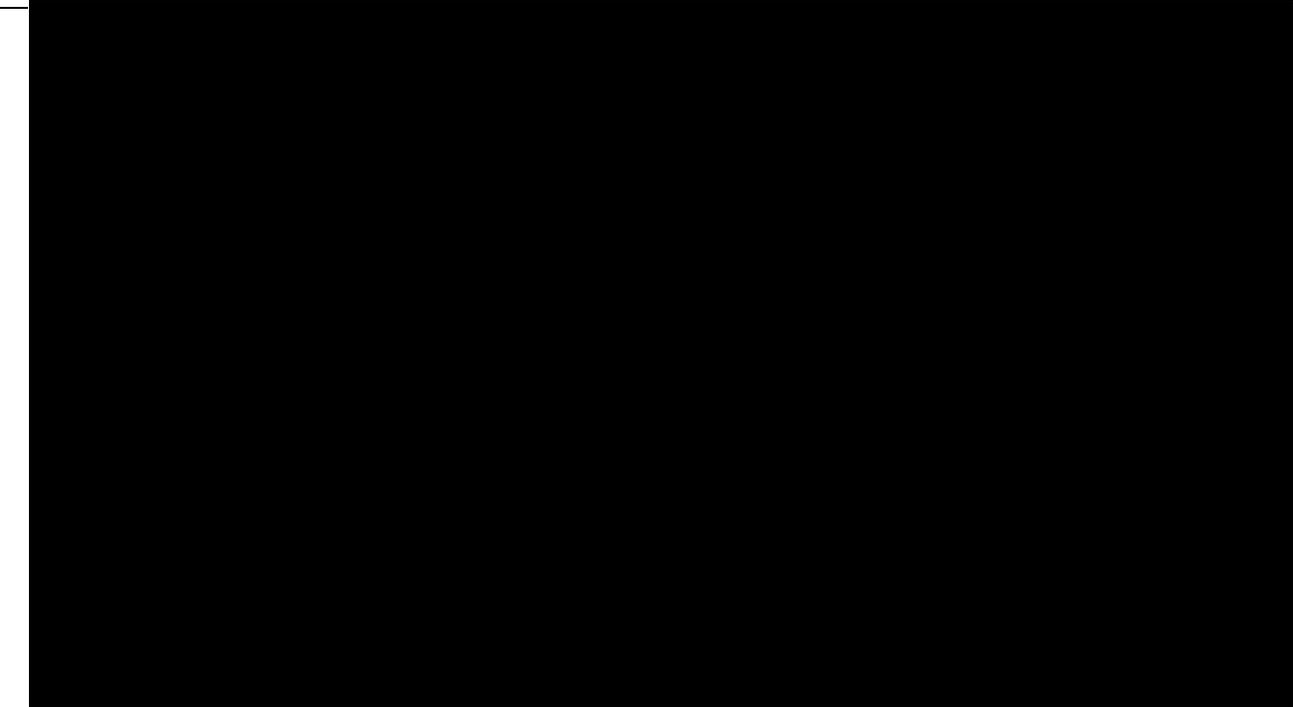
[REDACTED]

[REDACTED] Quality is central to our business and is the measure of success in this business; it is embedded into the thread of our existence as call center companies.

5.3.5 SAMPLE TRAINING PLAN

Our Training Program benefits Contact Center staff [REDACTED]

[REDACTED]



5.3.6 SECURITY SCREENING

As per our HR policy, we screen candidates and new hires



We have extensive experience supporting Government agencies with cleared personnel so it is an inherent part of our recruiting process.



5.4 PERFORMANCE/SERVICE LEVEL MANAGEMENT PLAN (H.2.6.4, I.2.2.3D, ISSUE 4.4)

TechTeam has delivered superior service to its customers both Fortune 500 and government for over 20 years

TechTeam

programs assure PBS of an NCC.

TechTeam, as an industry leading Call Center company,



A major key to a well-managed organization and program is the establishment of SLAs and OLAs as an essential element of a formal Service Level Management process. They are measurements that allow management of the delivery of call center services in

terms of quality, quantity, and cost.

[Redacted]

[Redacted]

[Redacted]

The Service Level Management process is concerned with the management of call center services between

- The customer organization and the call center services organization
 - Specific, delivered call center services for a customer organization are negotiated and defined in an SLA

- [Redacted]

- The call center services organization and its internal departments
 - Agreed call center services lead to internal quantity and quality parameters
 - Internal agreements covering this supply of service are known as OLAs

Service Level Management will also need to generate reports on a regular basis and distribute on the basis of need or request. The contents of these reports will be customized depending on the needs of any possible internal government or contractor recipients, such as a Business Manager, Process Owner, Service Level Manager, IT Director, Support function lead, and others. The Management reports would typically show service achievements measured against agreed targets and this is how we intend on showing our commitment to tracking the overall TechTeam's team performance measured against the established performance metrics. In Table 5.4-1 below we list [Redacted].

Performance Indicator	Sample Calculation	(Actual calculations to be determined)	During Task Order negotiations)	Method for data collection and reporting
Response Times				

[Redacted]

Performance Indicator	Sample Calculation	(Actual calculations to be determined)	During Task Order negotiations)	Method for data collection and reporting
-----------------------	--------------------	--	---------------------------------	--

--	--	--	--	--

Quality Assurance				
-------------------	--	--	--	--

--	--	--	--	--

Performance Indicator	Sample Calculation	(Actual calculations to be determined)	During Task Order negotiations)	Method for data collection and reporting
-----------------------	--------------------	--	---------------------------------	--

--	--	--	--	--

Service Availability				
----------------------	--	--	--	--

--	--	--	--	--

Performance Indicator	Sample Calculation	<i>(Actual calculations to be determined</i>	<i>During Task Order negotiations)</i>	<i>Method for data collection and reporting</i>
-----------------------	--------------------	--	--	---

--	--	--	--	--

<i>Reporting Accuracy</i>	
---------------------------	--

--	--	--	--	--

5.4.3 WORKLOAD MONITORING, FORECASTING, AND SCHEDULING

TechTeam will use [redacted] Workload monitoring and management tool. Based on the proposed Phase-in and ramp-up schedule, and inputs from collected current-state PBS NCC data, TechTeam understands that the [redacted] staffing of the NCC will be driven by [redacted] requirements. [redacted]

[REDACTED]

5.4.4 SERVICE RECOVERY

The availability and integrity of our clients systems is paramount.

[REDACTED]

[REDACTED]

[REDACTED]

Our Contingency/Disaster Recovery Plan was developed in accordance with Contingency/- Disaster Recovery requirement found in Security Policy and NIST Special Publication 800-34, *Contingency Planning Guide for Information Technology Systems*.

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

5.4.5 PROBLEM IDENTIFICATION, RESOLUTION AND NOTIFICATION

TechTeam’s proposed outline roadmap of Problem Identification, Resolution and Notification Management process to your organization would be as follows. It has four distinct phases:

[REDACTED]

Phase 1 - [REDACTED]

[Redacted text block containing multiple paragraphs and bulleted lists]

Phase 2 -

[Redacted text block for Phase 2, including bulleted lists]

Phase 3 - Resolution,

[Redacted text block for Phase 3]

○ [Redacted]

■ [Redacted]

[Redacted]

5.4.6 CONTINGENCY PLANNING AND ESCALATION (SOW 14.0)

TechTeam provides a [Redacted] help desk to its clients. We follow a technical escalation procedure to facilitate incidents through second, third, and if necessary, fourth level client or third party escalation. The diagram below represents how TechTeam manages [Redacted]

[Redacted] for other clients.

[Redacted]

TechTeam will work with GSA PBS to develop a scheduled timeline to achieve this milestone. During project start-ups, first call resolution statistics are lower for the first three months or so. [Redacted]

When resolution cannot be handled without further support or investigation, TechTeam first level technicians can facilitate the incident through second, third, and if necessary, fourth level support to resolve GSA PBS queries [Redacted]

5.4.7 CORRECTIVE ACTIONS AND CONTINGENCY PLANS (ISSUE 4.6)

[Redacted]

[Redacted] Table 5.4-1 describes how we collect, analyze, and report our compliance. [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

5.4.8 CONTINGENCY PLANS (14.0, ISSUE 4.6)

As required in Section 14.0 of the RFQ, we have in-place contingency plans to meet the scenarios identified.

Scenario 1: Outage not caused by major disaster. Typical events that would occur in event of the failure of a single component, such as loss of power, loss of telephone lines, network outage, etc. [Redacted]

[REDACTED] Two events that could cause impact are:

- **Power Outage:** In the event of a loss of power, several actions take place:

- [REDACTED]

- [REDACTED]

- [REDACTED]

- **Loss of Telephone Service:** [REDACTED]

[REDACTED]

Scenario 2: Outages caused by a major disaster. In the event of a major disaster that destroys or makes unusable one of the call centers, our disaster recovery program goes into immediate effect. Some of the measures taken are:

- [REDACTED]

- [REDACTED]

- [Redacted]
- [Redacted]

5.5 QUALITY CONTROL/QUALITY IMPROVEMENT PLAN (H.2.6.5, SOW 7,13, I.2.2.3B)

TechTeam will use the quality assurance and quality control procedures developed over 20 years of call and contact center support to assure PBS of a world class National Contact Center delivering world class service.

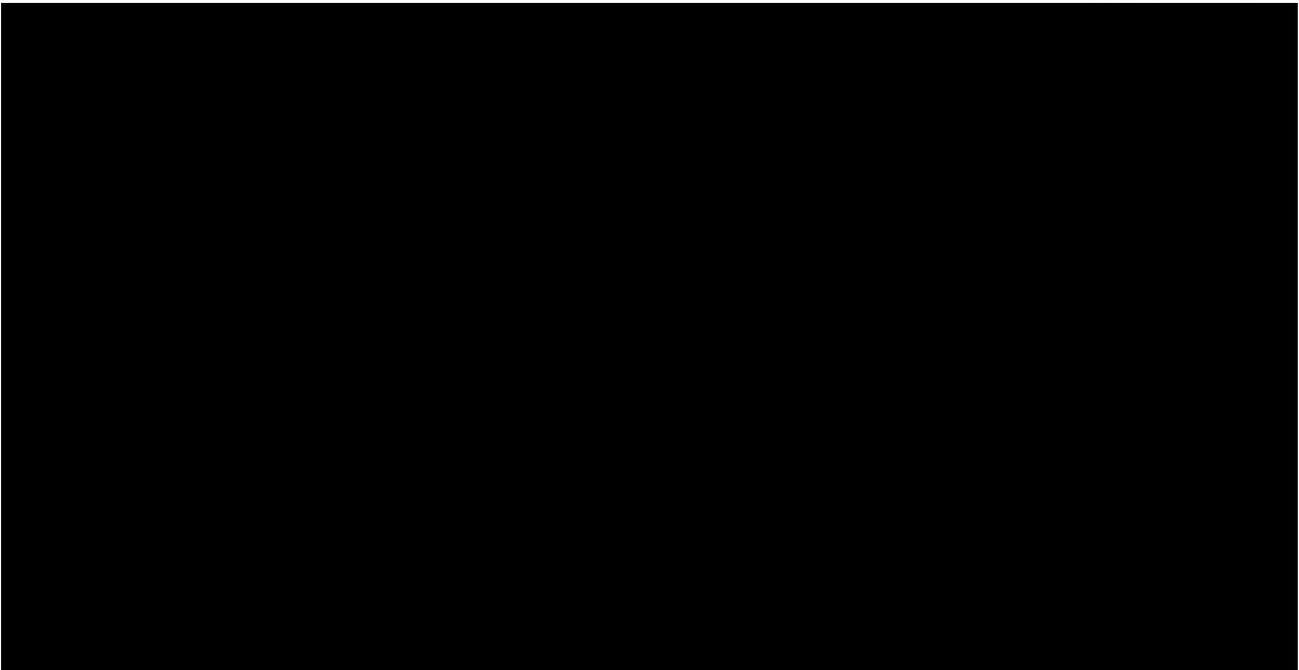
TechTeam provides USA Contact with a vigorous, forward- looking Quality Assurance and Quality Improvement Program [Redacted]

[Redacted]

Our Quality Management Plan (QMP):

Our Quality Management Plan defines the specific methods and processes we use to maintain quality control for the NCC. Table 5.5-1 provides an overview of

[Redacted]



TechTeam treats quality improvement as a critical ongoing process and a central defining metric for contact center success. Our Quality Improvement Program implements the measures for gathering and assessing the quality of service for every level of task activity.

We deliver recommendations and report the status of ongoing quality improvement activities in a Monthly Status Report.

Compliment and Complaint Management: We

We store them for immediate action and resolution, and analyze the data to detect issues and trends. We will report the status monthly and recommend improvements.

5.5.3 PERFORMANCE MEASUREMENT

Monitoring Process: Our monitoring process focuses on improving the quality of our clients' customer experience, while providing prompt and accurate responses. Our process uses the



Monitoring Systems: TechTeam monitors the quality of voice and data interactions using several techniques and tool sets:

- [Redacted list item]

- Use approved recommendations to implement a continuous process improvement program

[REDACTED]

**5.6 NISH NIB
REQUIREMENT (H.2.6.6,
I.2.2.3F)**

TechTeam committed to meeting NISH and NIB requirement by incorporating those agencies on our core contracting team. TechTeam will meet or exceed the 10% NISH/NIB requirement by routing a minimum 10% of all calls to partners who are part of /NIB.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5.7 TRAINING PLAN (SOW 7, 8, I.2.2.3G)

With over 20 years of contact center experience, TechTeam has developed effective training and performance measurement systems to ensure that Customer Service representatives (CSR) meet high standards for quantitative, as well as qualitative performance metrics such as courtesy and empathy for our clients.

We have developed training [REDACTED]. Being an industry leader, we have a vast array of training, taught on different mediums (i.e. classroom, online, etc) that we can provide throughout the lifecycle of the contract, from start up to contract closeout. [REDACTED]

[REDACTED]. We see this as a way to ensure quality service when supporting telephone PBS help desk operations; [REDACTED]

[REDACTED]

[REDACTED]

Training Plan

Our training program delivers customized instruction to [REDACTED] personnel specific their job requirements. As stated above, we deliver training using their preferred delivery channels including classroom, instructor-led, web-based, or self-paced training.

[REDACTED]

Training Program Built on Best Practices

We build our training programs using industry best practices.

[REDACTED]

[REDACTED]

Training Development

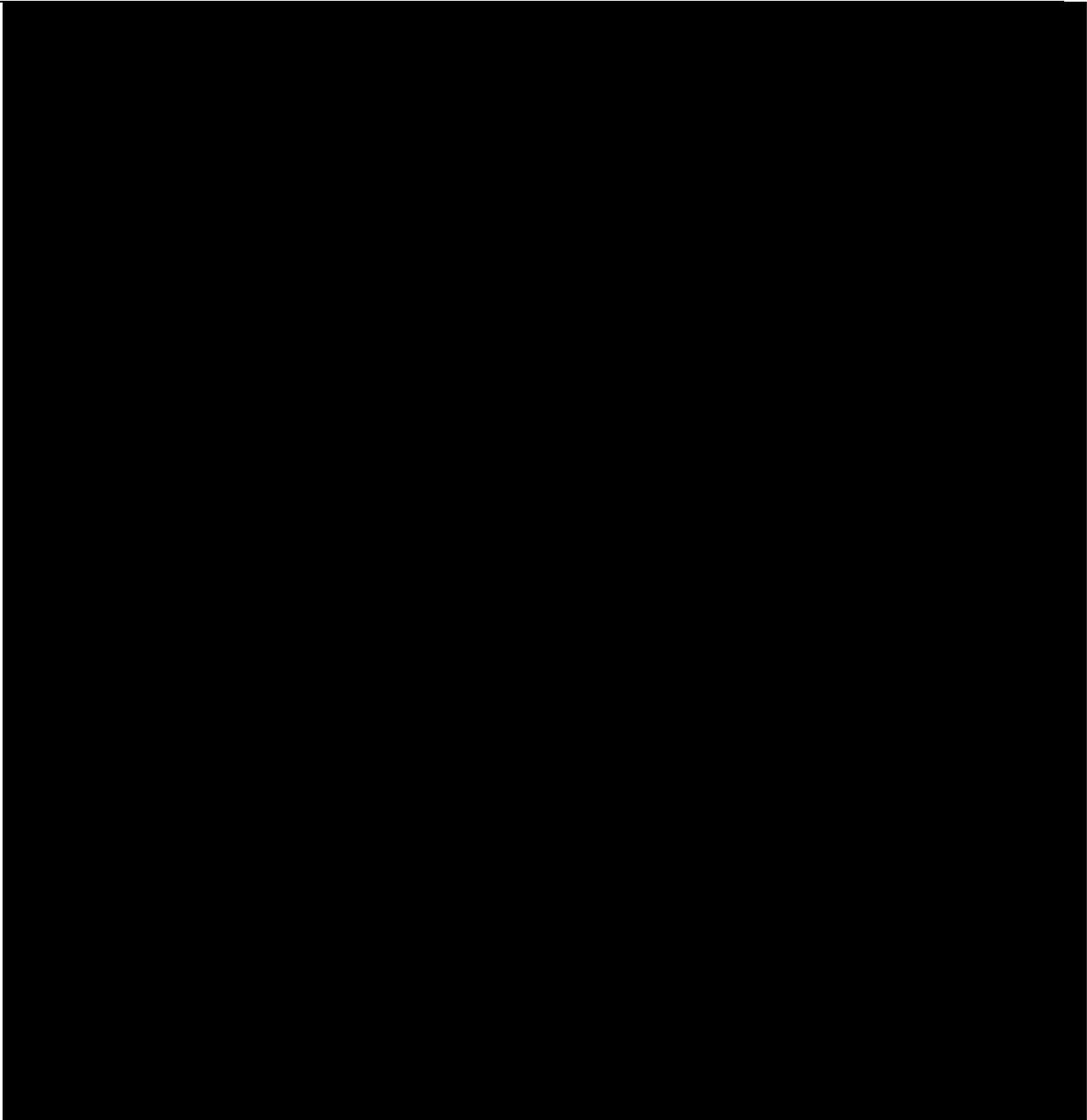
Once a finalized training plan is delivered and approved by GSA PBS, we will develop course material,

[REDACTED]

Contact Center Training

Our Training Program benefits Contact Center staff

[REDACTED]



We will deliver training



Customer Training Plan

[REDACTED]

Security Training

TechTeam as an experienced federal contractor understands the need to protect agency data and information. TechTeam conducts annual security training sessions. TechTeam will conduct general security awareness training and training needed to safeguard PBS information. As part of specific CSR training, CSR will all be trained on security aspects of supporting systems and infrastructure.

[REDACTED]

Documentation we will use as source material for our security training plan includes:

1. IT Security Procedural Guide: IT Security Training and Awareness Program, CIO-IT Security-05-29, Revision 1 April 27, 2006
2. GSA Order CIO P 2100.1D, GSA Information Technology (IT) Security Policy, June 21, 2007
3. National Institute of Standards and Technology Special Publication 800-84, Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities, September 2006

[REDACTED]

5.8 MEASURING TECHTEAM'S CORPORATE COMMITMENT (ISSUE RAISED IN ORAL DISCUSSIONS)

As a USA Contact IDIQ prime contractor TechTeam is solely responsible for the successful execution of the PBS National Call Center Task Order.

The PBS deserves a strong, committed, involved management team. TechTeam has a long track record of successful client support, [REDACTED]. As a Government contractor, TechTeam also earnestly strives to meet or exceed our Small and Disadvantaged Business contracting goals as well as to make effective teams of partners available to our clients.

For USA Contact, we carefully reviewed, selected, and coordinated a team of best-of-breed solution providers. We are pleased that the GSA recognized the breadth, depth, and strength of our team by awarding us a USA Contact prime contract. As we compete for task orders under this IDIQ vehicle, we are committed to offering the

capabilities and resources of the partners best suited to meeting the clients' needs. However, at all times, TechTeam takes responsibility for overall contract performance and is committed to providing the leadership, content, and specialized knowledge to ensure our projects will be successful.

5.8.1 COMMITMENT TO MEETING GOALS AND OBJECTIVES

The PBS NCC task order requires a 10% AbilityOne revenue share. One of our USA Contact partners is [REDACTED]

[REDACTED]

Since there is also a Prime Contract requirement that at least 30% of subcontracted work go to small business, the [REDACTED] satisfies this target [REDACTED]

In this way, TechTeam will meet or exceed our subcontracting and partnership goals for the PBS NCC project. Table 5.8.1-1 provides a snapshot of how TechTeam will provide content, meet our AbilityOne commitments and distribute work effort [REDACTED]

[REDACTED]

5.8.2 TECHTEAM DELIVERY CONTENT

Over the five-year term of the NCC project, we estimate that TechTeam will provide [REDACTED]

[REDACTED]

TechTeam is solely responsible for project performance and will deliver for PBS as we have for other clients, such as [REDACTED]

5.8.3 QUALITY OF SERVICE DELIVERY

Our proposed organization reflects our commitment to the NCC project, from the

[Redacted content]

6. TECHTEAM RESPONSE TO AUG 08 ISSUE DISCUSSION

6.1 INTRODUCTION AND SUMMARY

TechTeam would like to thank GSA for the opportunity to review and revise our response to the PBS NCC requirement.

Throughout this process, we have developed and refined our understanding of the overall goals and objectives of the NCC Project. Specifically, we understand that the PBS requires a fully self-service, enterprise capable Service Request Management System (SRMS) that is supported by a cost effective, 24x7 call center that meet GSA's performance and AbilityOne requirements.

Critical to PBS's NCC implementation success is selecting a fully capable, easy-to-use SRMS. To meet this requirement, TechTeam evaluated a number of competing systems and tools to determine the best [REDACTED] against RFQ requirements for the SRMS. After its comprehensive review, TechTeam selected [REDACTED] SRMS tool [REDACTED] for this task. It is capable of scaling to GSA enterprise requirements; [REDACTED]

In developing our solution for the SRMS we considered several approaches for rolling out the SRMS software as buildings were incorporated into the NCC. Ideally, the NCC would incorporate and support, within two years of implementation, 635 buildings owned by the Government, and nearly all service requests would then be resolved via self service. [REDACTED]

[REDACTED]

Our detailed response to the final issues expressed by GSA follows. To simplify GSA's review of our response, we organized our response into two broad categories, Past Performance and SRMS.

6.2 PAST PERFORMANCE ISSUE

We will address Part Performance ISSUE#1 and #2 together. From our discussion, TechTeam understands that PBS remains concerned about the lack of experience

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

[Redacted text block]

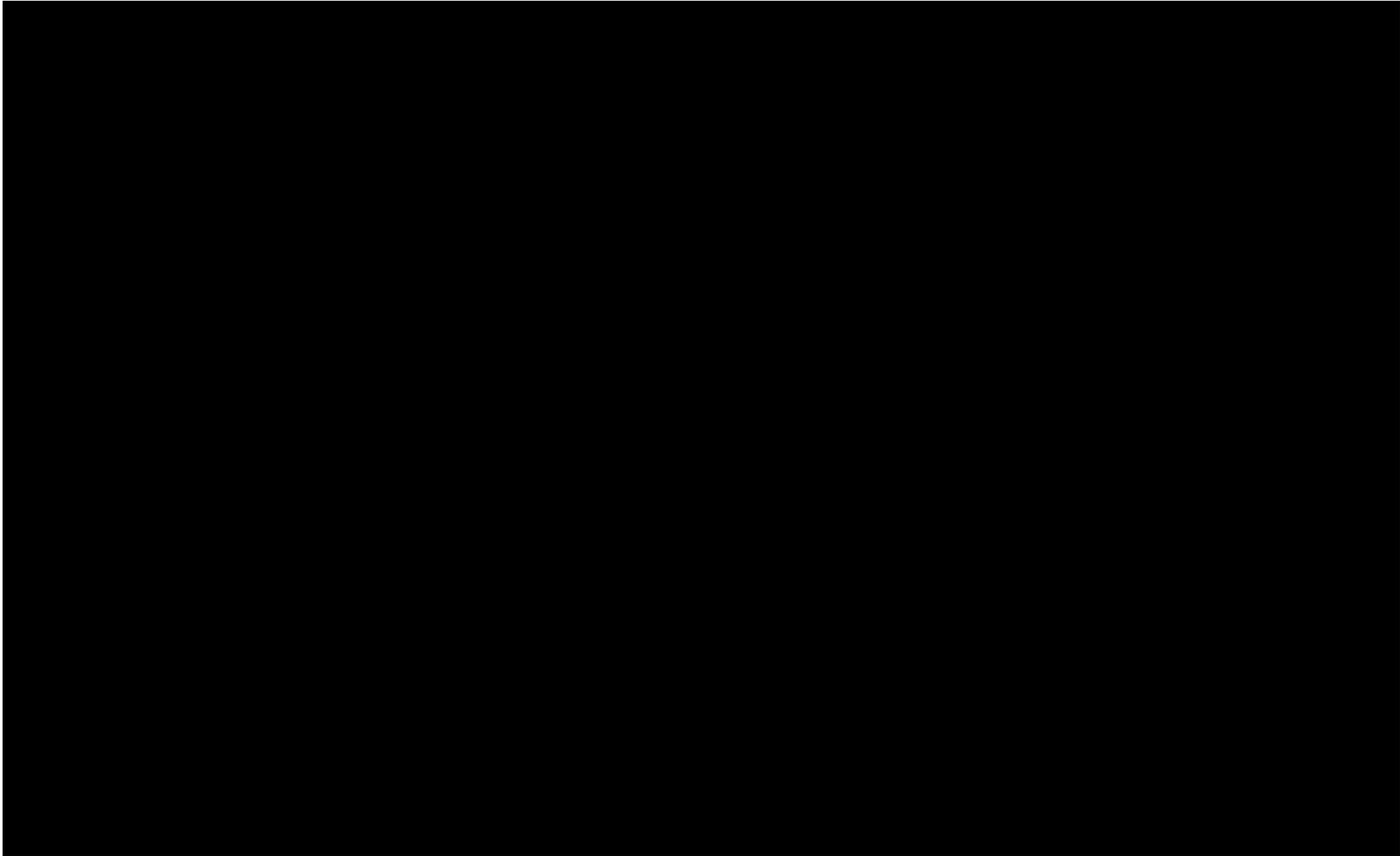
6.3 SRMS ISSUE

We understand that the next set of issues concerns the SRMS. We weighted several of our SRMS tool selection criteria more heavily, in order to pick an SRMS suited to satisfying both the initial requirements and the stated or likely future requirements of the PBS's NCC. These more important factors include:

1. [Redacted list item]

7. [REDACTED]

To provide insight to TechTeam’s selection process for the SRMS, we provide Table 6.2-1 to show the tools that we reviewed against selection criteria we determined to be significant as we interpreted the RFQ requirements.



[REDACTED]

The following sections detail TechTeam’s approach to specific issues discussed with GSA in September 2008. For clarity, we have numbered the issues, included GSA’s specific concern, and then followed with the TechTeam response.

6.3.1 ISSUE #3 - FACTOR 3 – TECHNICAL APPROACH - SUB FACTOR 2—SOUNDNESS OF APPROACH FOR DEPLOYING UNATTENDED SERVICES

6.3.1.1 ISSUE#3A – WEB PORTAL

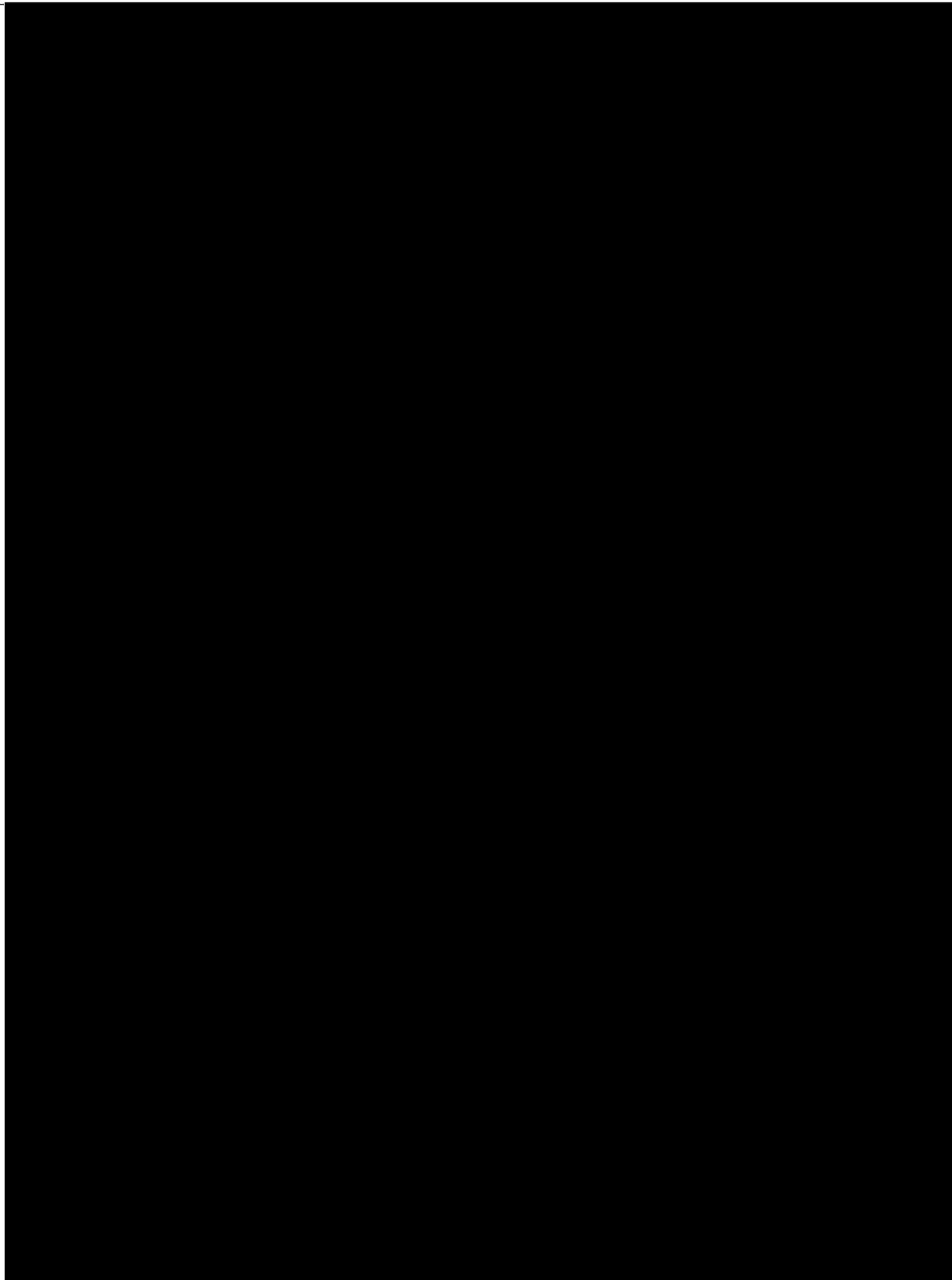
Offeror’s proposal does not indicate if proposed SRMS system, specifically the Web Portal, is capable of or provide the methodology whereby tenant’s accounts can be validated as a valid user of the system as required in sections 11.2 of the solicitation. An example would be requiring a government email address, sending an email to that address asking the tenant to confirm.

TechTeam has two approaches to validating users and providing secure access to the SRMS. [REDACTED]

[REDACTED]

Both functions are configurable [REDACTED]

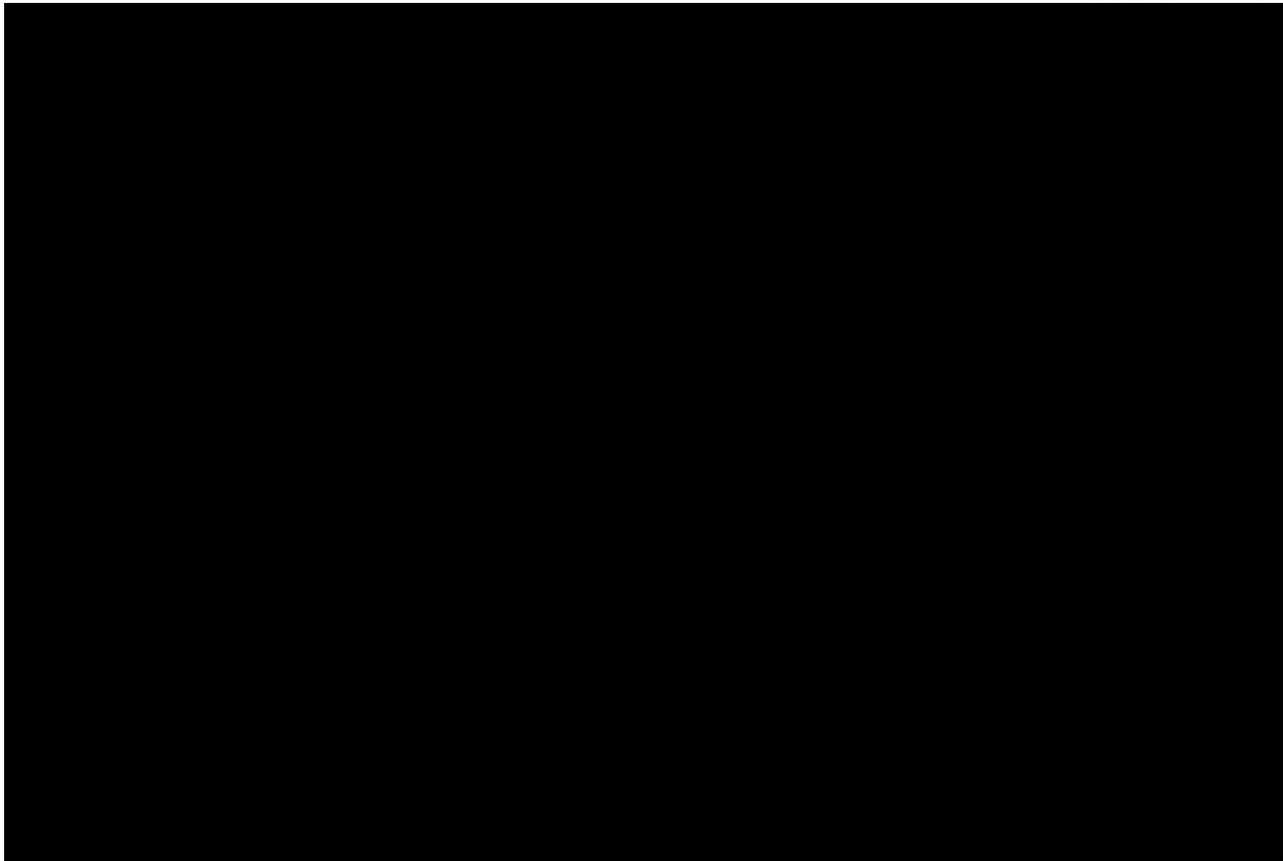
[REDACTED]



A new user who has not yet created an account in the self-service portal will be able to [REDACTED]

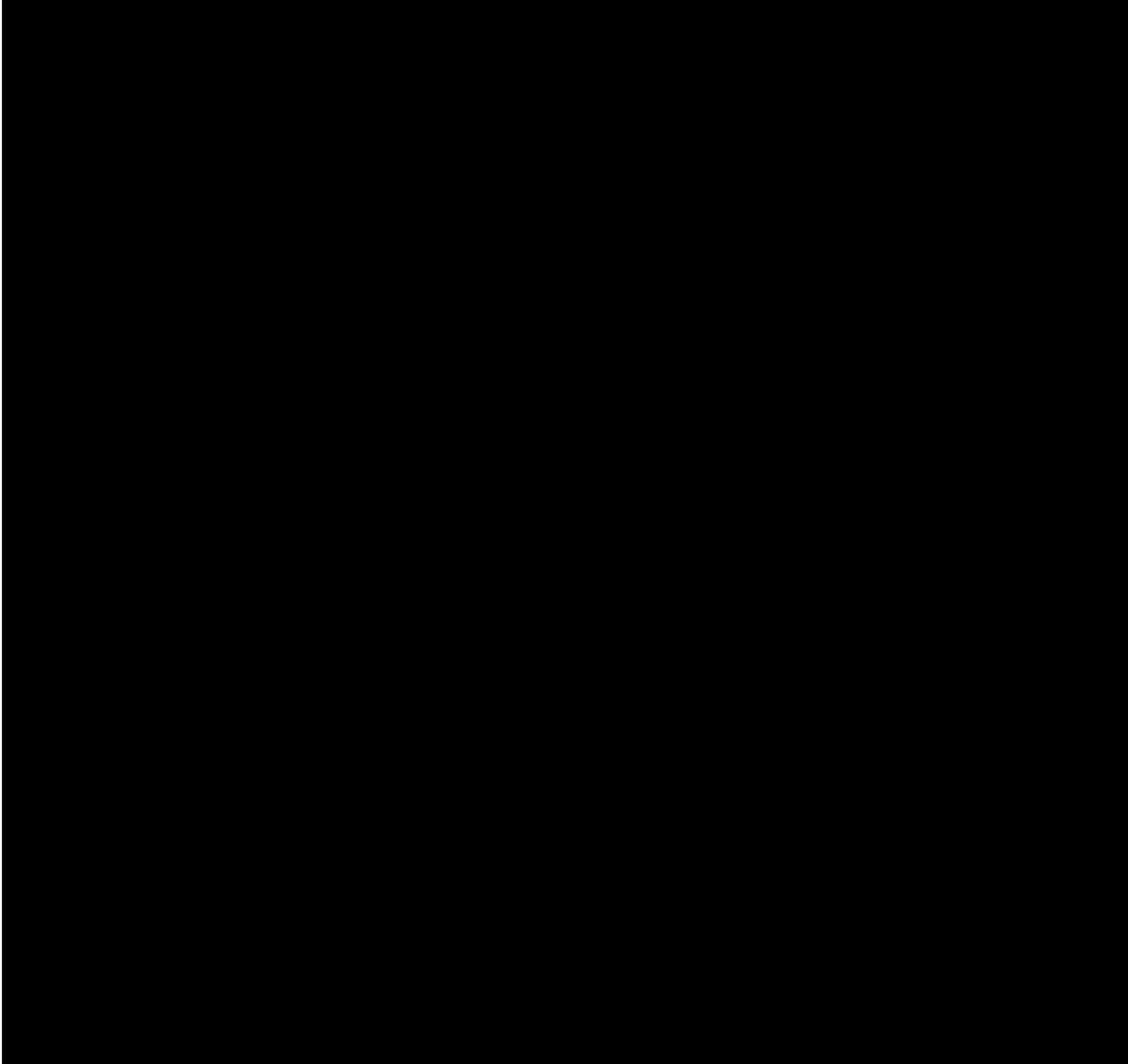
[REDACTED]

[REDACTED]



The workflow used to manage this scenario is pictured below. The rule is acting on a "Contact" [redacted]

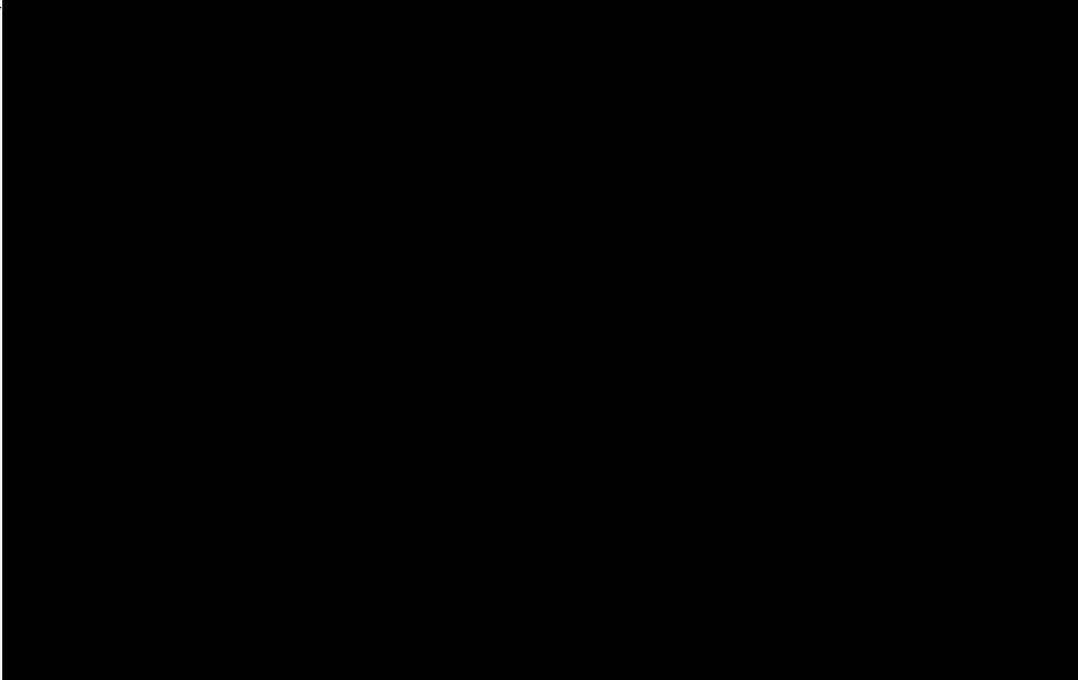




[Redacted]

The Rules Log provides a real-time log of all the instances of rule firings [Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]



In addition to these measures, [redacted]

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]



6.3.1.2 ISSUE#3B WIRELESS DEVICE CONNECTIVITY

Offeror's proposal cites the capability to use wireless devices, but only via a browser [REDACTED] which will hinder the ability of PBS to update and track tickets quickly and efficiently. See throughout section 6.0 and in section 11.1.6 of the solicitation.

From the RFQ, TechTeam provides the wireless device requirement:

Mobile Device Requirements

Cell phones, two-way pagers, Palm Powered and BlackBerry

FSPs may provide their updates via phone or fax and request the NCC staff to update the status of the service requests on their behalf. FSPs provide service and complete the service request either through their mobile devices, SRMS, or by contacting the NCC by phone, fax or email and ask the CSR's to update the SRMS. PM or FSP should be able to check or update the status of a service request by accessing the SRMS via the internet or mobile device.

FSPs will receive service requests directly from the SRMS to their mobile devices, by logging into the SRMS, or by phone, fax or email from the CSR's or PMs. Upon receipt of the service requests, the FSP will acknowledge receipt ((via wireless device or other method), the SRMS (automatically) or CSR (manually) will update the SRMS system.

The status will be updated at prescribed intervals throughout the term of the service request (i.e. part needed, part ordered, part shipped, part received, repair begun, repair completed, request completed). The FSPs will also be able to create new service requests as needed while on-site using their mobile devices or by calling the NCC or PM.

TechTeam will support both automated and manual access to the SRMS. For automated access by mobile devices, the type of interaction will depend on the capabilities of the individual device being used by the PM or FSP. We support the service request management functions required, independent of the type of wireless device used. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

However, we recognize that not all mobile devices support a web browser;

[REDACTED]

We also recognize that some mobile devices are just telephones, supporting neither a browser nor email capability [REDACTED]

[REDACTED]

Finally, in addition to the above automated types of interaction with the SRMS, we also support two basic manual mechanisms: phone or fax directly to a CSR agent. [REDACTED]

[REDACTED]

6.3.2 ISSUE#4 - FACTOR 3 – TECHNICAL APPROACH - SUB FACTOR 5—SOUNDNESS OF STRATEGY AND APPROACH FOR PHASE IN

Offeror’s proposal did not provide enough information regarding business rules management during phase-in to determine the methodology that is going to be employed to collect the necessary information as required in section 7.0 of the solicitation. Specifically, on page 94 of the proposal, step 4; the offeror states that “TechTeam will work with PBS Building Manager to define business rules”. This stage includes the collection and uploading of the PBS defined service request routing, workflows, escalations, priorities, approvals, etc. TechTeam did not provide the methodology through which all this information will be collected from PBS. For example, will TechTeam utilize boilerplate

Offeror's presentation did not demonstrate a means to self-validate tenant accounts as required in section 11.2 of the PBS solicitation.

During discussions, TechTeam and GSA jointly agreed that this requirement is the same as Issue 3a addressed in section 6.3.1.1.

6.3.5 ISSUE#7- FACTOR 5 – ORAL PRESENTATION -SUB FACTOR 4—SOUNDNESS OF THE SERVICE REQUEST MANAGEMENT SYSTEM TO BE PROVIDED

6.3.5.1 ISSUE#7A

Offeror's presentation demonstrated a SRMS that is designed as a customer service relationship management tool, and customized to try to meet the requirements of the PBS SRMS, thereby demonstrating risk to the government in the following ways:

It's not designed specifically for service request management for commercial real estate

All facility management (building management) and service products with service request functions are, in fact, customer service relationship management tools. [REDACTED]

[REDACTED]

[REDACTED]

6.3.5.2 ISSUE#7B

Sophistication of the business rules and escalations were not already developed, refined, nor fully presented

TechTeam's selected SRMS has a built-in "rules engine" for incident management.

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

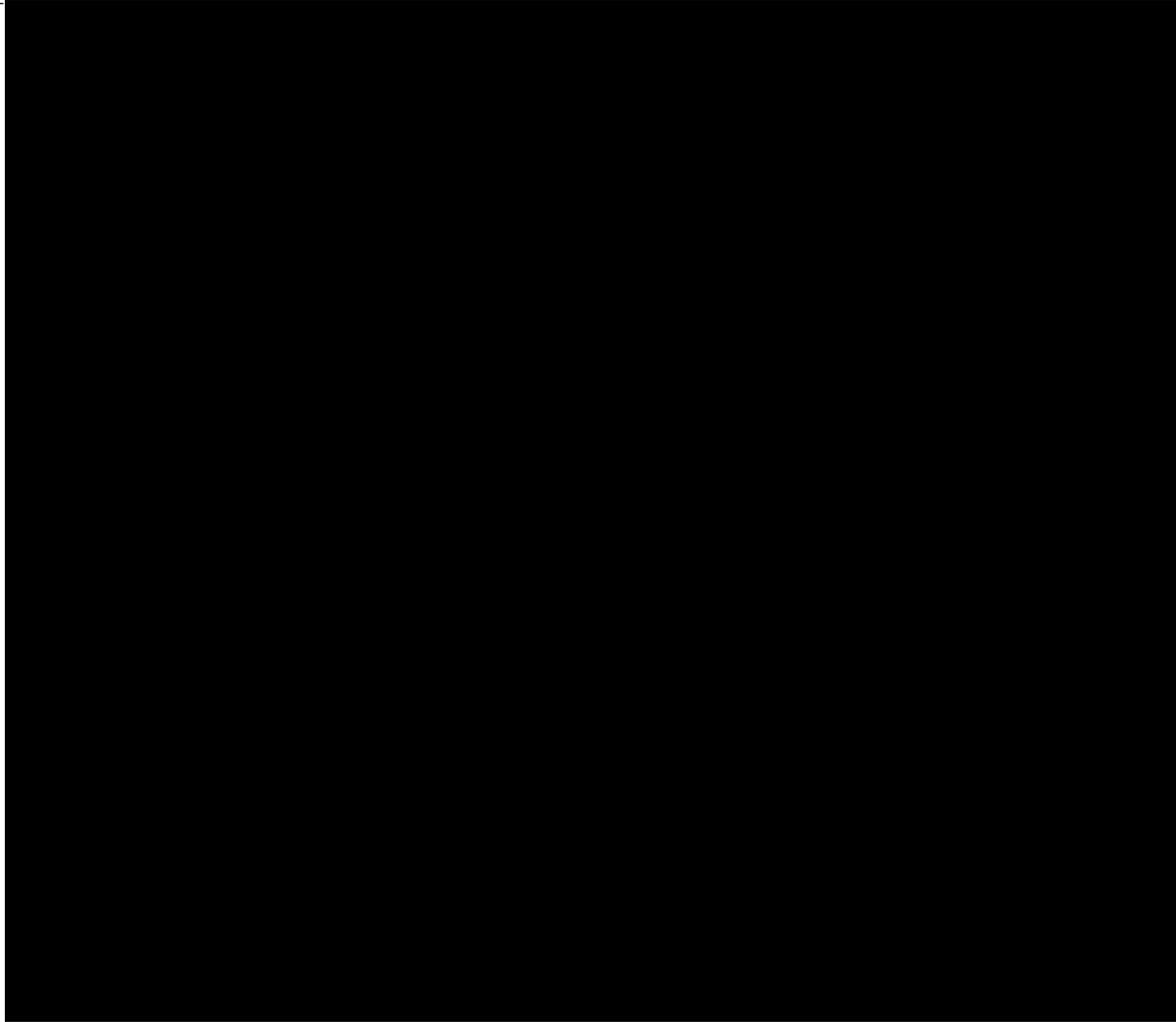
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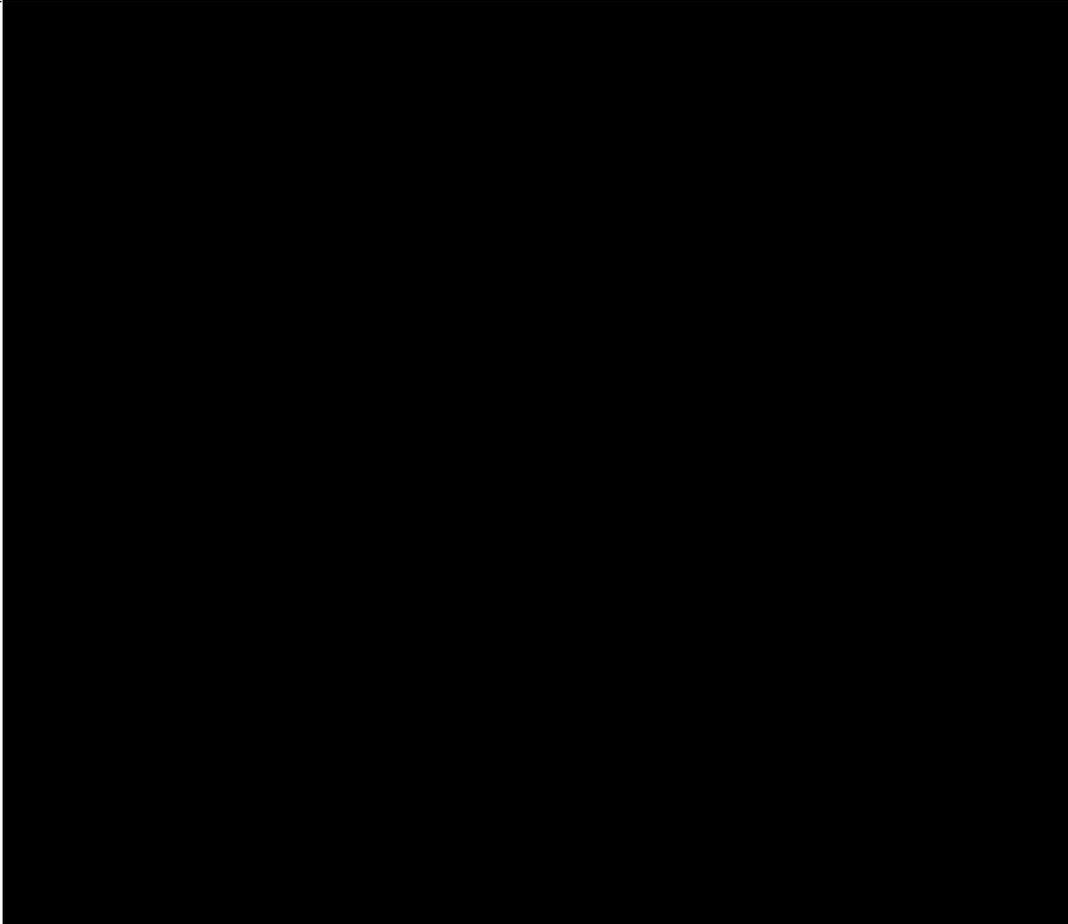
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**6.3.5.3 ISSUE#7c**

Many functions of the SRMS alluded to but not fully demonstrated.

████████████████████ comprehensive, fully customizable service request management system designed to support customer relationship management applications that require a high degree of self-service and unattended service support. A full demo typically takes three hours, plus additional time to show customer-specific configurations and/or operational scenarios.

There are no RFQ requirements for the SRMS that cannot be accommodated ██████████
████████████████████ As we demonstrated in Oral Presentation and provided in our response to Discussions, TechTeam will be able to meet all GSA PBS rules management and escalation capability requirements for the SRMS with no risk. TechTeam is prepared to provide a full three-hour SRMS demonstration at GSA's request, at any time.

APPENDICES

The following appendices are provided as part of and supporting the GSA PBS proposal. There are a total of seven appendices that contain the following information:

Appendix 1 – [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Appendix 2 – Acronym List

Appendix 3 – Security Plan [REDACTED]

Appendix 4 – Disaster Recover and Continuity Of Operation Plan (COOP)

Appendix 5– [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

Appendix 6 – [REDACTED]

- [REDACTED]

Appendix 7 - [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

APPENDIX 1



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APPENDIX 2

ACRONYMS, TERMS AND DEFINITIONS

APPENDIX 2 - ACRONYMS, TERMS AND DEFINITIONS

ACRONYM / TERM	DEFINITION
Automatic Call Distribution (ACD)	When a call is received or when a call has been routed by an IVR system, ACD can be used to put the call through to the most appropriate Call Center agent. [REDACTED]
Availability	The proportion of time that the service is actually available for use by the customers within the agreed service hours
Baseline	A snapshot or a position that is recorded; [REDACTED]
Call Center	Usually a large inbound organization that accepts calls from customers relating to a service or product. Credit card companies, cable companies, airline reservation centers, etc., are all examples of call centers. [REDACTED] Call centers can also be outbound, i.e., the home of telemarketers.
Change Management	This is a process for controlling changes [REDACTED]
Computer – Telephony Integration (CTI)	This allows the telephone system to be used as an interface into computer systems. [REDACTED]
Configuration Item (CI)	This includes a component of an infrastructure that is under the control of Configuration Management. CIs may vary widely in complexity, size and type — from an entire system to a single module or a minor hardware component.
Configuration Management	This is a process of identifying and defining the CIs in a system, recording and reporting the status of CIs and requests for change, and verifying the completeness and correctness of CIs.
Consolidation	The process of combining or uniting of separate entities to form a single, whole unit or operation

ACRONYM / TERM	DEFINITION
Customer	The recipient of a service
Downtime	Total period that a service or component is not operational, within the agreed service hours.
Escalation	An event that occurs if a record is not responded to within agreed or pre-defined timescales. The escalation is routed to management to bring about the required response.
Enterprise	Company; overall corporate organization
Frequently Asked Questions (FAQ)	FAQ is an acronym for Frequently Asked Questions (or Frequently Answered Questions). A compilation of Frequently Asked Questions (and their answers) is referred to as a FAQ list or FAQ article. Sometimes the term FAQ itself is used to refer to the article.
First Contact Resolution (FCR)	A metric commonly used to define incidents resolved at the first point of contact between a customer and the service provider, without delay or referral, generally by a Tier 1 support group.
Call Center	An internal-facing support organization that focuses on "break/fix" problems, password resets, etc.
Impact	A measure of the scale and magnitude of an incident
Impact Code	A simple code assigned to incidents, reflecting the degree of impact upon the customer's business processes. It is the major means of assigning priority for dealing with incidents.
Incident	Any event which is not part of the standard operation of a service and which causes or may cause an interruption to or a reduction in the quality of that service.
Incident Management	A process to minimize disruption to the business by restoring service operation to agreed levels as quickly as possible.
Incident Process	See "Incident Management."
Interactive Voice Response (IVR)	IVR is an extension of the concept of automatic call answering. It enables pre-recorded menus of options to be read to the caller and allows the caller to select options from the menu by using the telephone keypad or, in some systems, by speaking when the required menu option is offered by the system. By following the menu options, the caller can be directed to an appropriate pre-recorded message, can be invited to leave a message, or can be directed to the most appropriate group of Call Center agents.

ACRONYM / TERM	DEFINITION
Knowledge Database	Database containing issues that have been previously encountered and step-by-step instructions for their resolution. [REDACTED]
Known Error	A condition identified by successful diagnosis of the root cause of a problem when it is confirmed that a CI is at fault.
Key Performance Indicators (KPIs)	Also known as Key Success Indicators (KSIs), KPIs are [REDACTED] metrics used to reflect the critical success factors of an organization. [REDACTED]
Mission/Vision Statement	A written statement that communicates the ideals of the organization. It creates desire and commitment, paints the ideal future, communicates existence and responsibilities, is in line with the values of the organization, and aligns with the vision and mission of the overall parent department (i.e., IT department) and the enterprise.
Operational Level Agreement (OLA)	This defines the interdependent relationships among the internal support groups working to support an SLA (see "SLA" below). [REDACTED]
Organization	Unless specified as the support center organization, refers to the enterprise or company.
Problem	Unknown underlying cause of one or more incidents
Problem Management	Process that minimizes the impact on customer(s) of defects in services and within the infrastructure, human errors, and external events, by identifying the "root cause" and implementing preemptive measures to prevent future occurrences.
Resolution	An action that will resolve an incident. [REDACTED]
Root Cause	Details of what has been determined as the root cause of the problem once all the investigation tasks have been completed and their findings have been evaluated.
Services Catalog	Written statement giving an overview of the services that the IT organization can provide to its customers. [REDACTED]
Service Level Agreement (SLA)	Defines the support relationship between a service provider and its customer. The agreement describes the products and/or services the customer receives, each party's responsibilities, the financial agreement (if any), and how the service provider measures and reports services. The objective of the SLA is to present a clear, concise and measurable description of what the service provider does for the customer.
Service Management	Managing services to meet customer requirements.
Service Management System	An application or tool used to generate "tickets" for incidents, service requests, and problems. May also be referred to as the call tracking system, trouble ticket system, or incident tracking system.

ACRONYM / TERM	DEFINITION
Service Request	A request for additional IT services from the customer, such as installation of an additional application on the customer's PC.
Situation Management	Process for managing high visibility, high impact Incidents.
Statement of Work (SOW)	A document that describes a discrete part of an outsourced IT project. This is part of the Master Service Agreement (MSA). The SOW defines the specific work that will be performed and the input required, as well as the deliverables, milestones, and roles and responsibilities. SOW is attached to and must reference the MSA. In most cases, if the SOW and the MSA are in conflict, the SOW takes precedence and the MSA will specifically state this.
Stakeholders	Any person or group that has an interest in the support center organization, customers, or end-users
Third Party Suppliers	Enterprises or groups, external to a service supplier's enterprise, that provide services and/or products that contribute to (or supplement) the overall service.
Tier 2 Support	Desktop Support services
Tier 3 Support	Desktop Engineering, Server, Network, Telecoms, and other support services
Transition	Passage from one form, state, style, or place to another
Underpinning Contract	A contract with an external supplier covering delivery of services that support the IT organization in their delivery of services
Voicemail (VM)	Can be used as an alternative to queuing customers if there are no available Call Center agents to take the call. [REDACTED]
Workaround	Method of avoiding an Incident, either from a temporary fix or from a technique that means the customer is not reliant on a particular aspect of the service that is known to have an issue.

APPENDIX 3

SECURITY PLAN MODEL

General Services Administration

Public Buildings Service



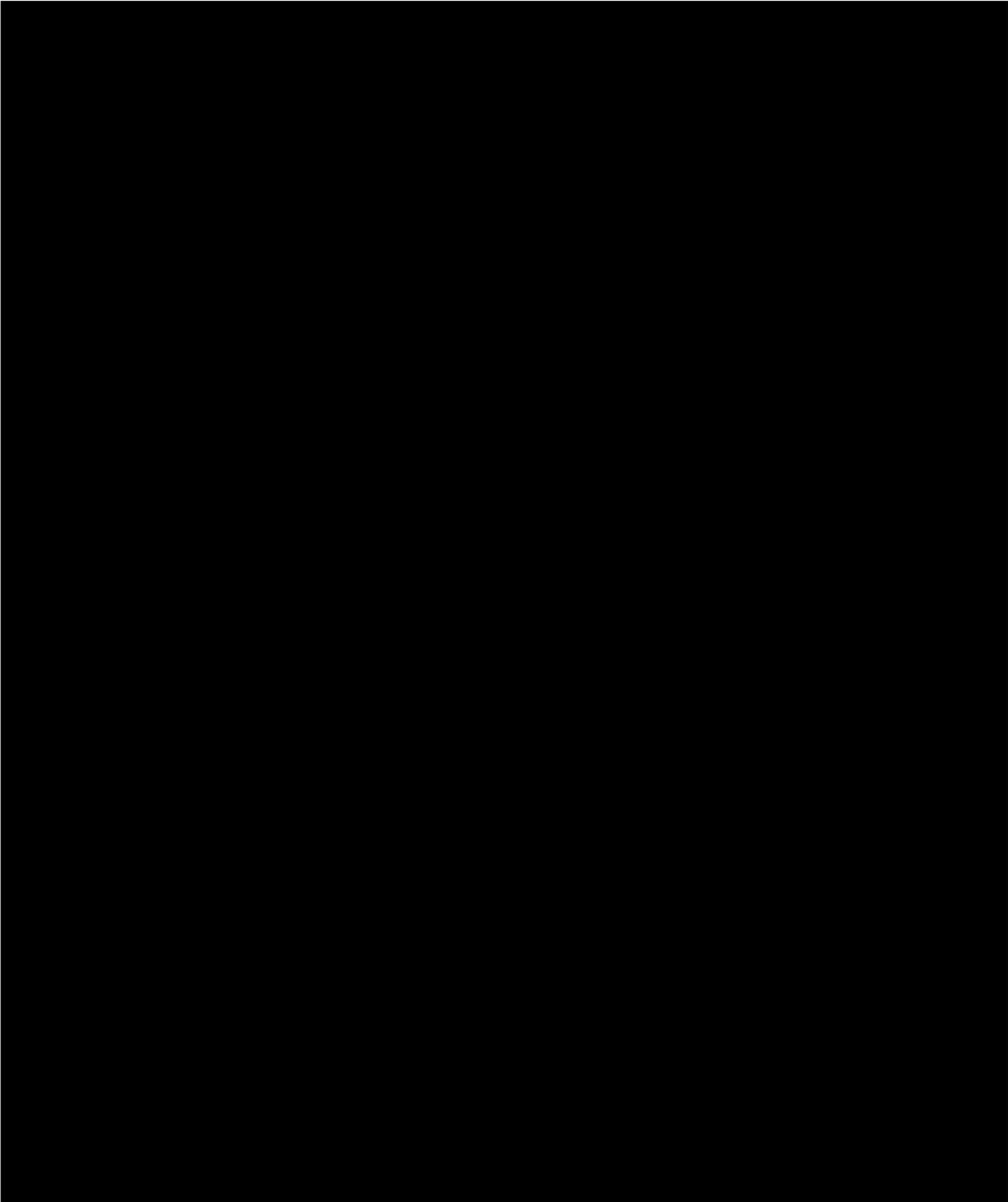
Service Request Management System (SRMS) System Security Plan

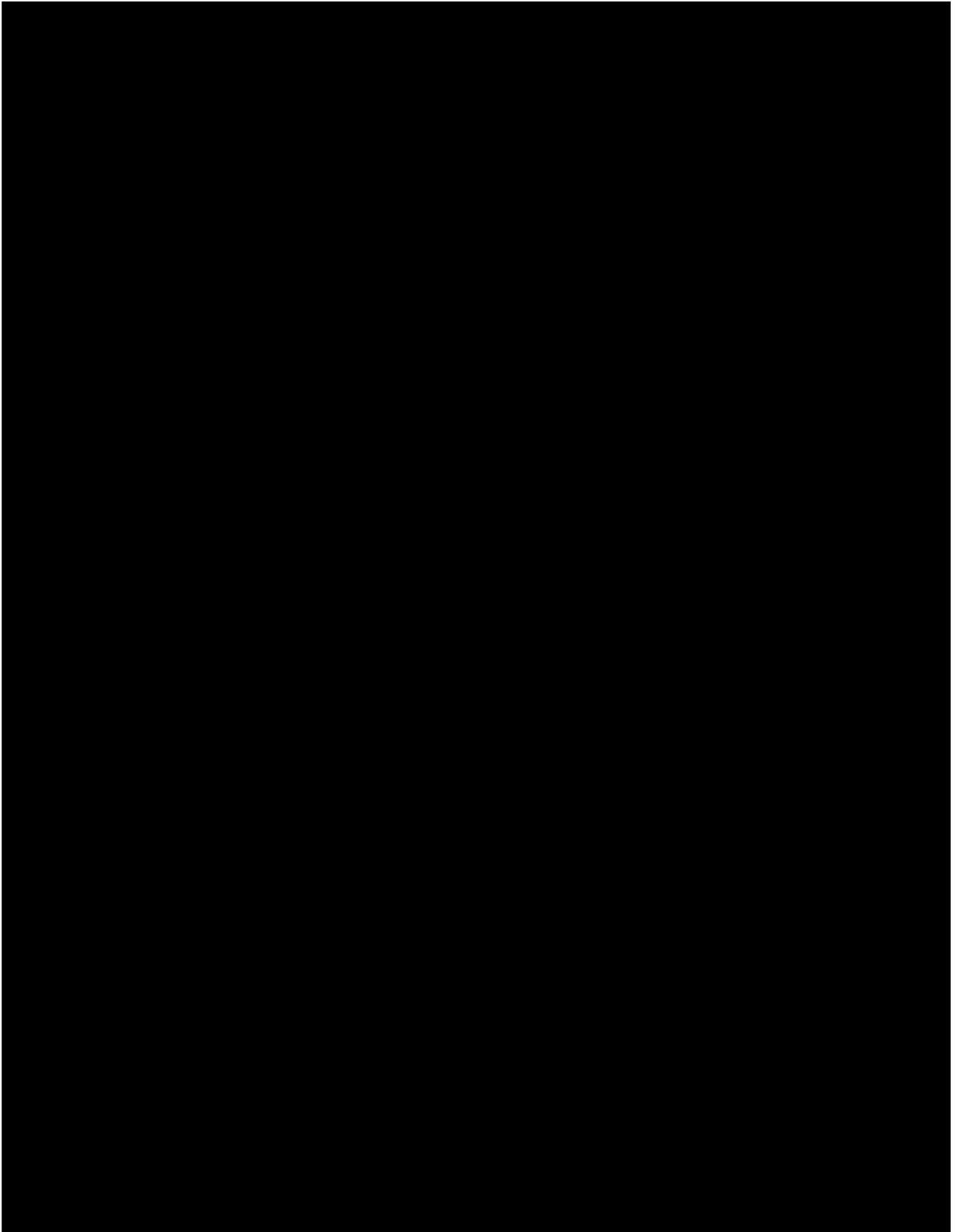
Version DRAFT TEMPALTE

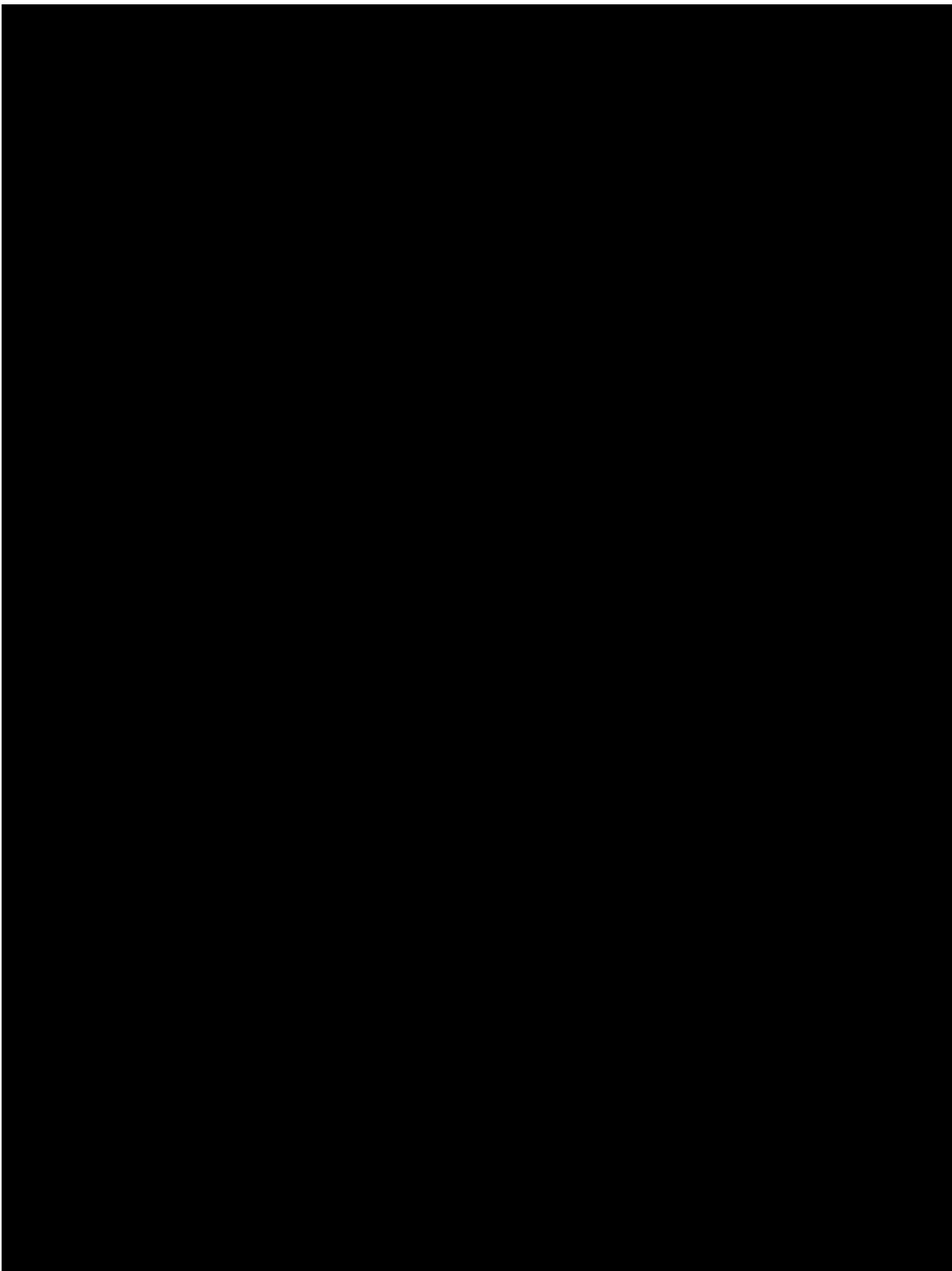
August 15, 2007

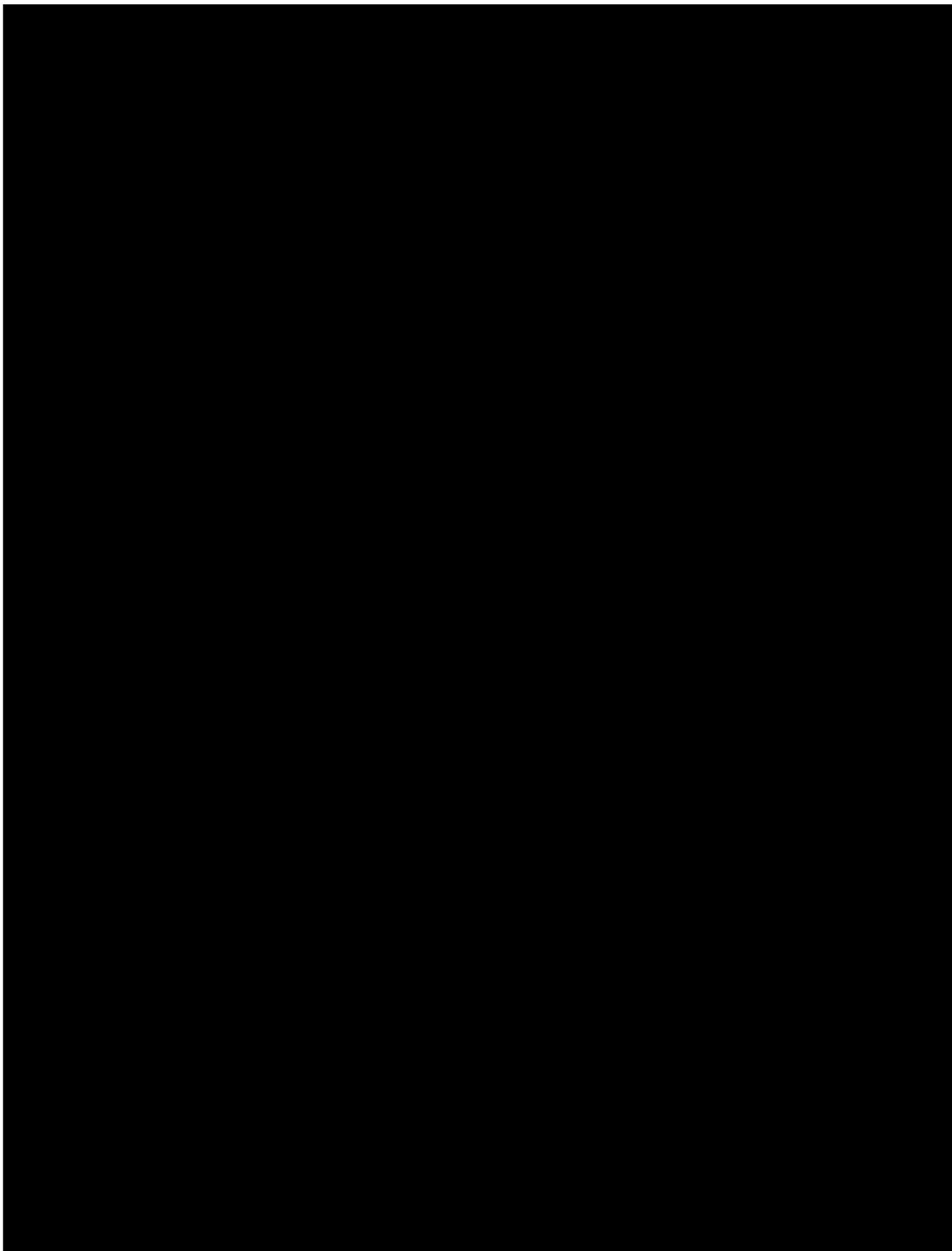
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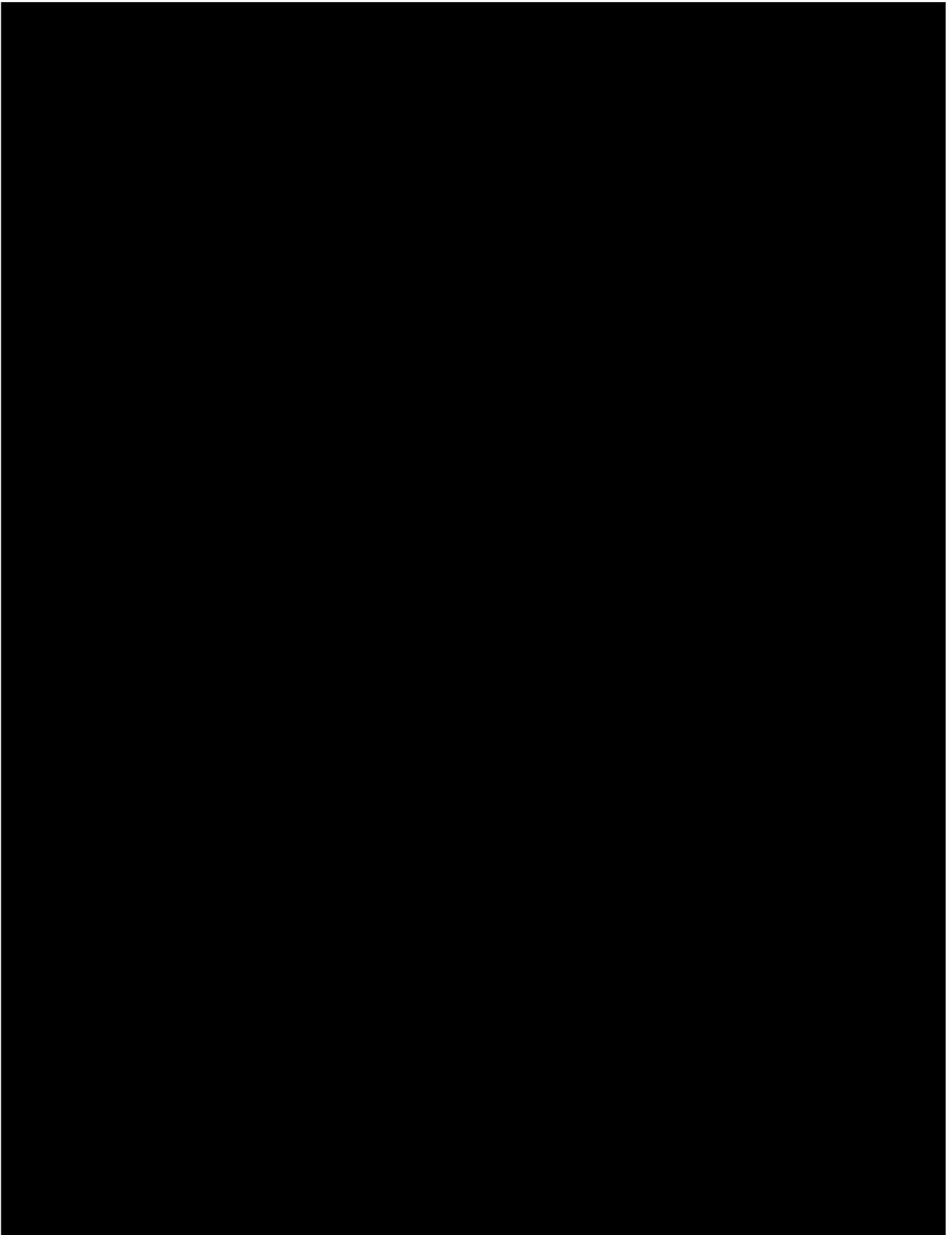
FOR OFFICIAL USE ONLY

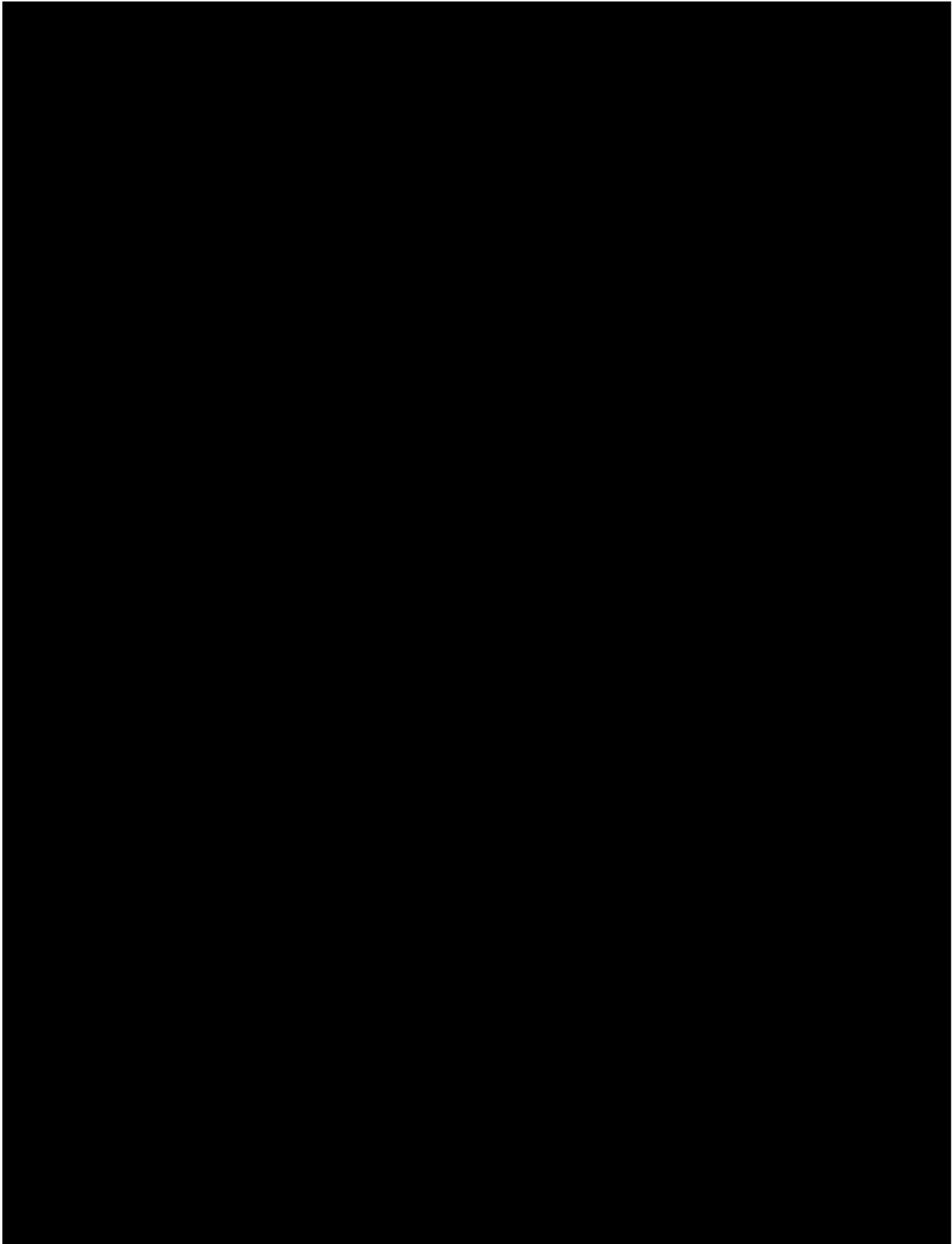


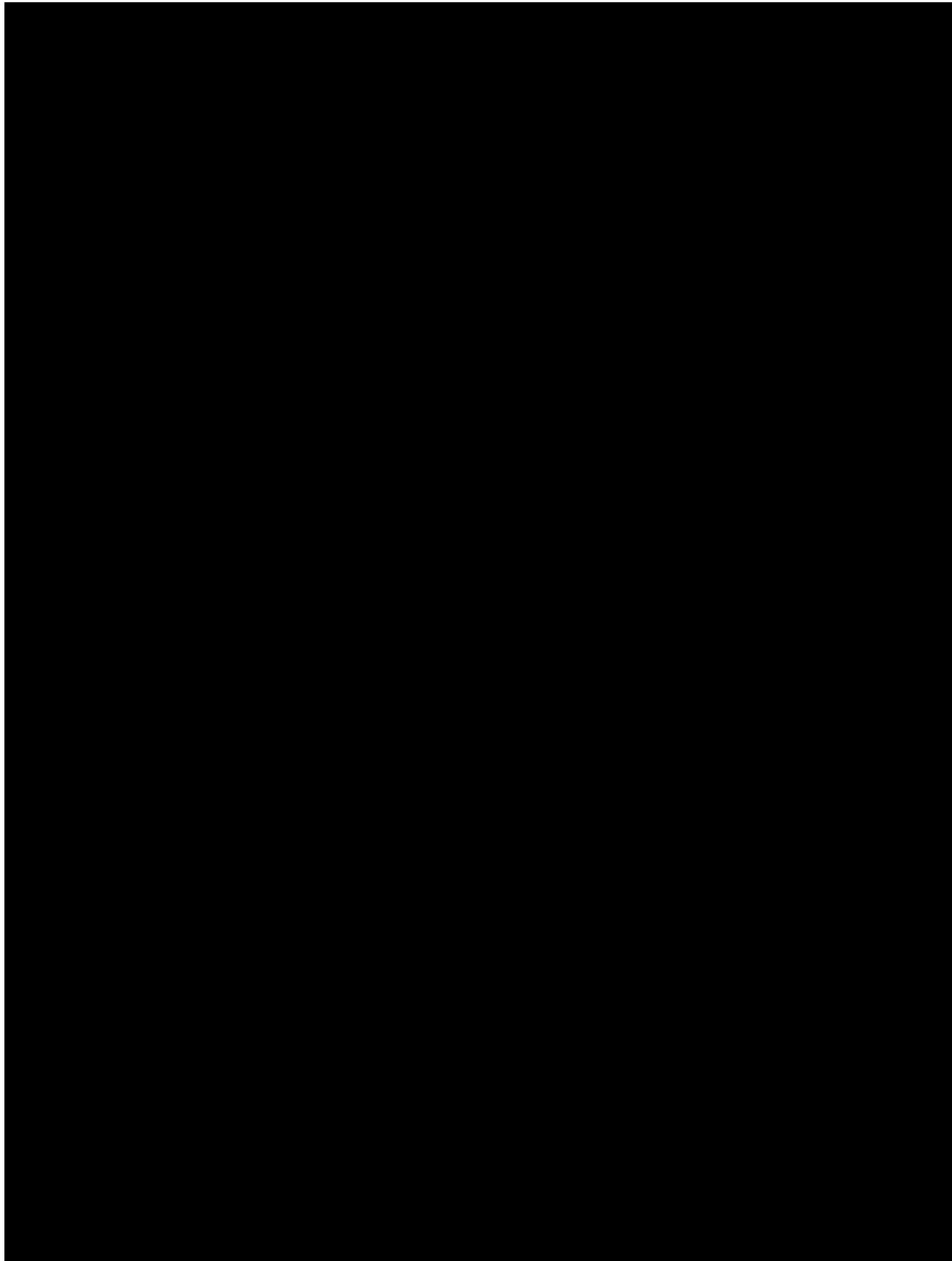


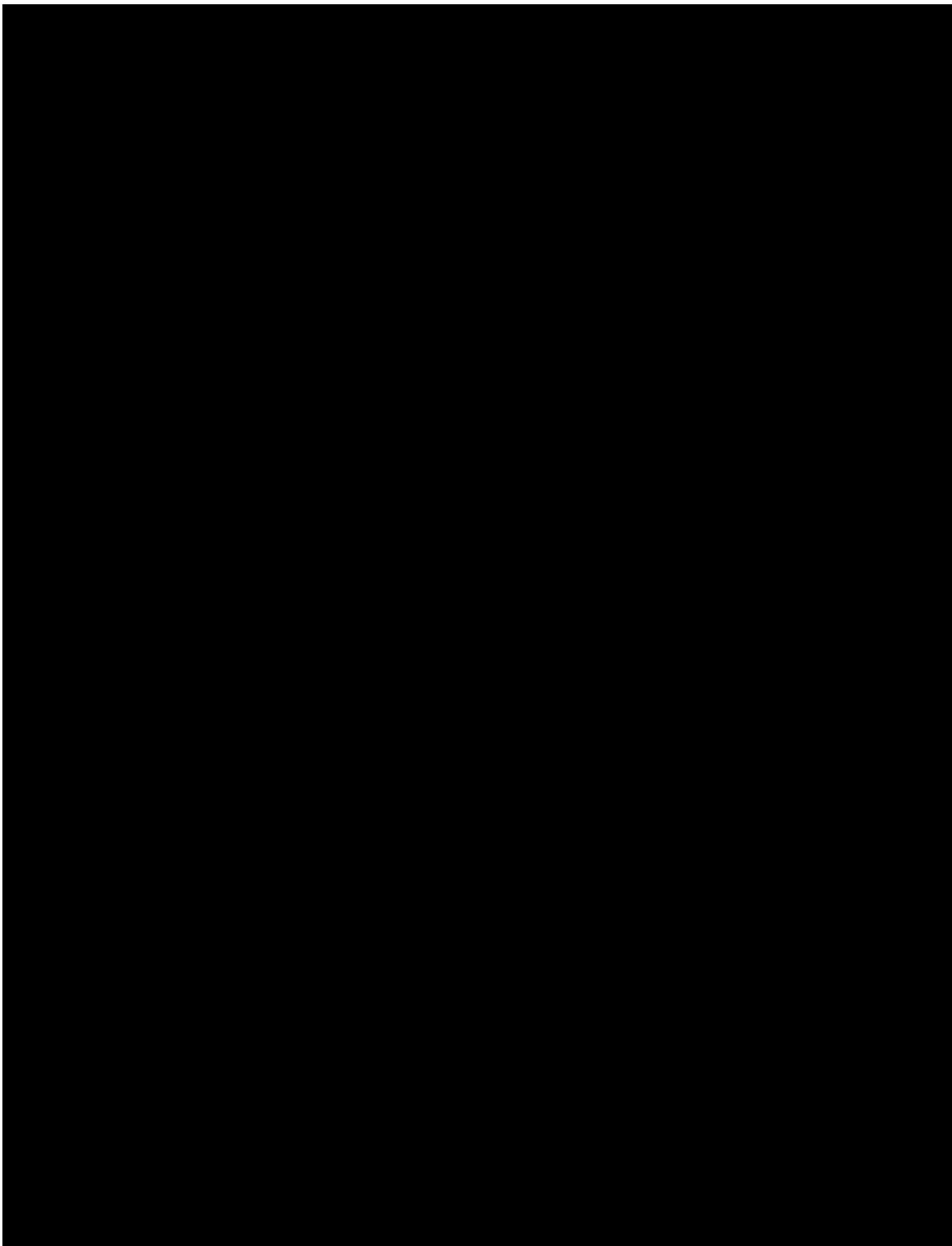


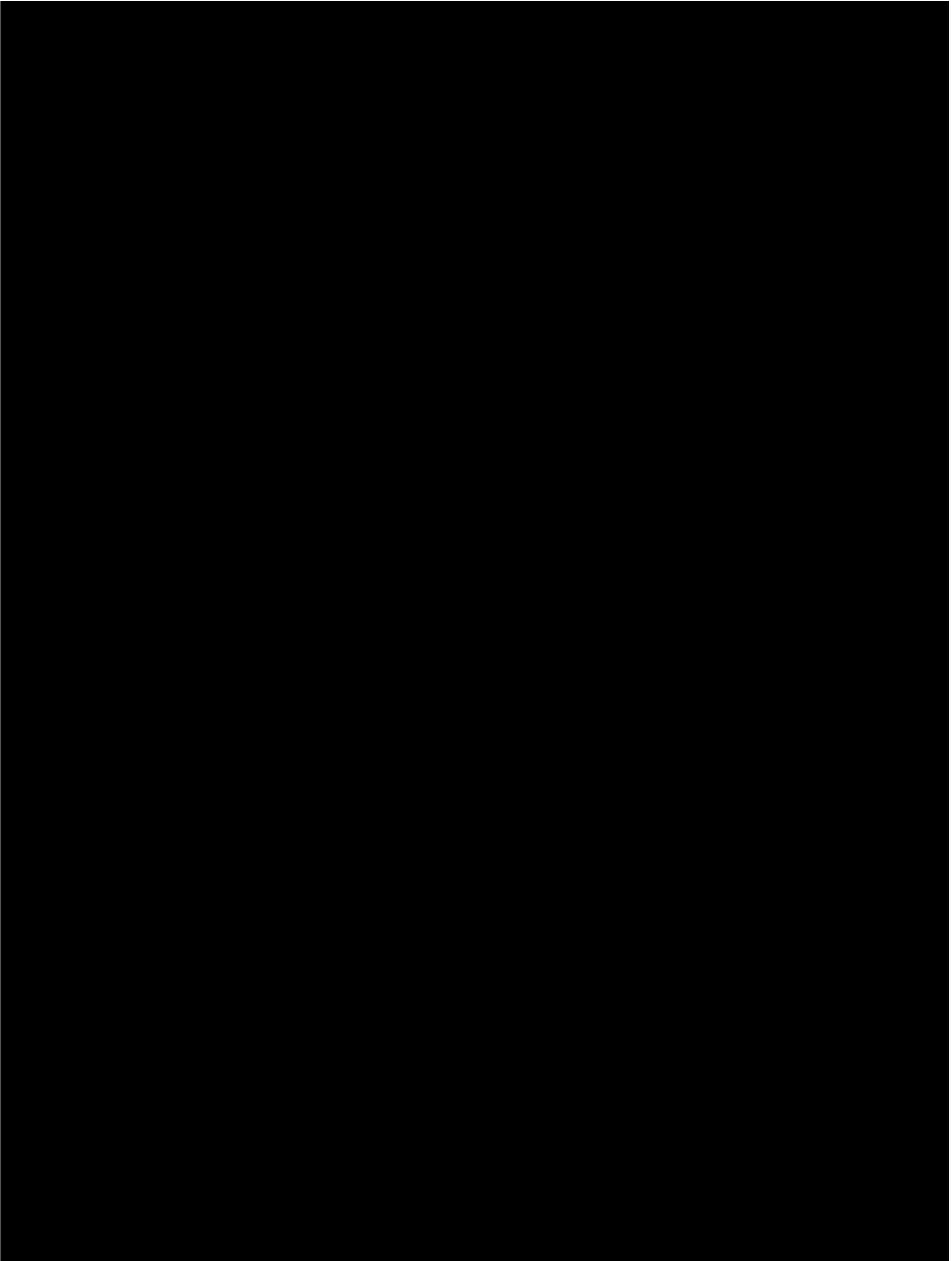


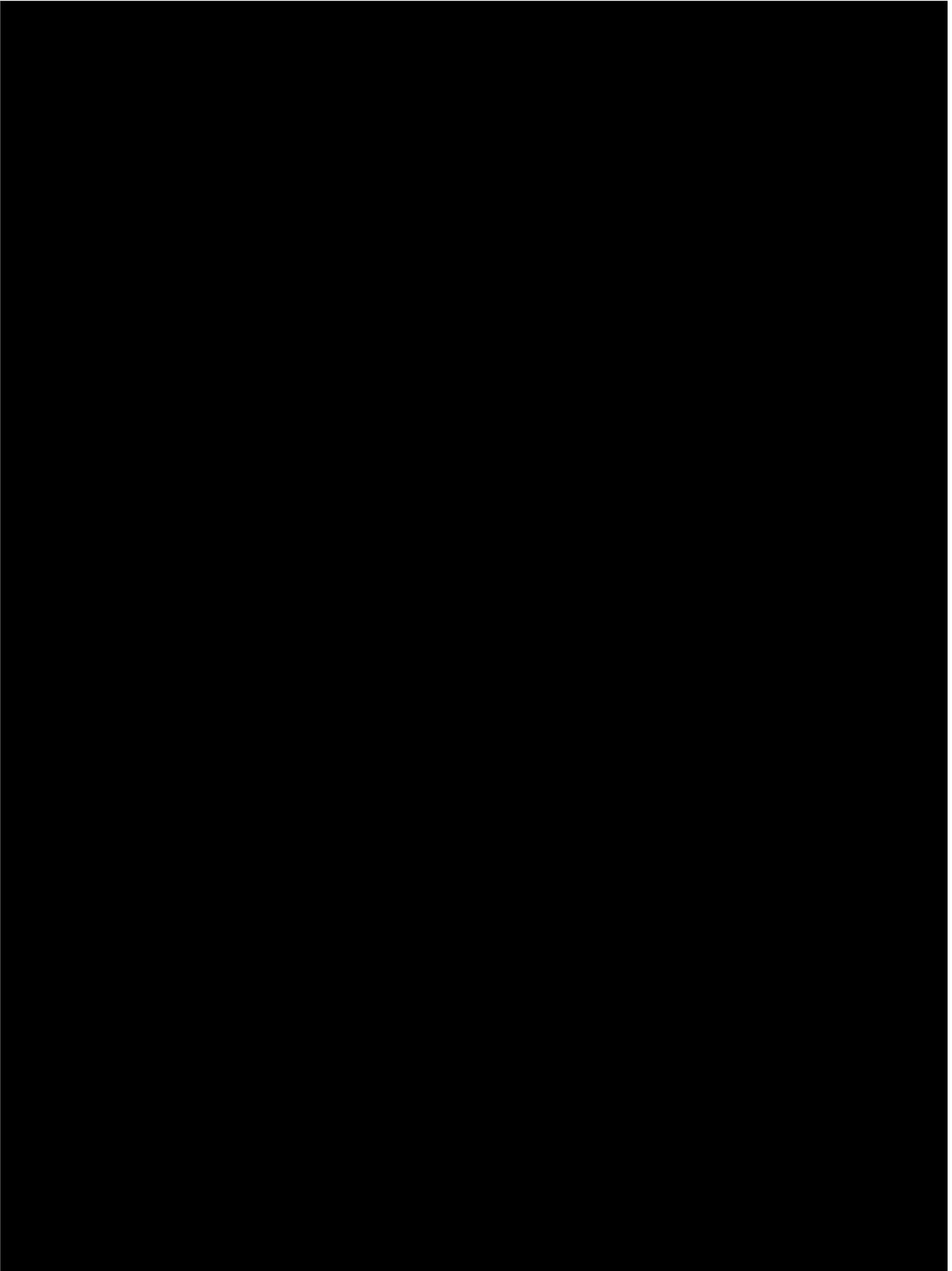


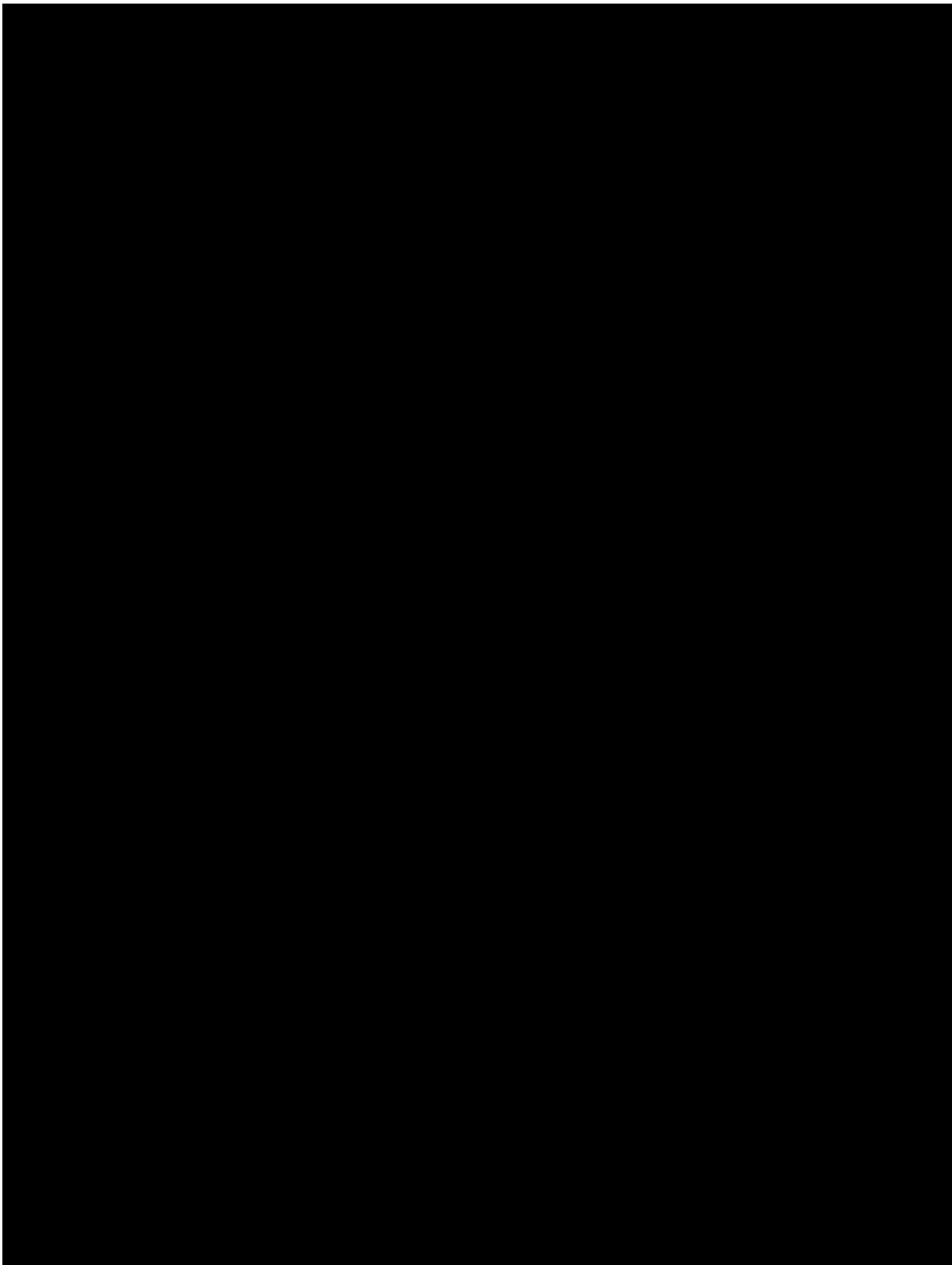


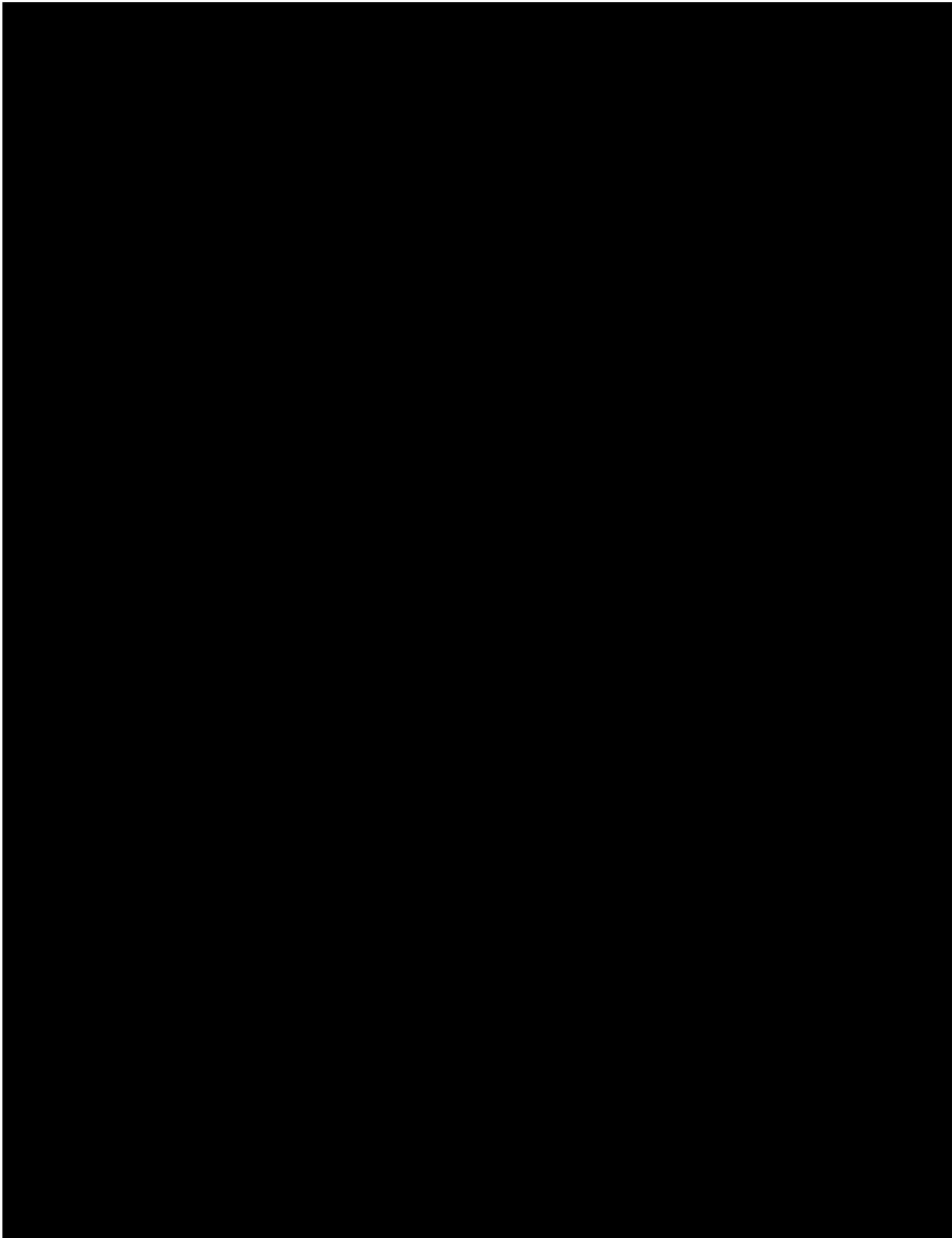


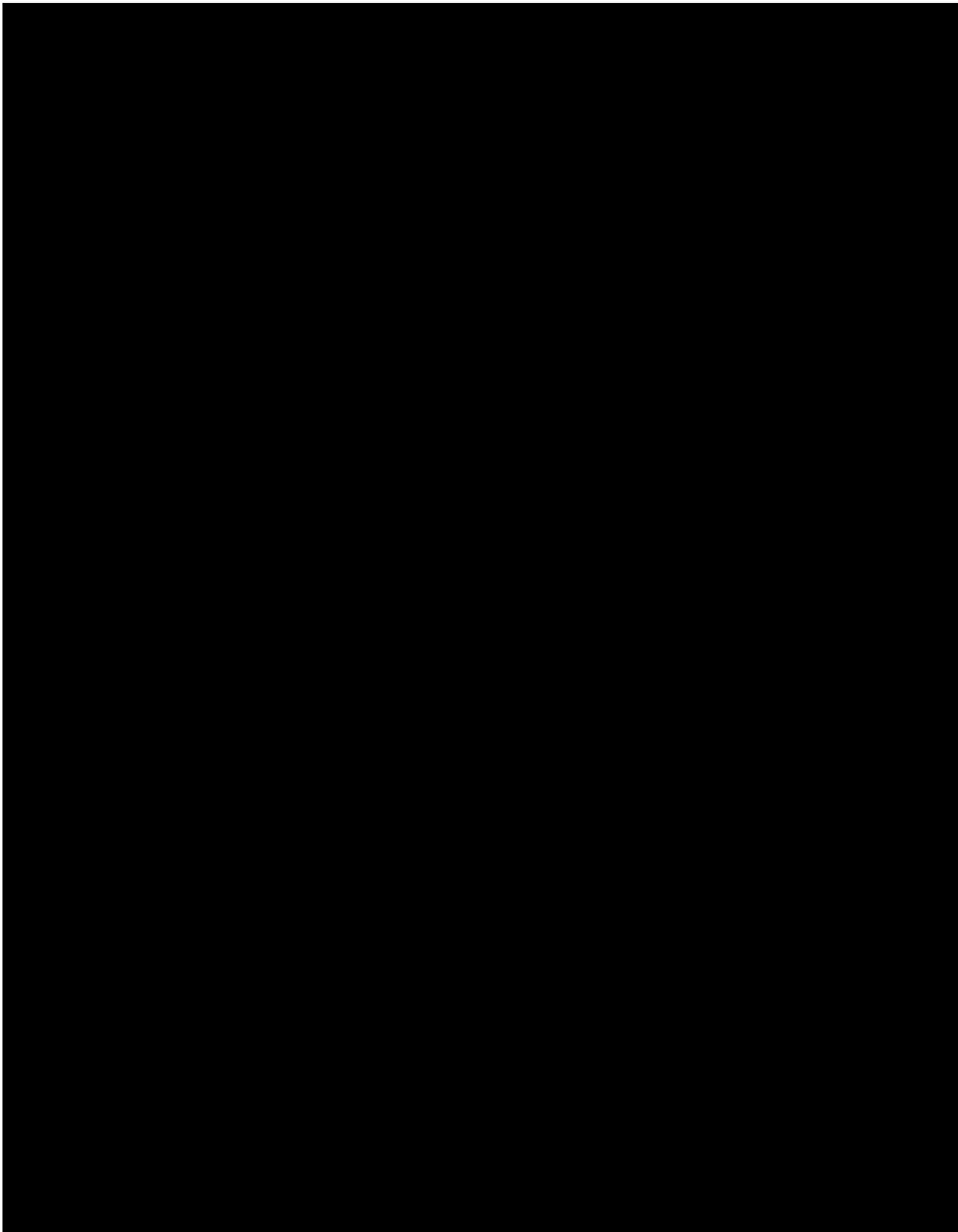


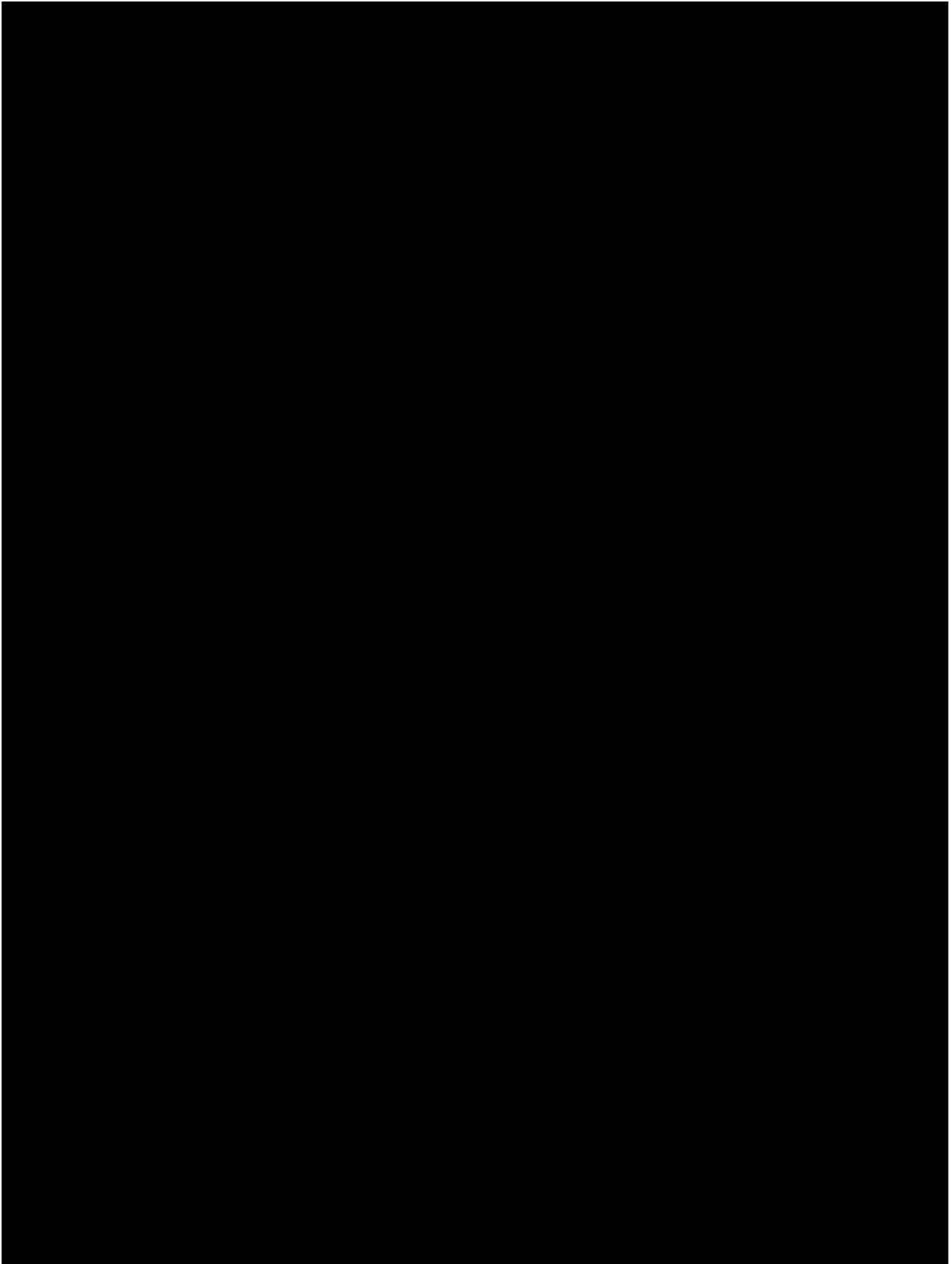


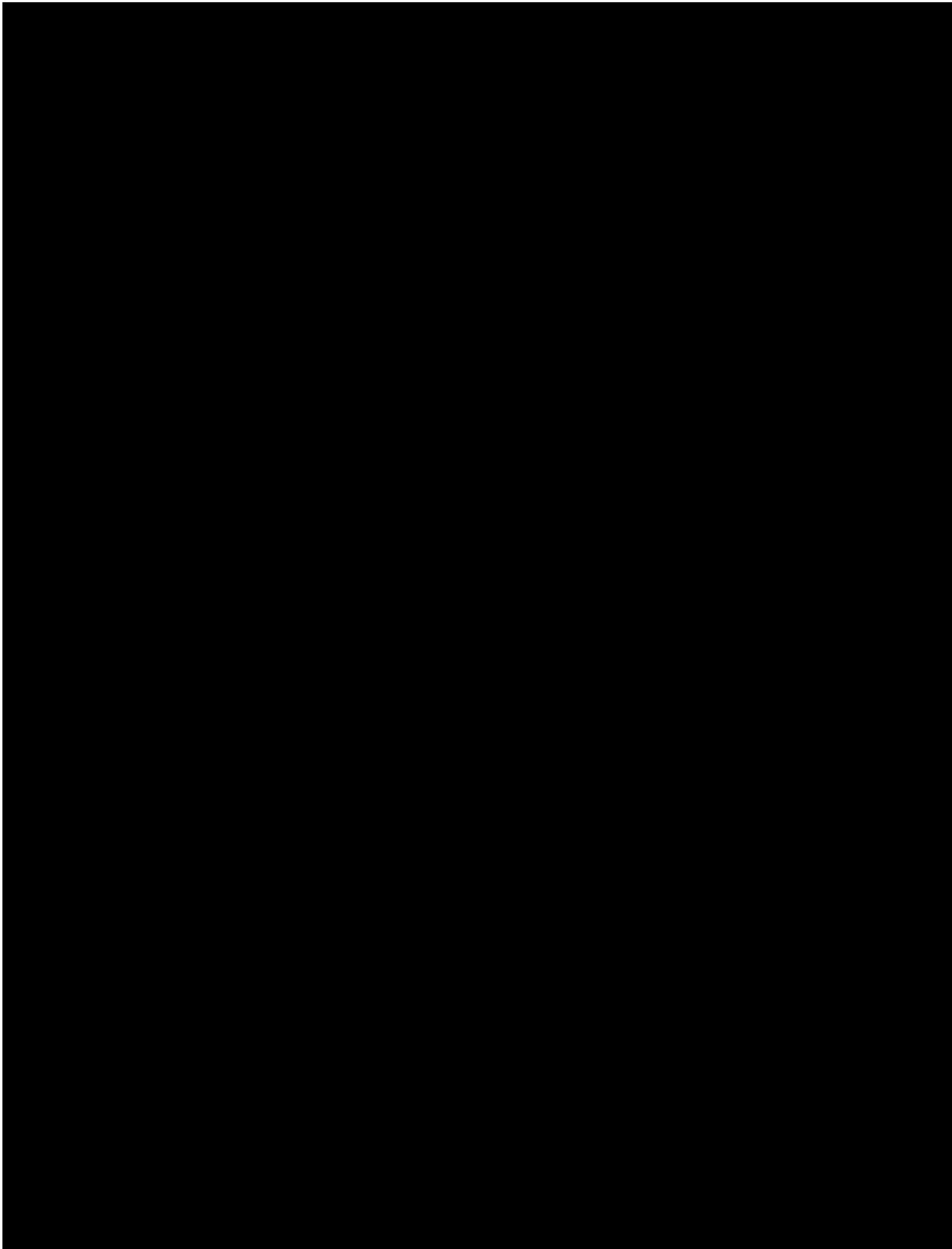


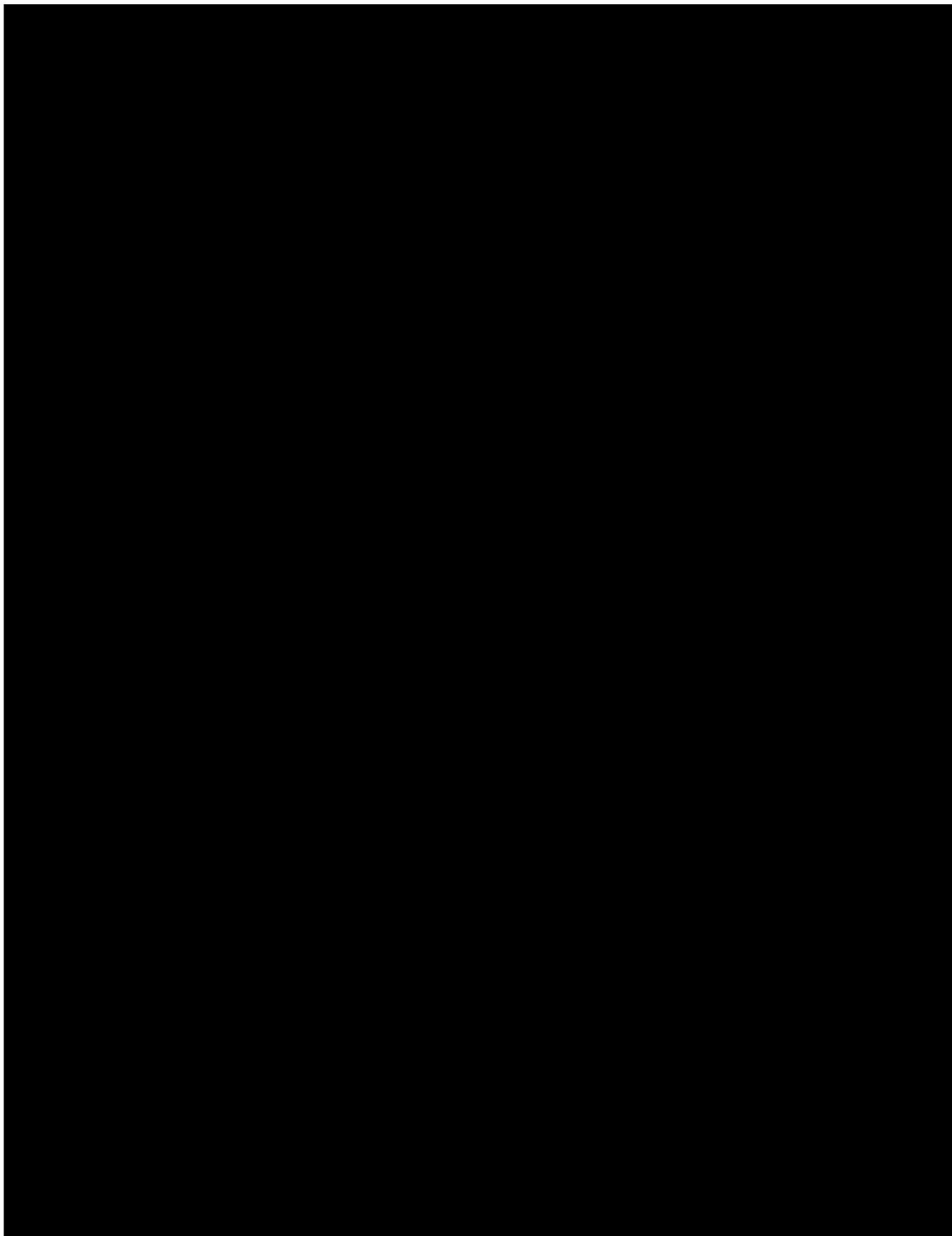


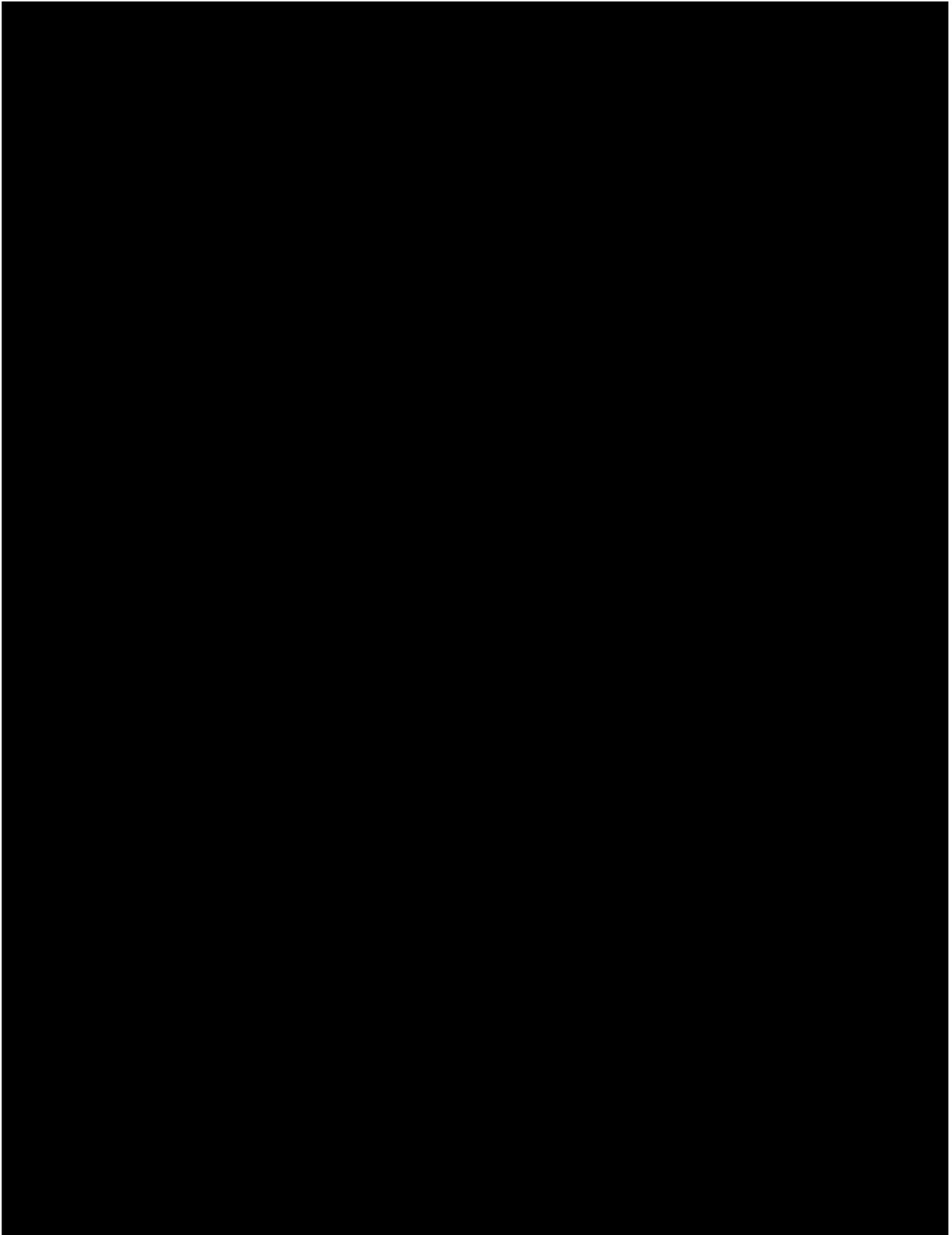


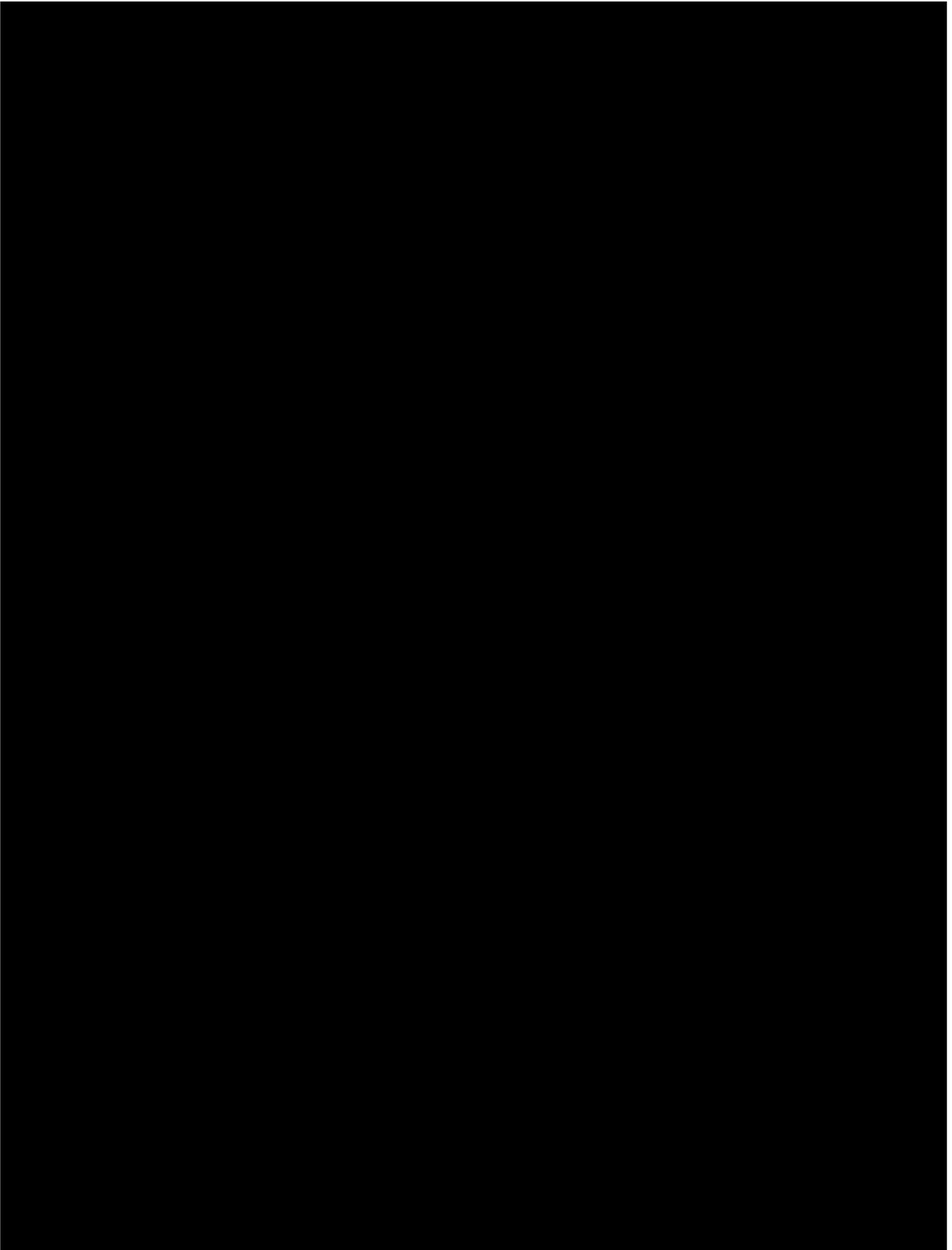


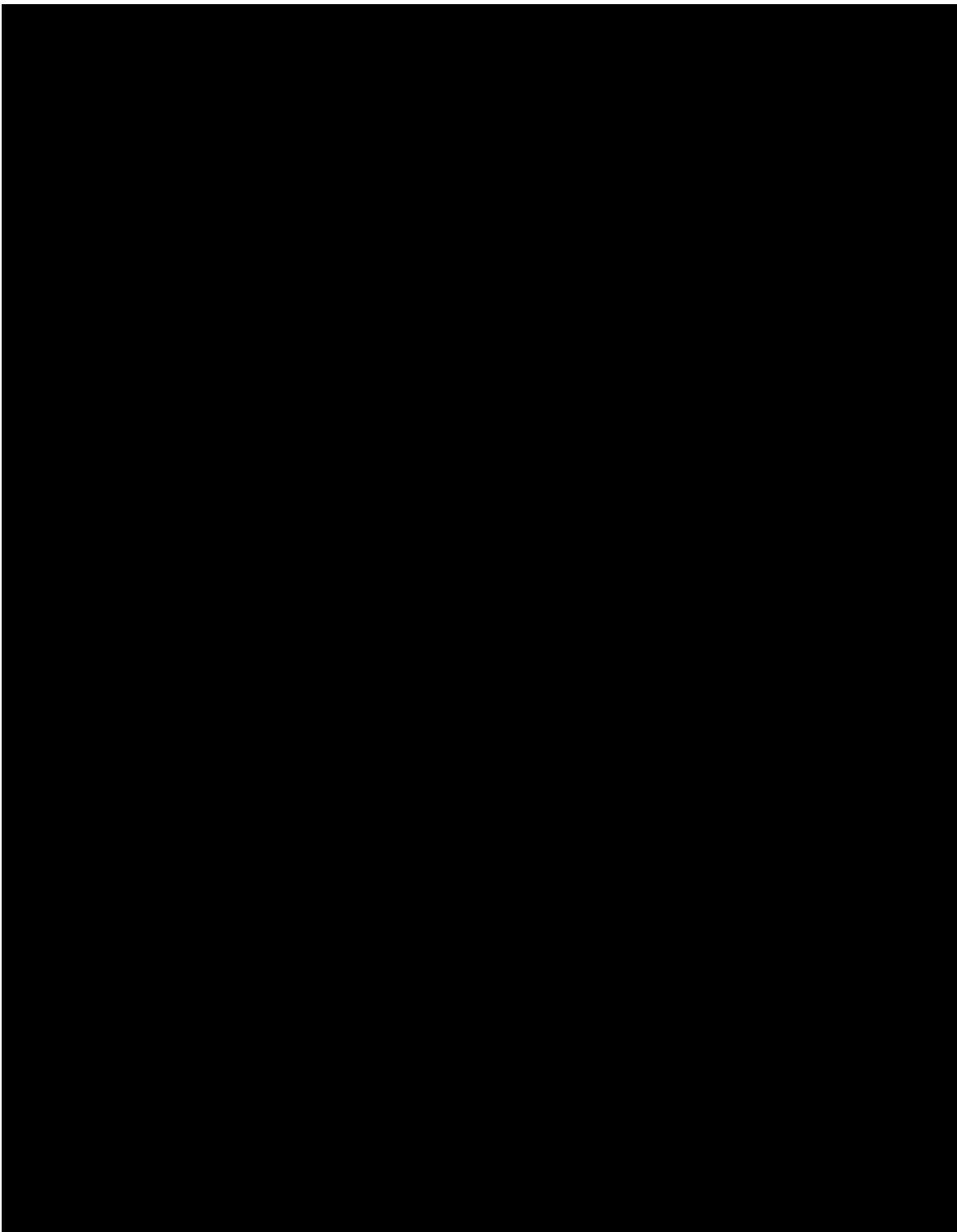


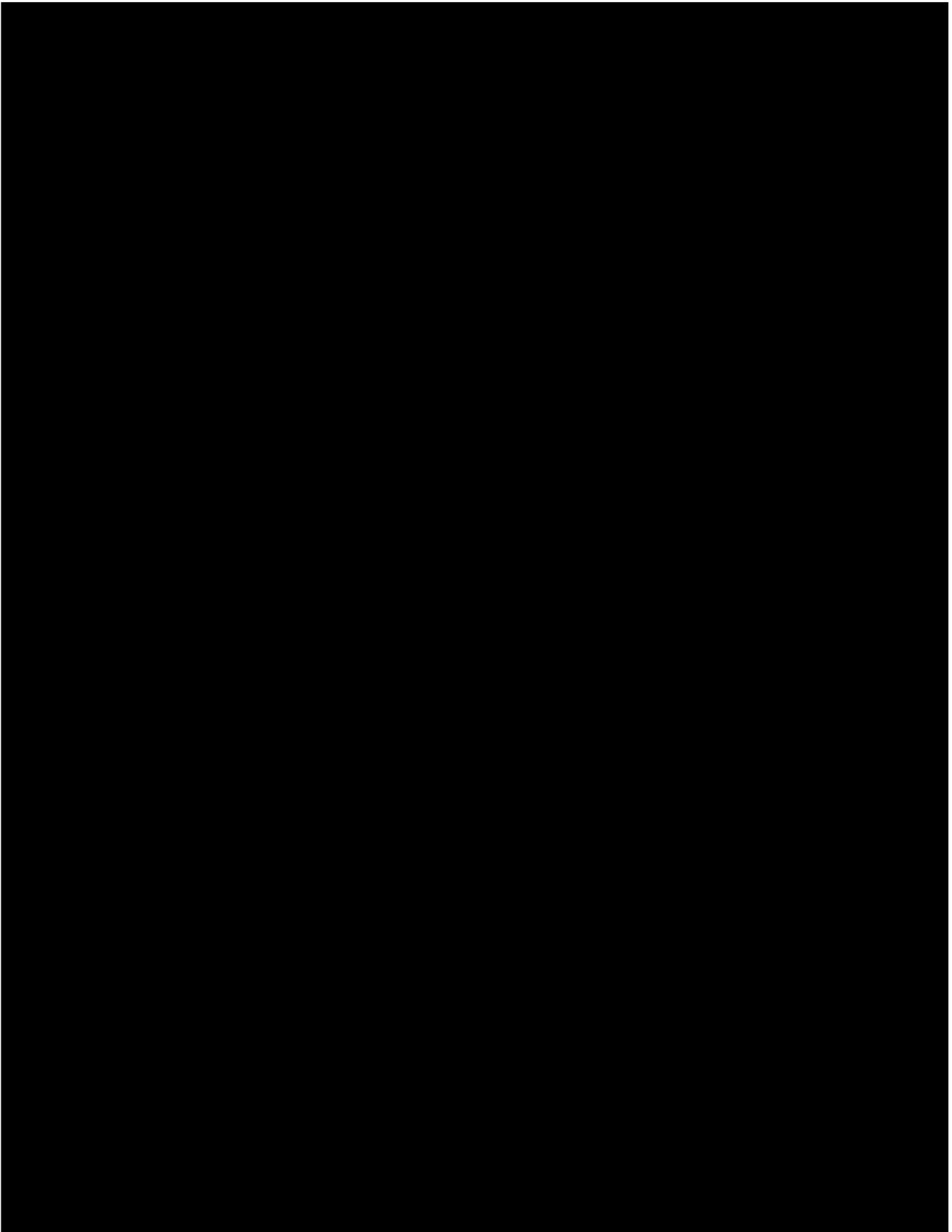


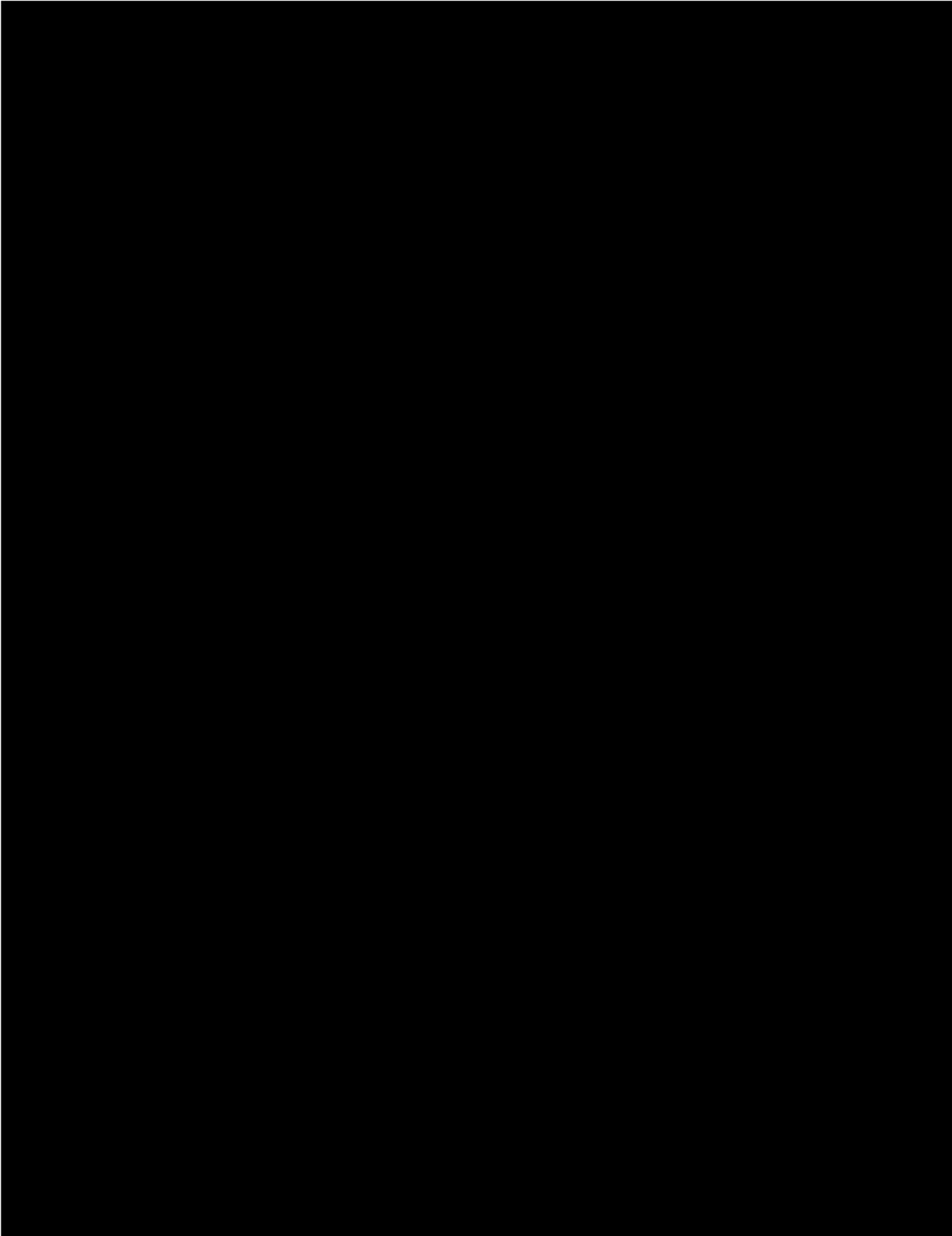


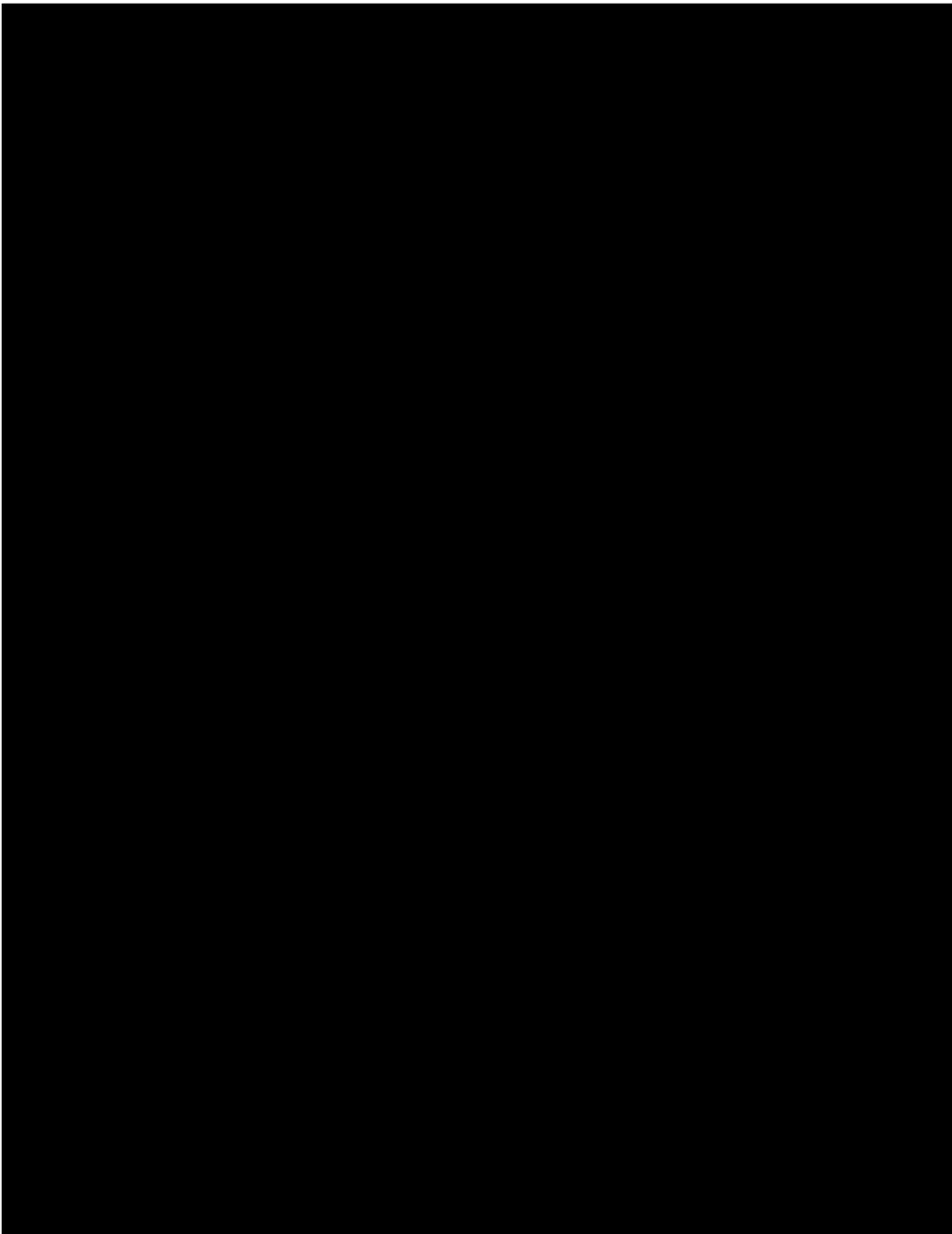


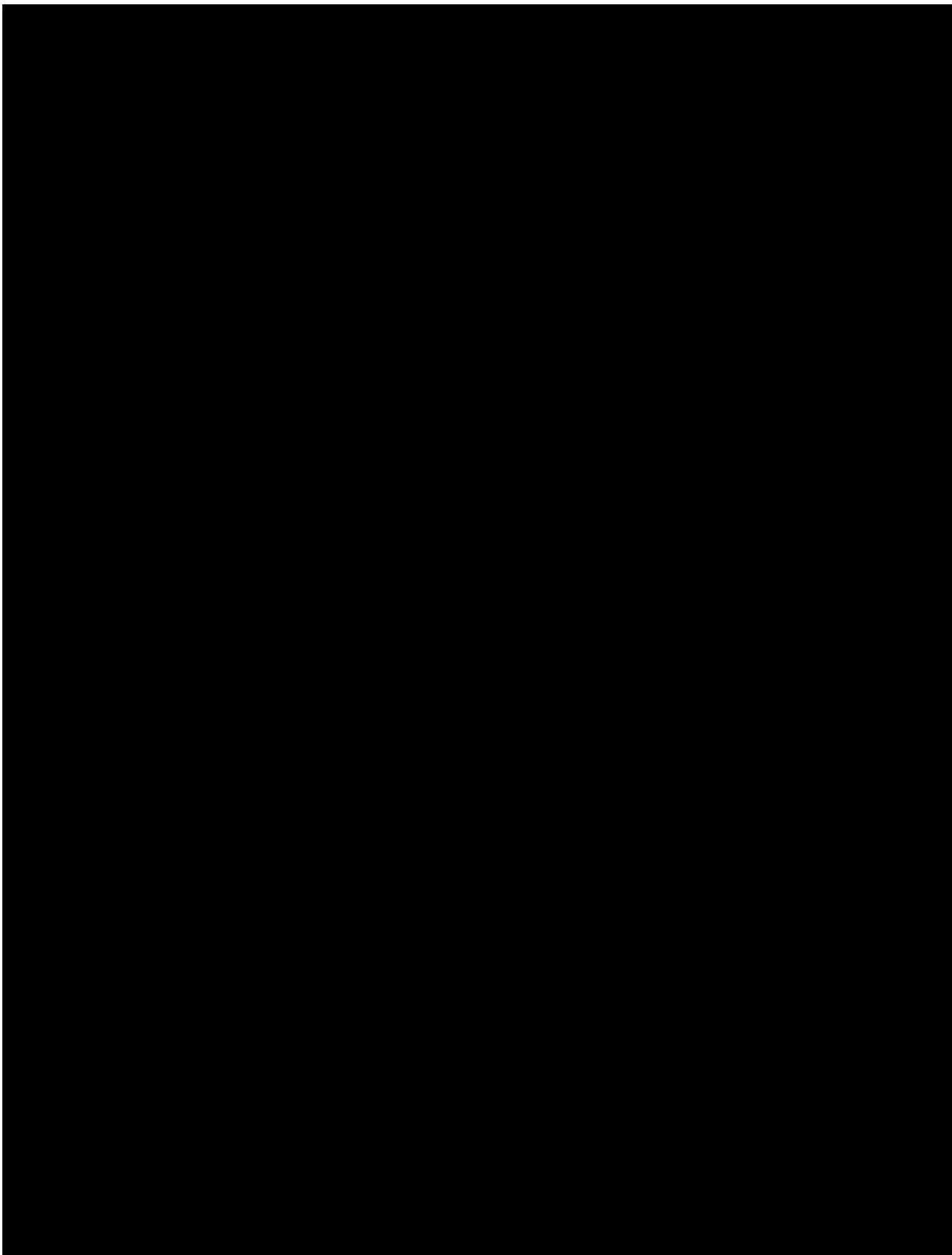


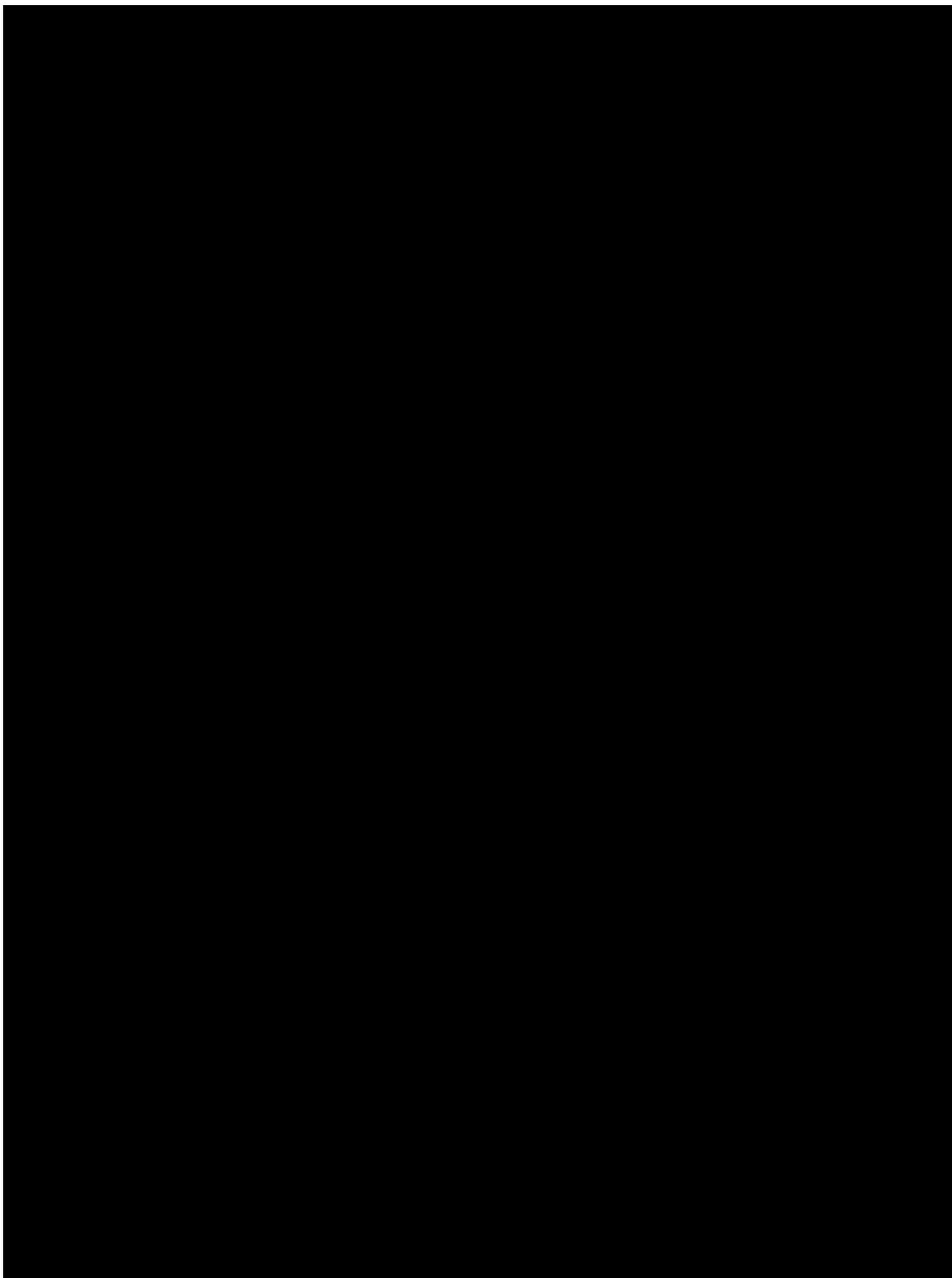


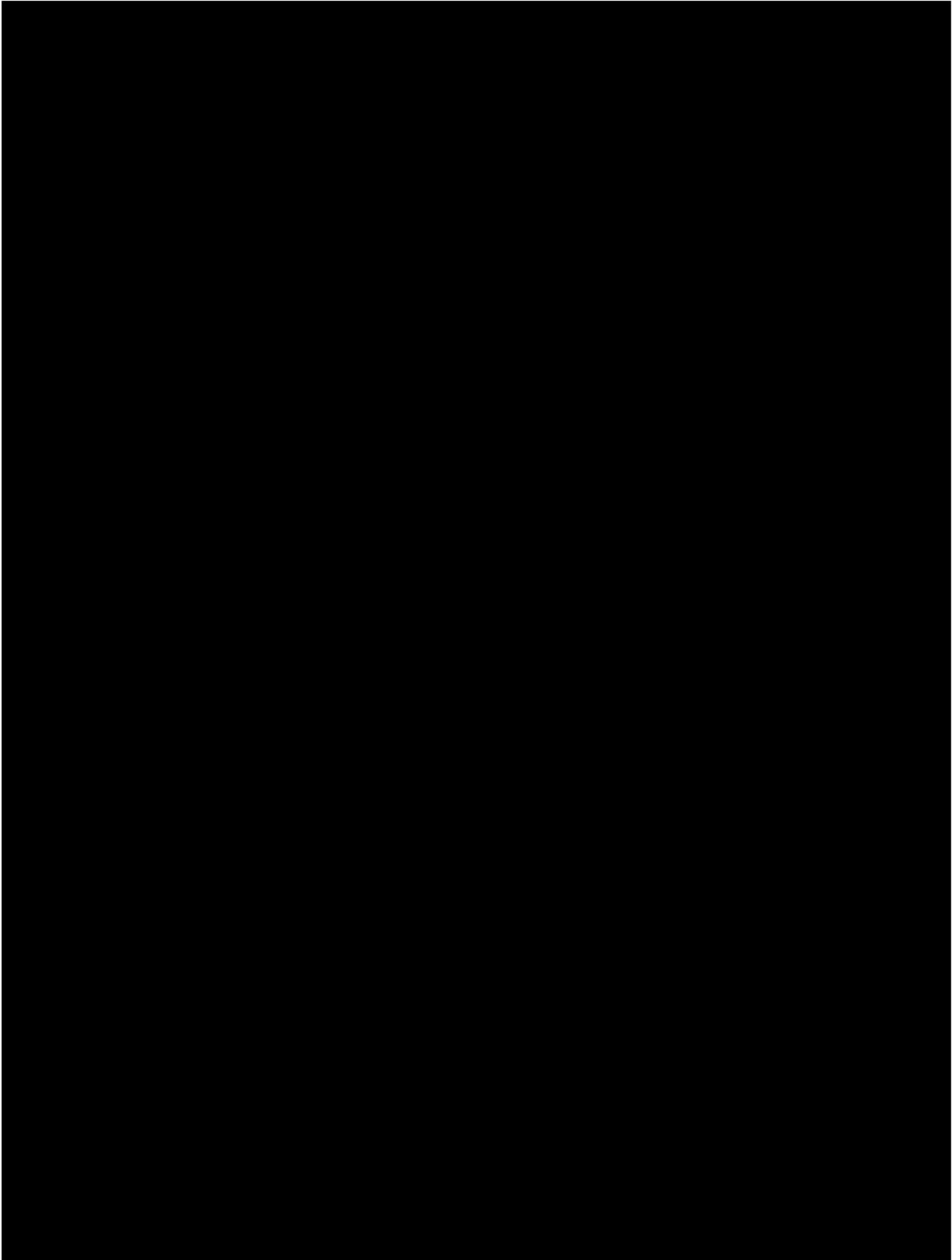


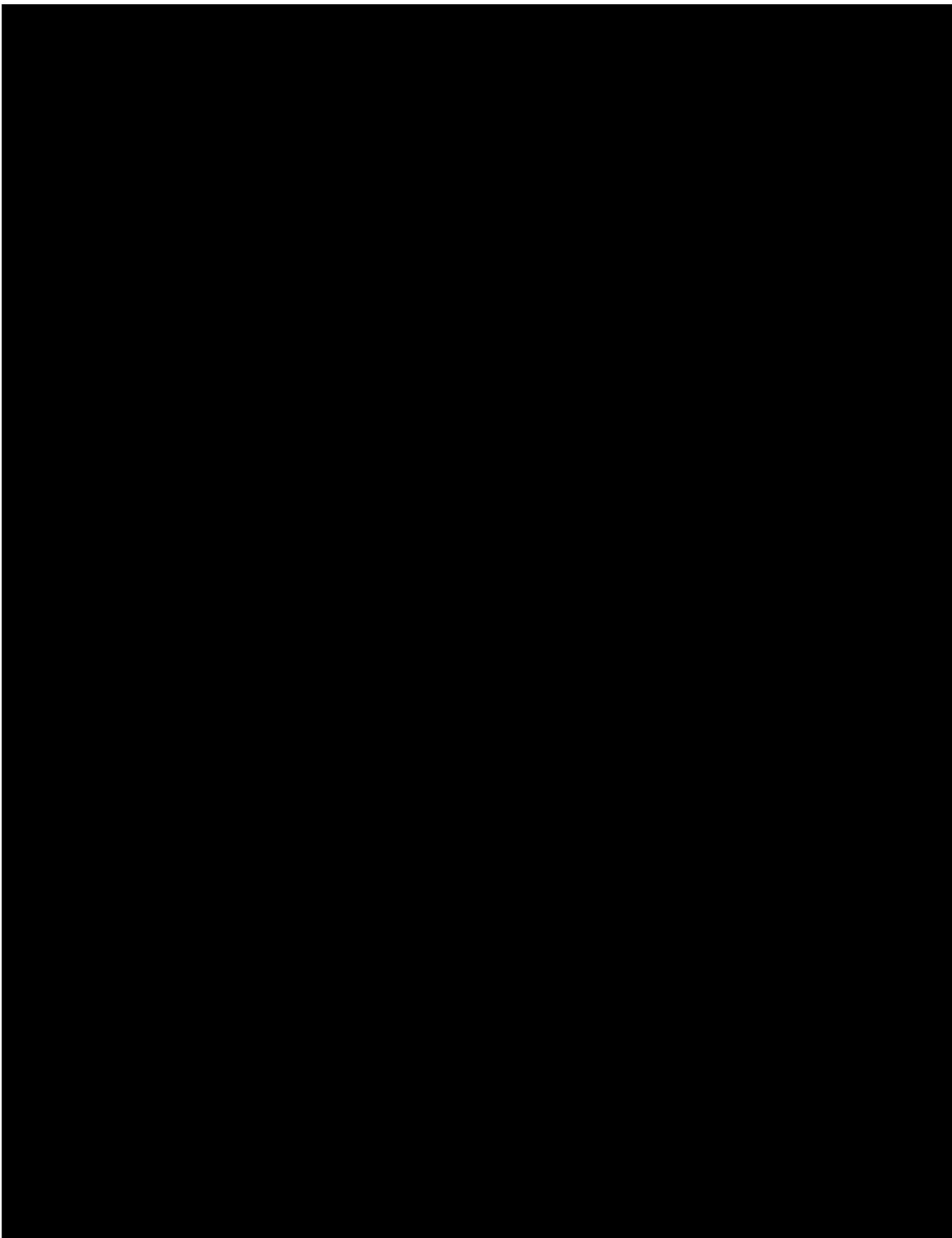


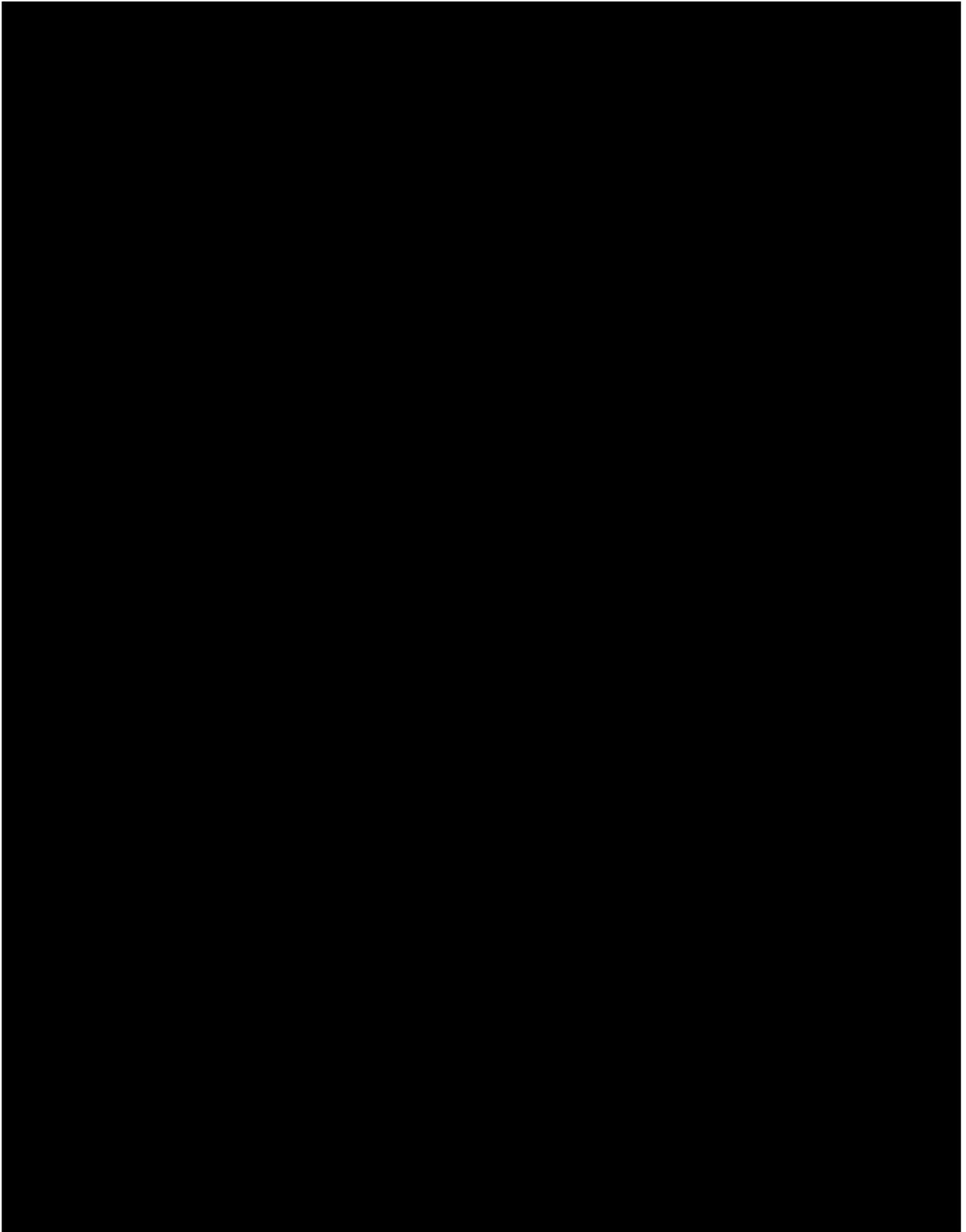


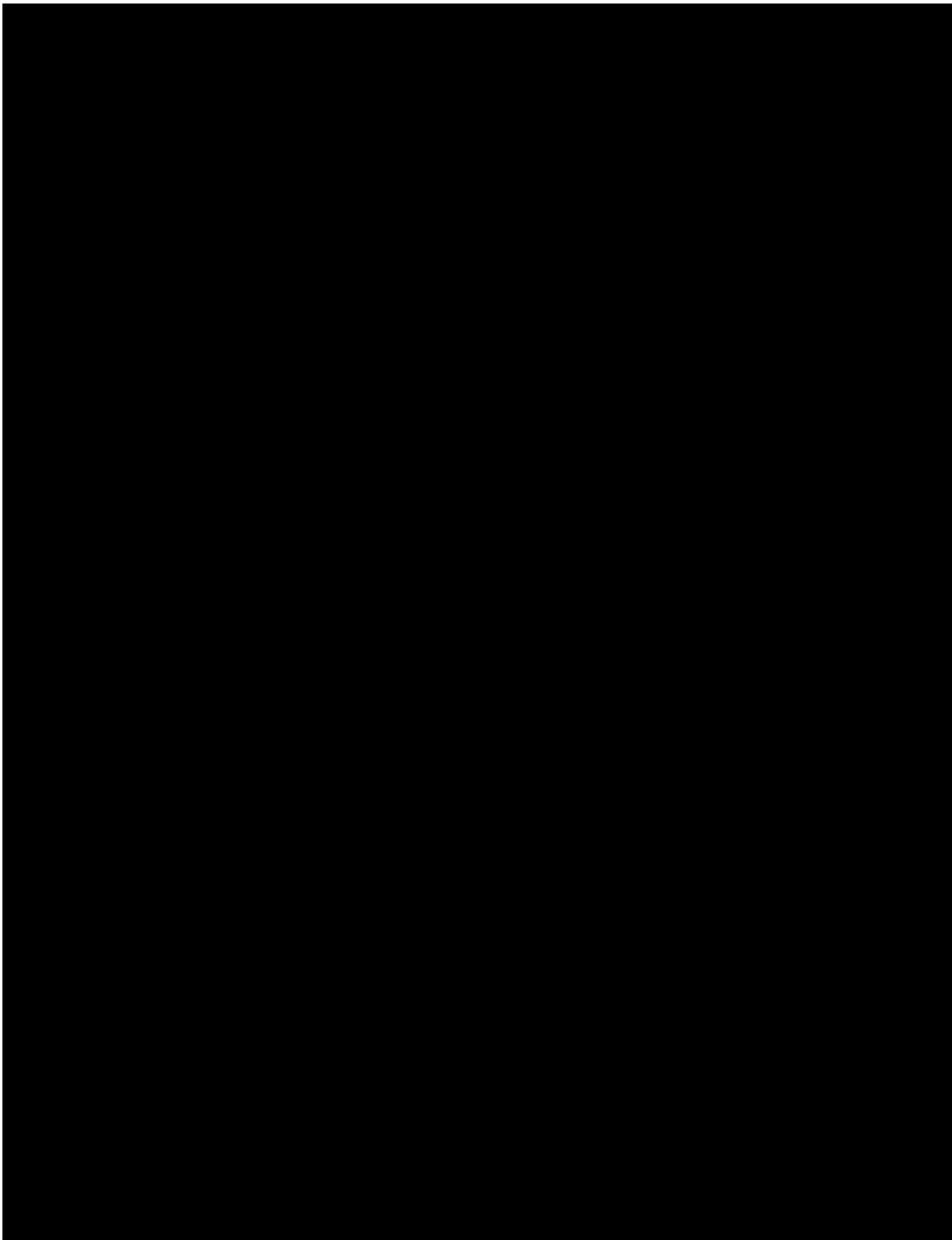


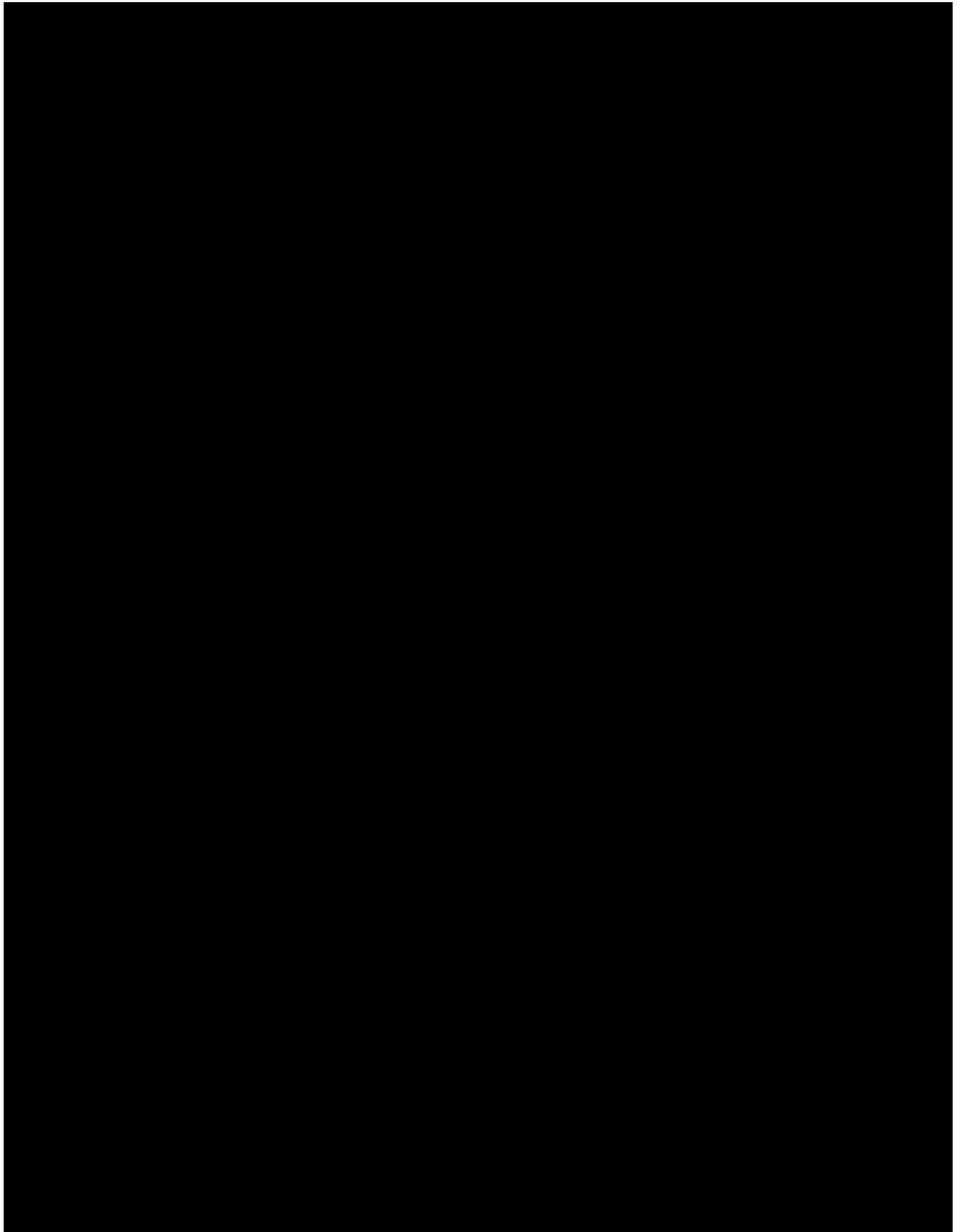


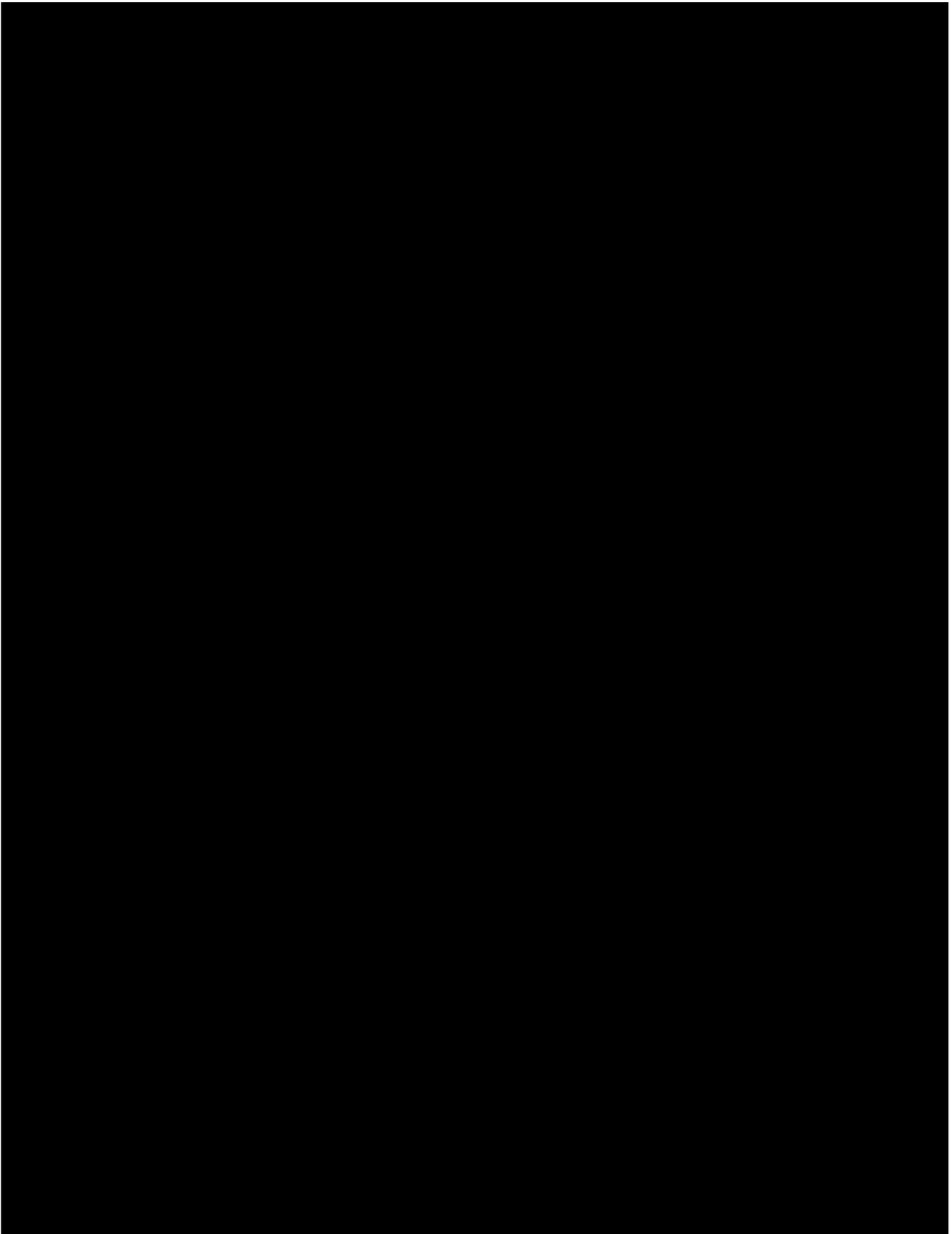


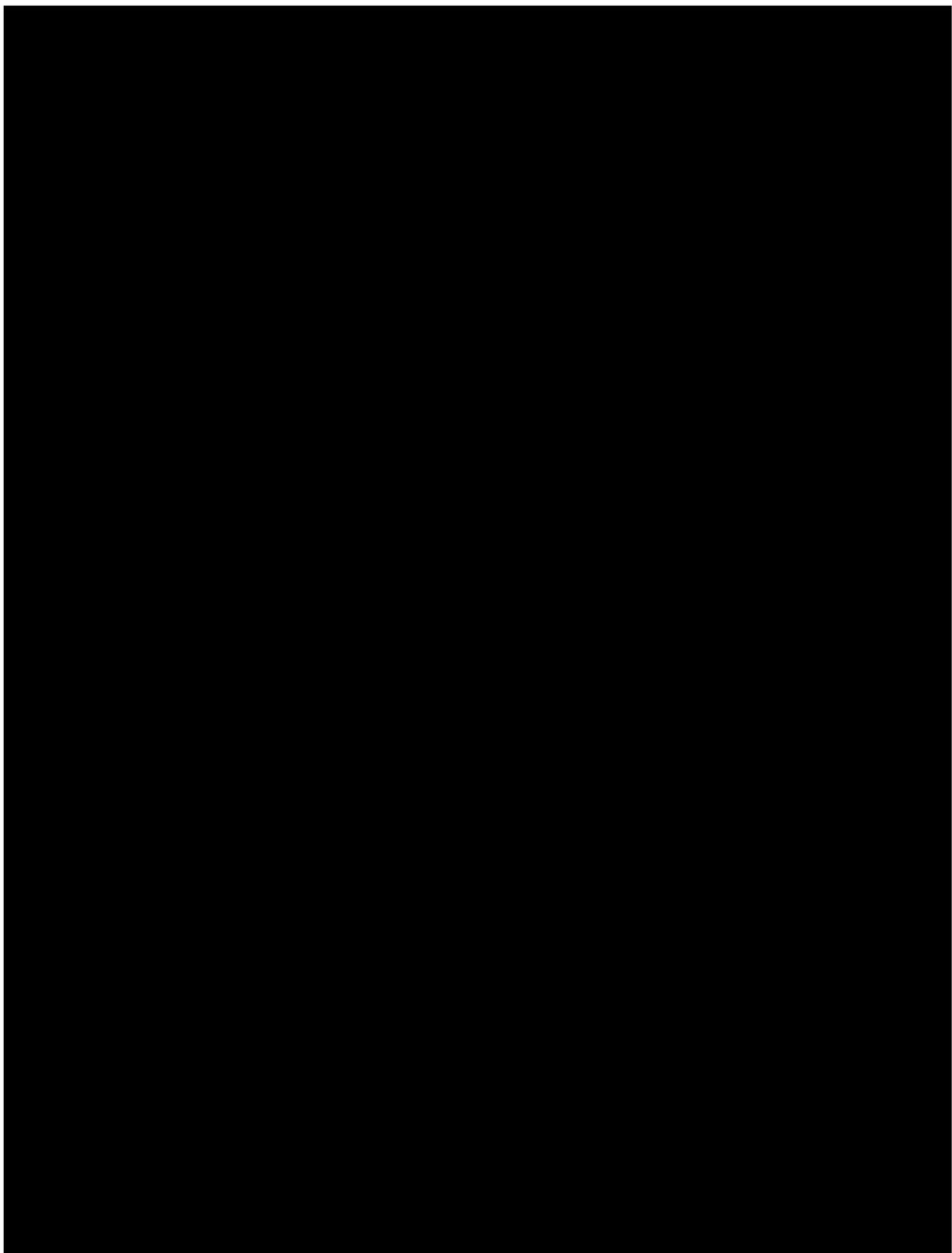


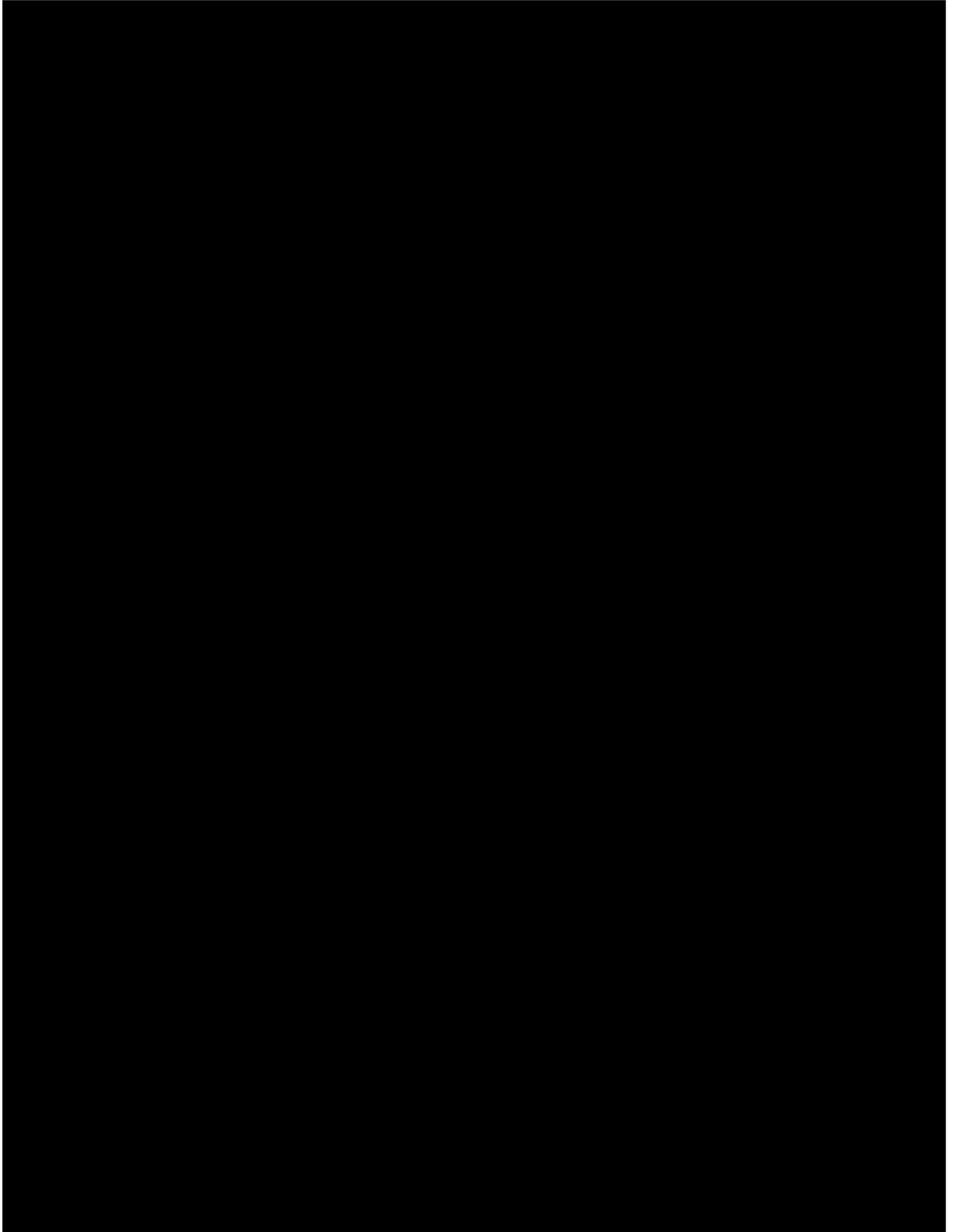


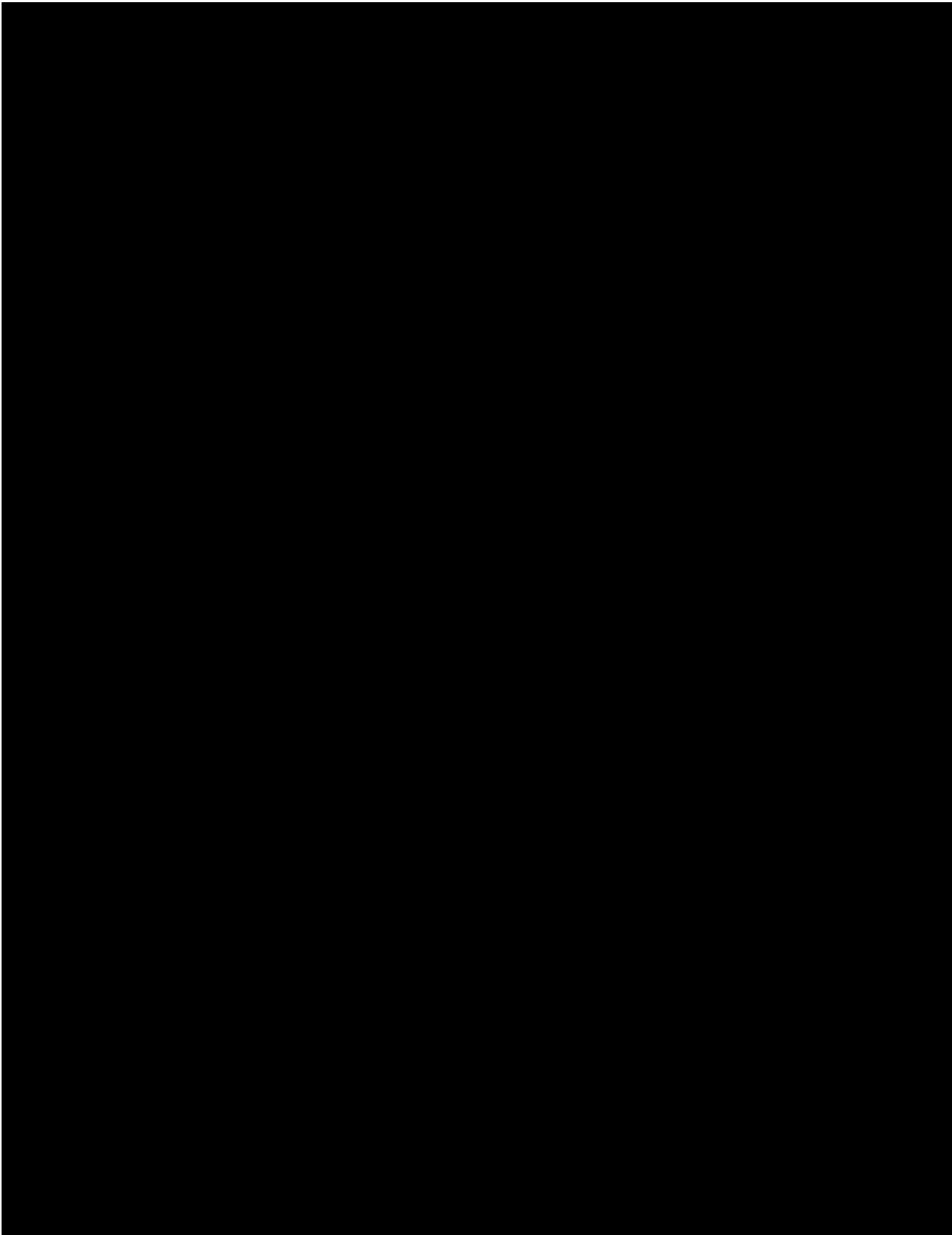


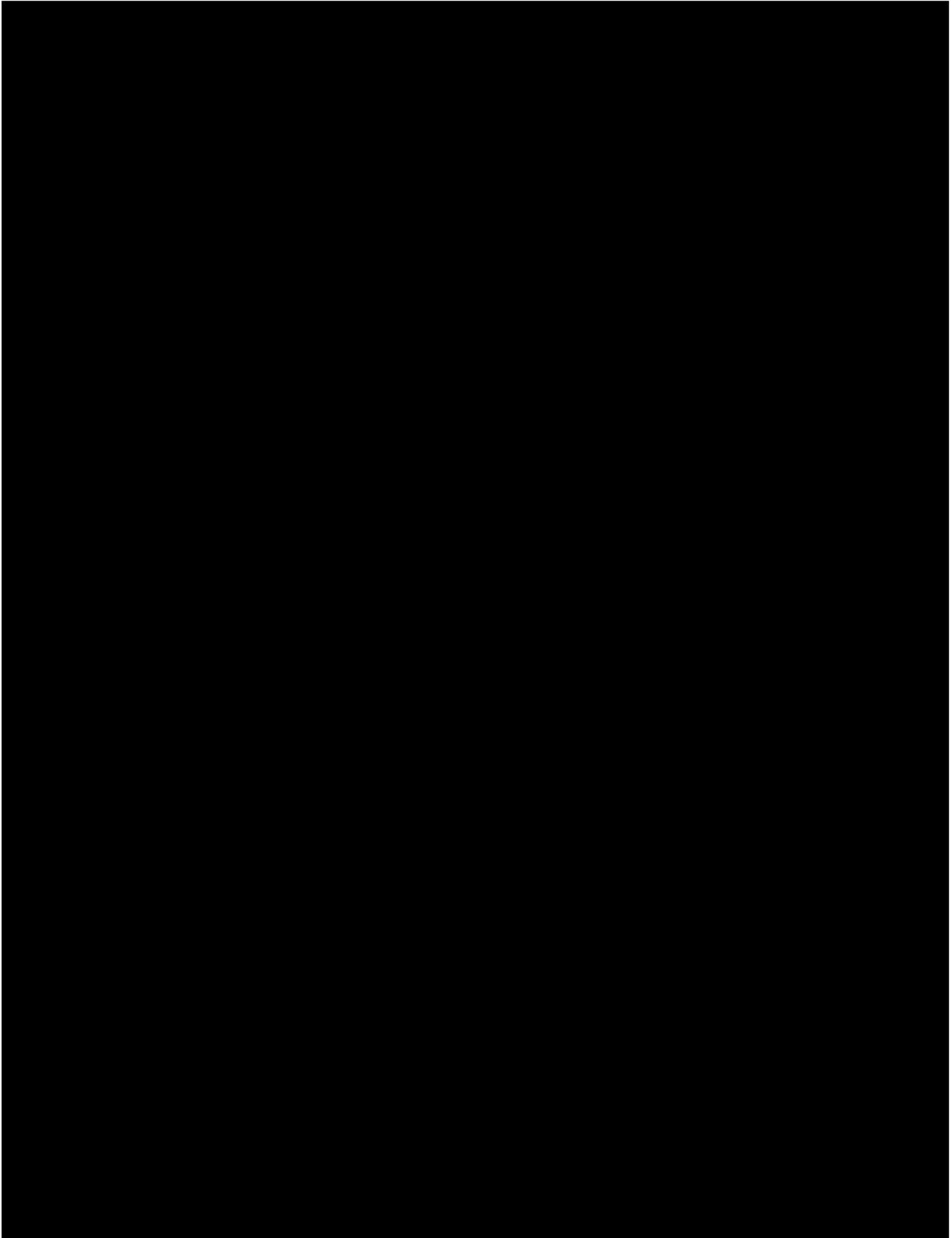


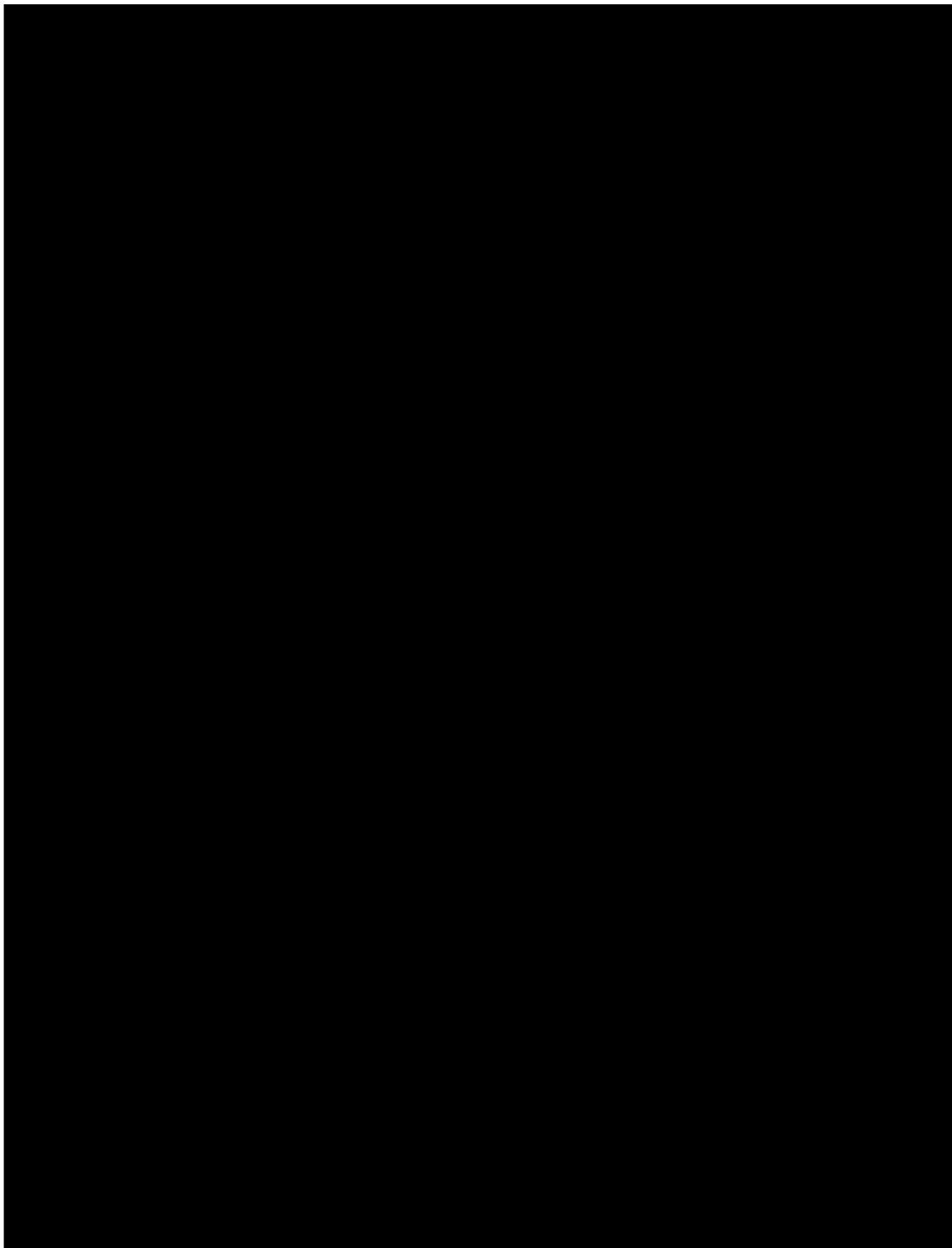


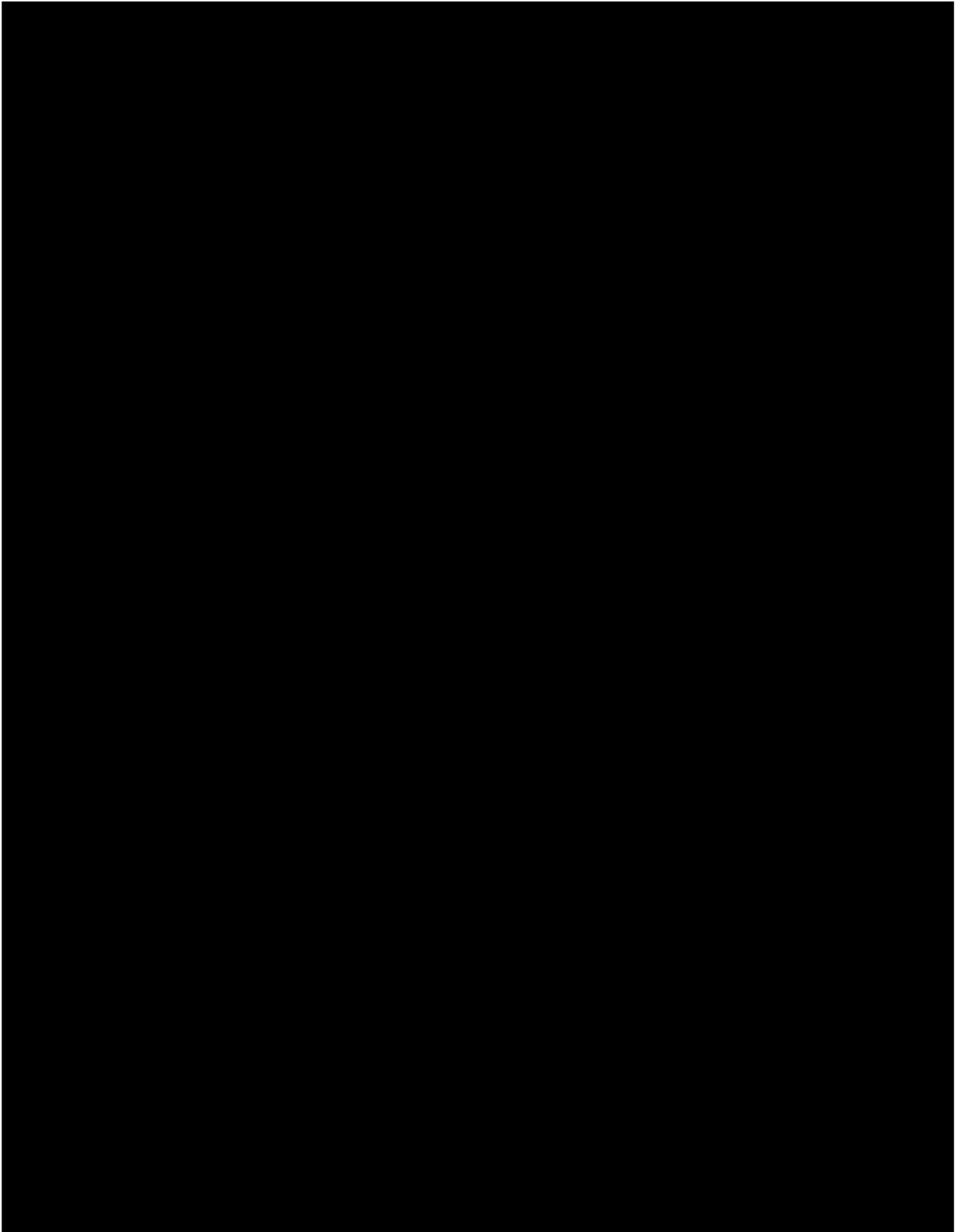


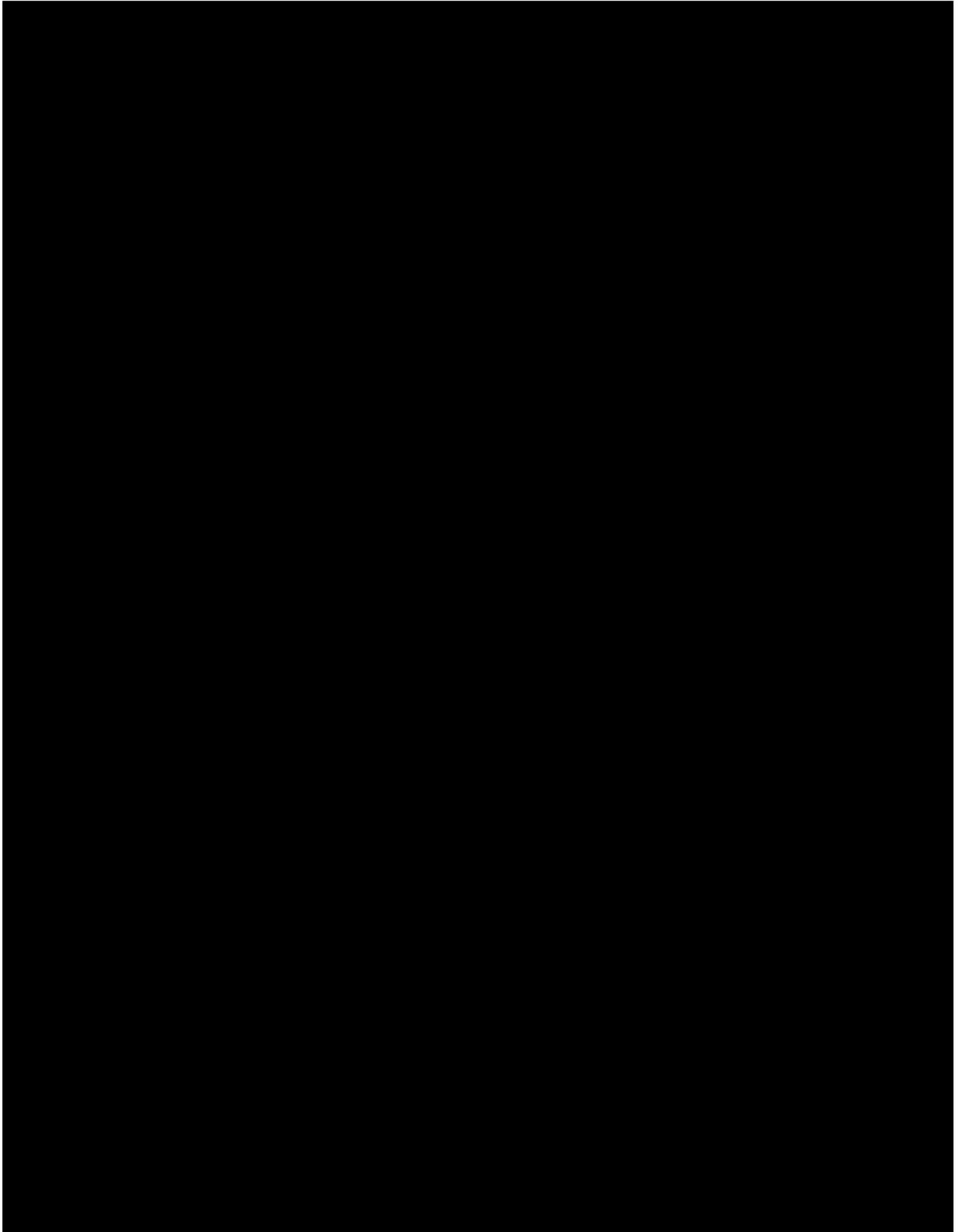


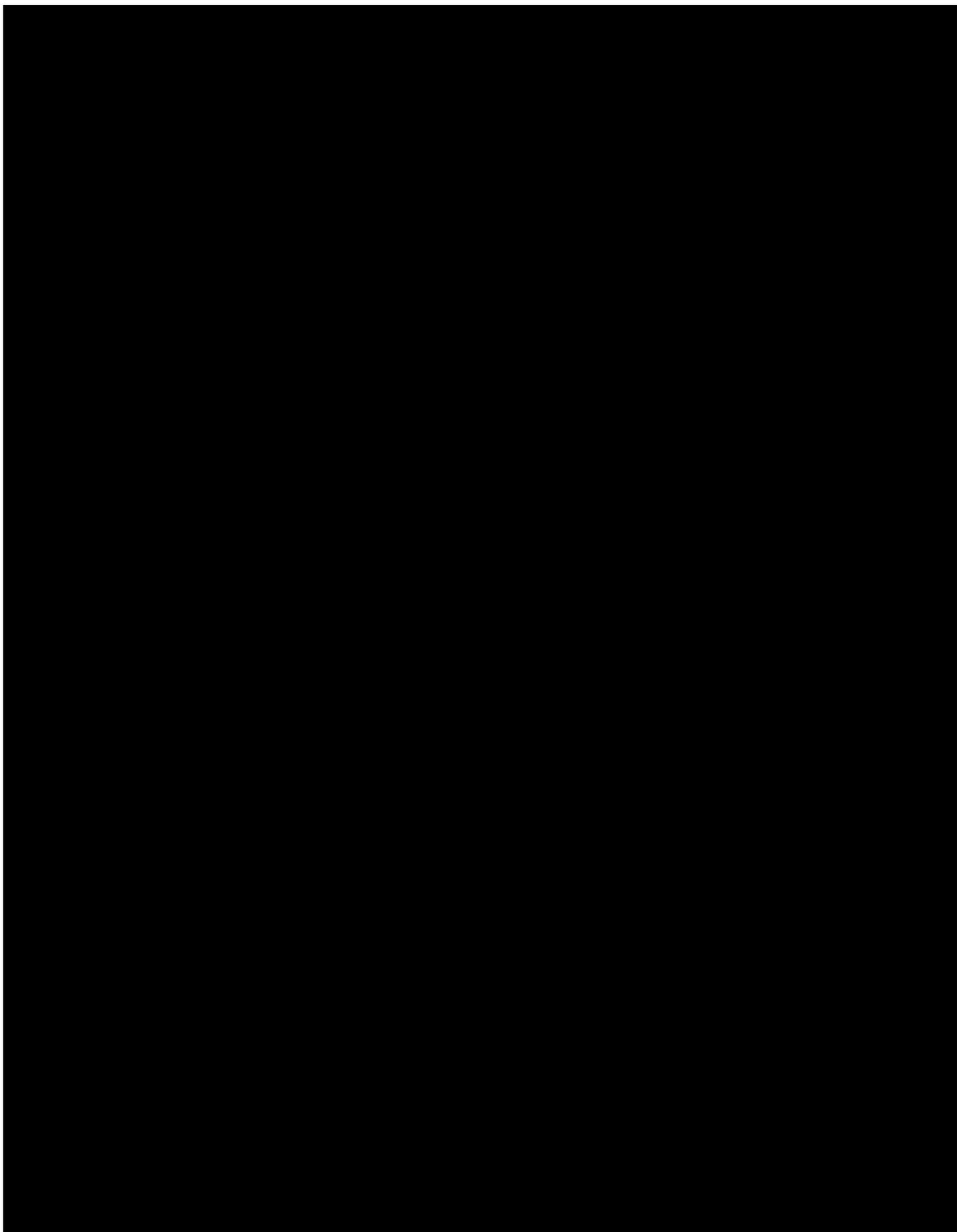


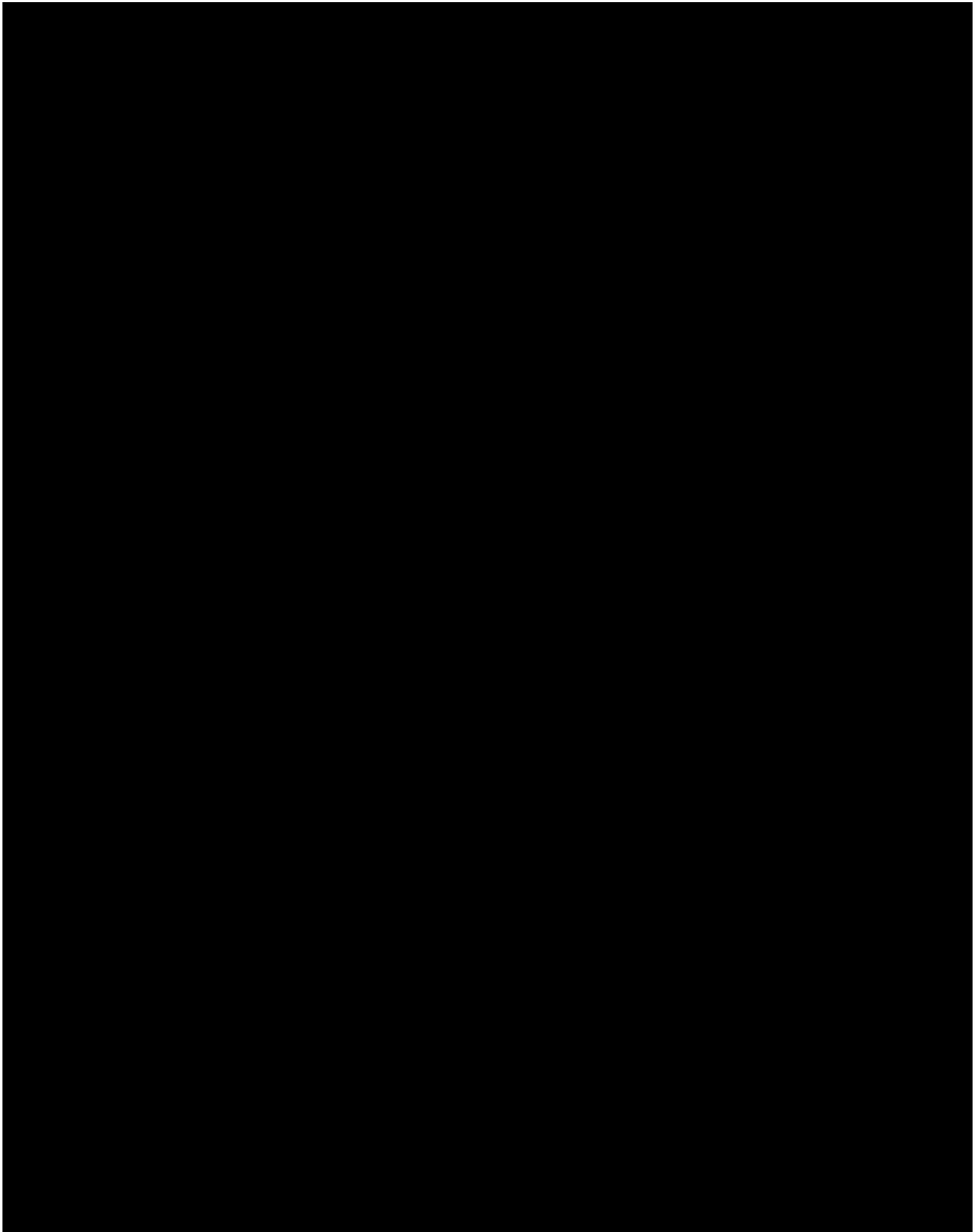


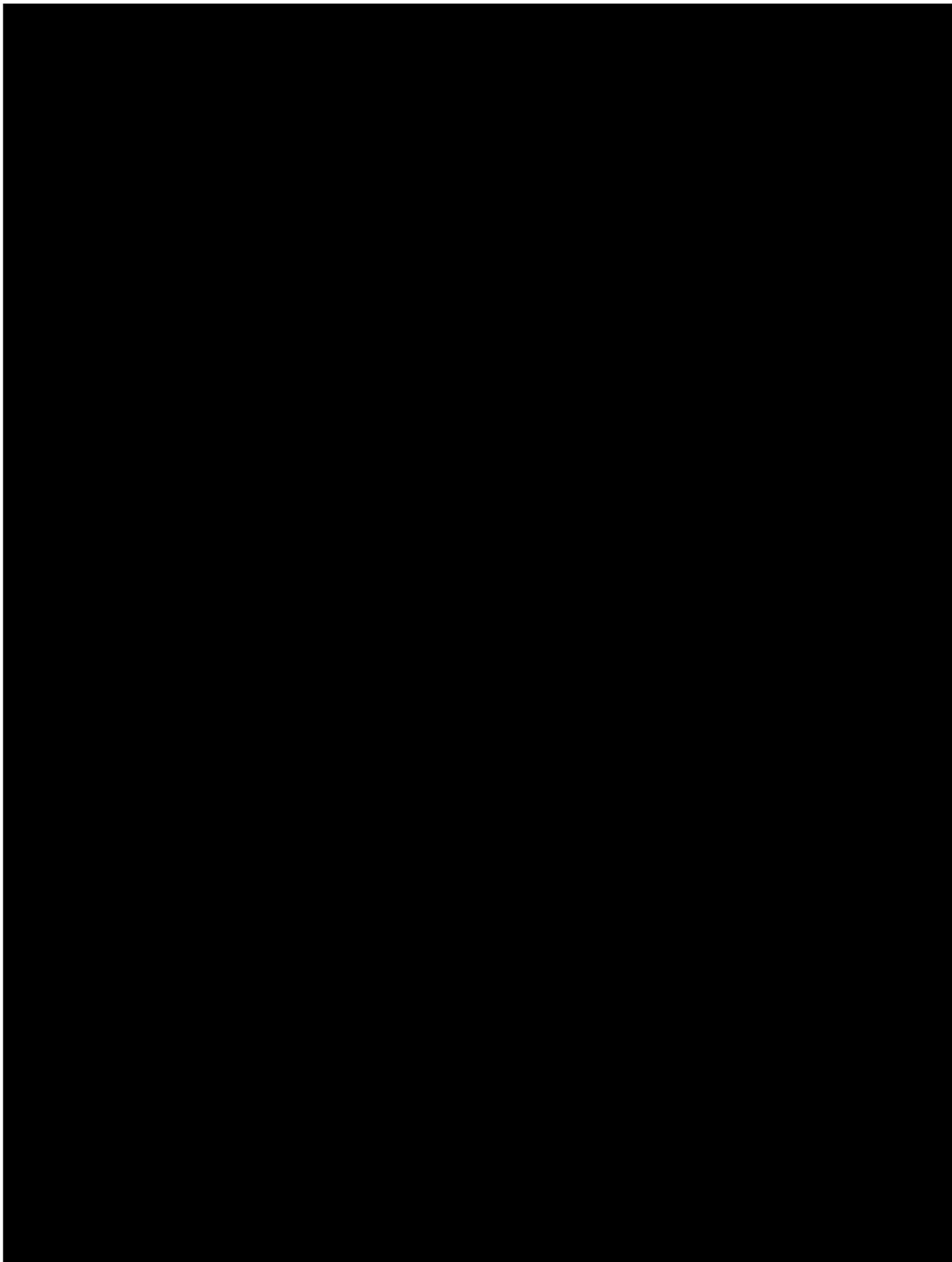


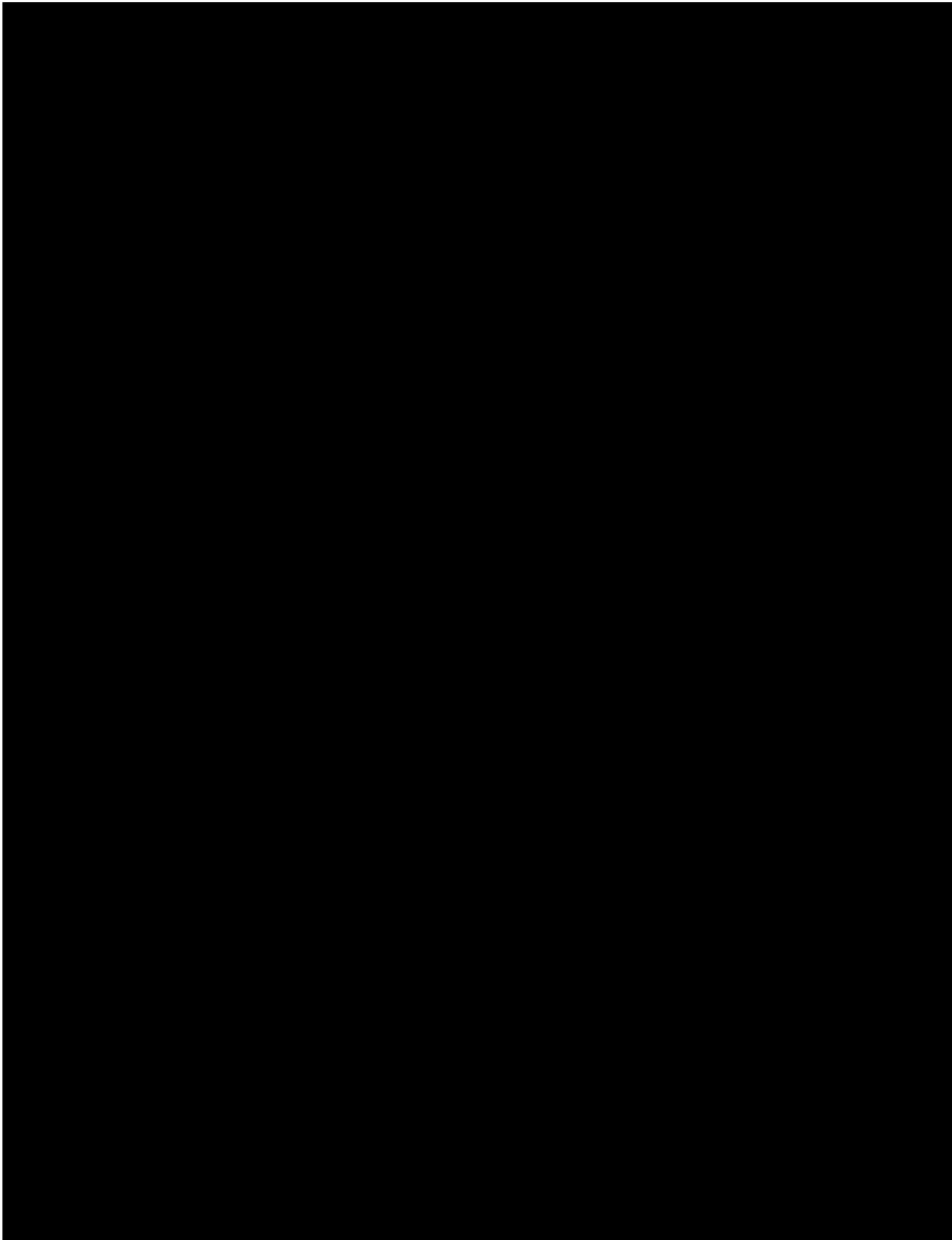


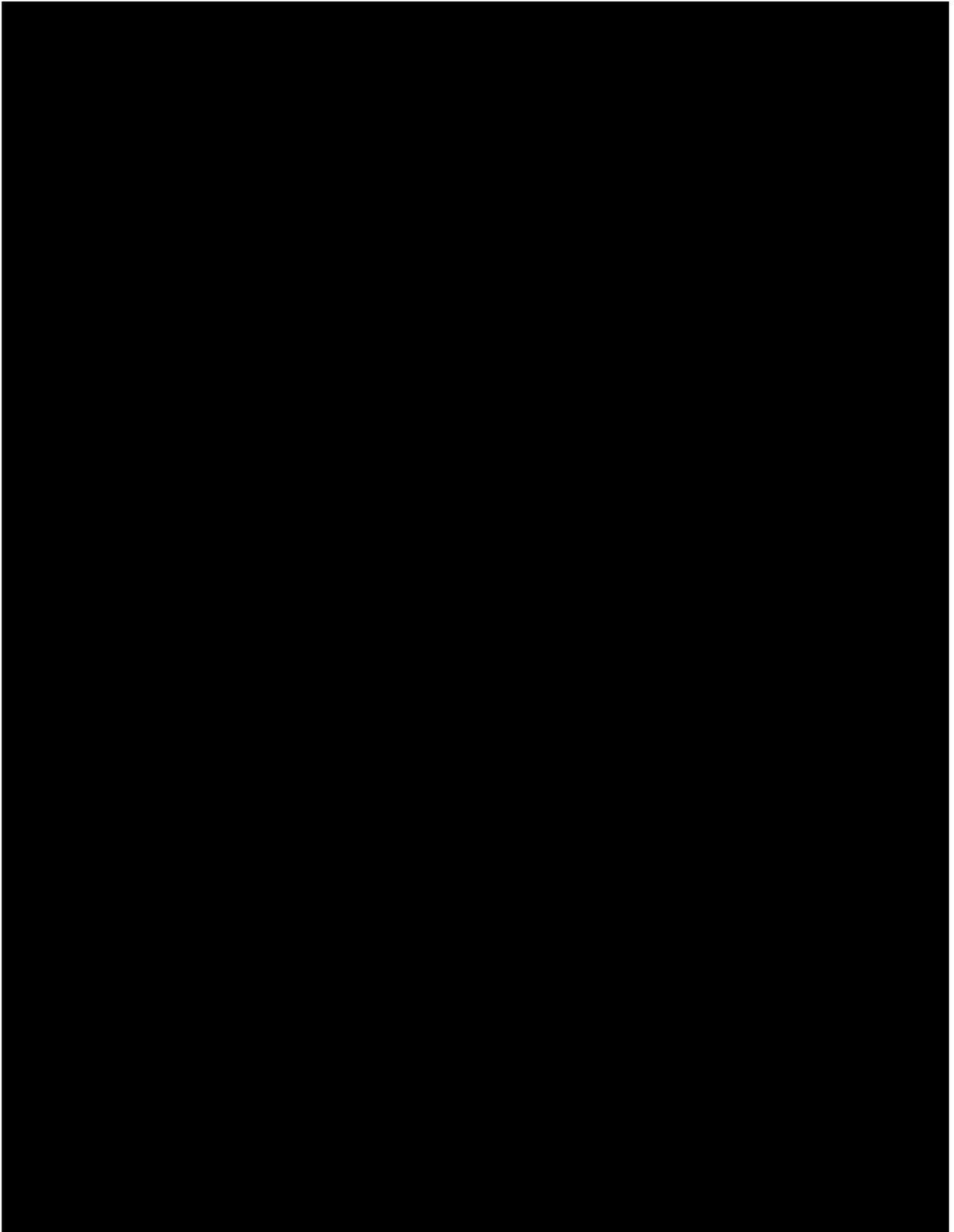


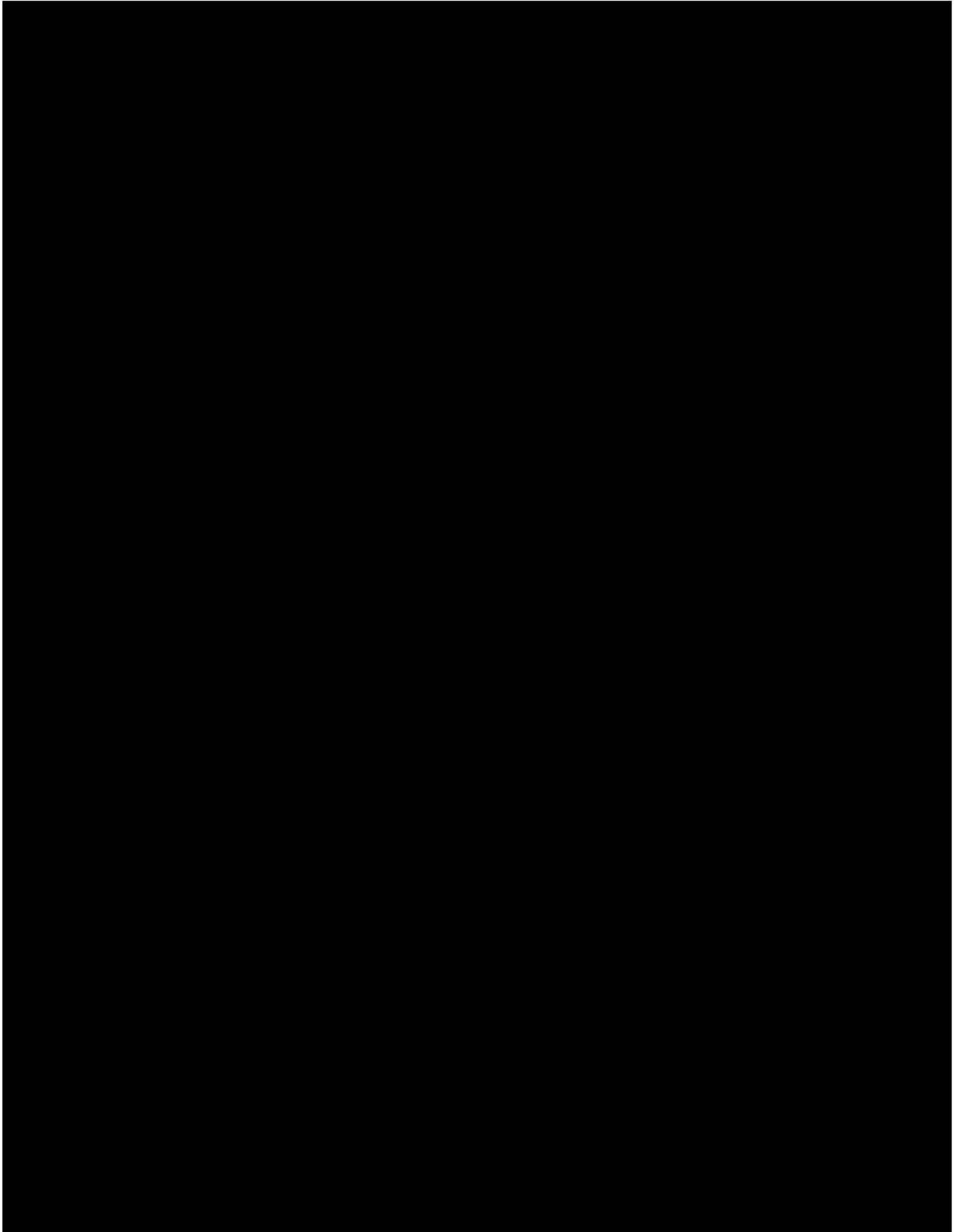


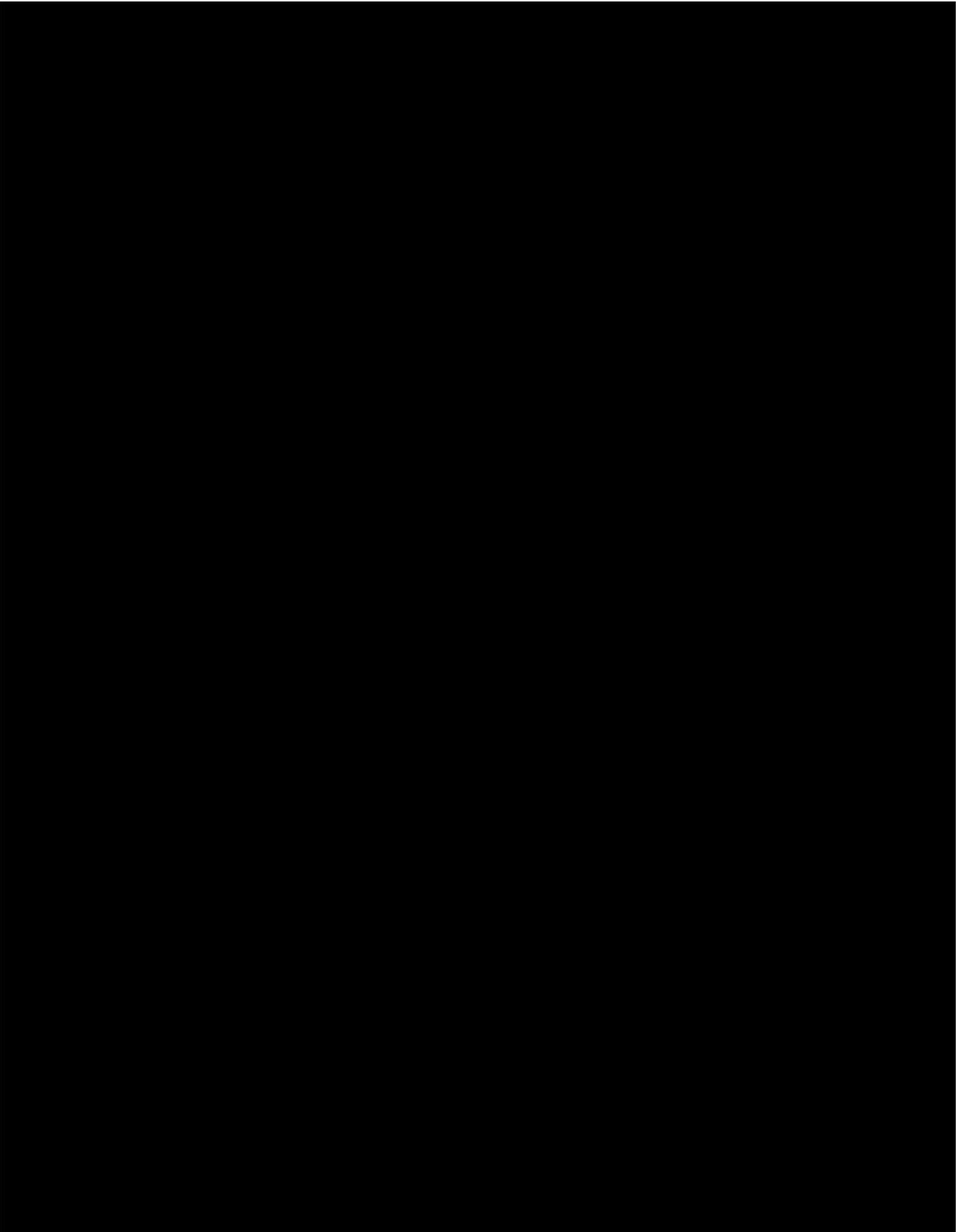


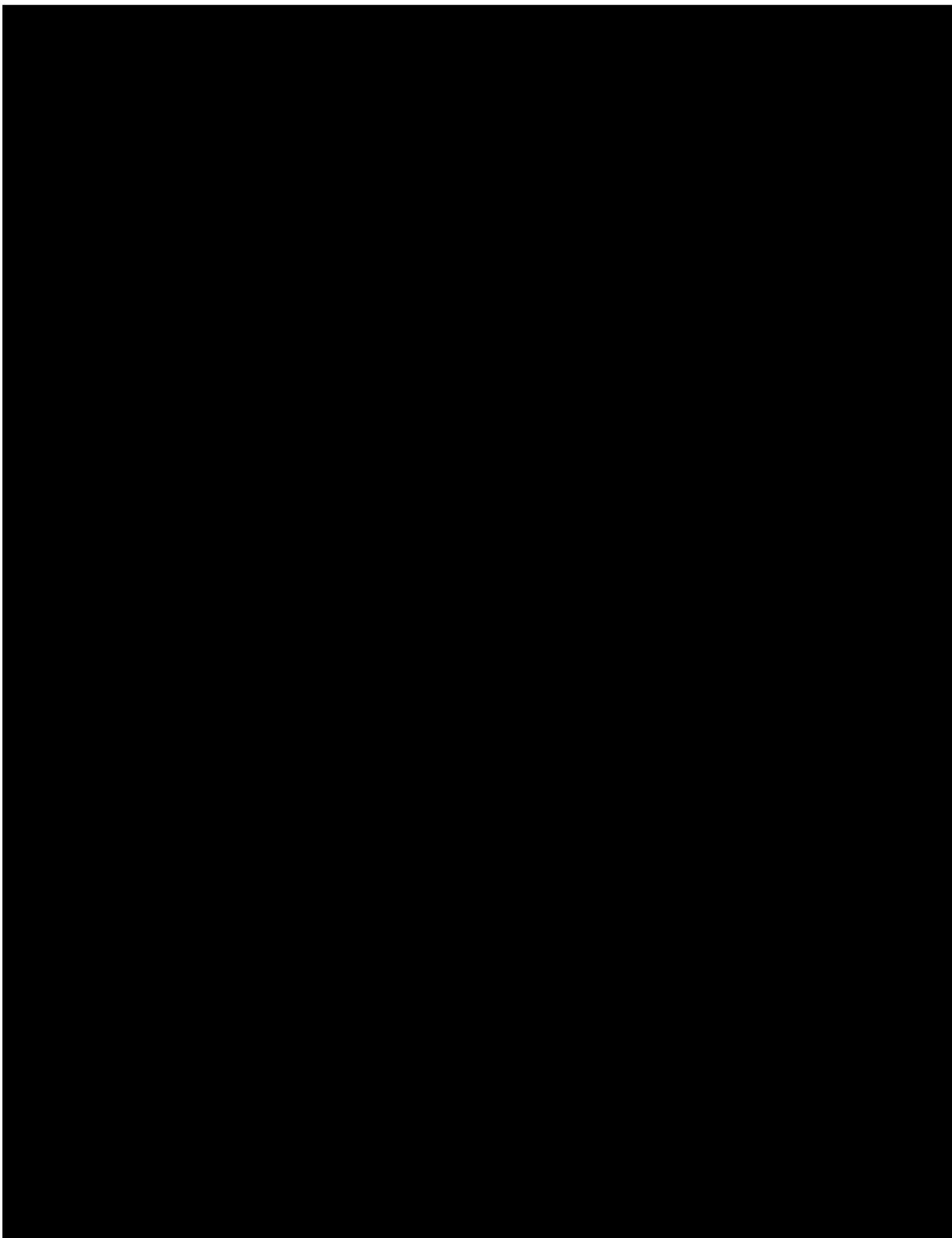


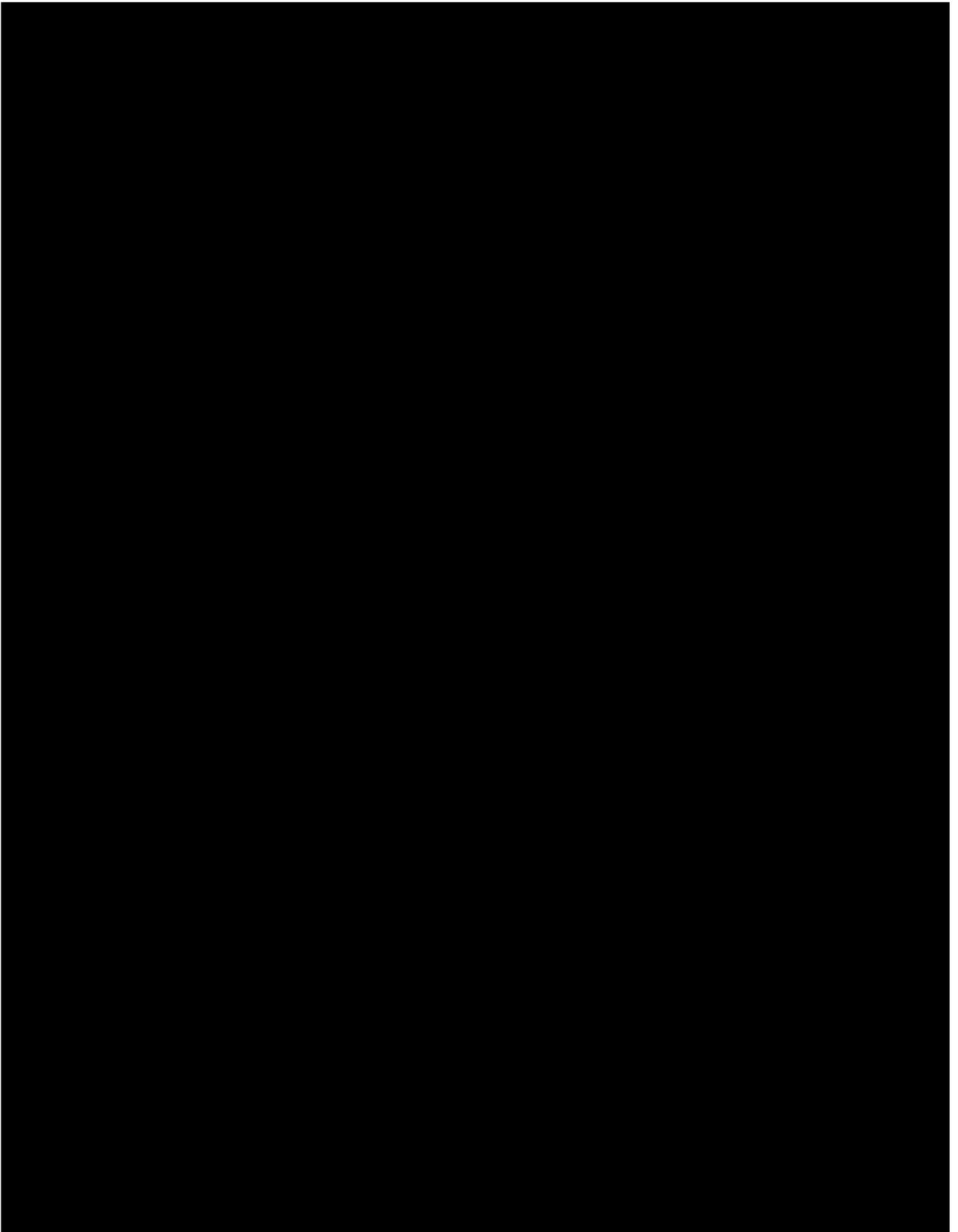


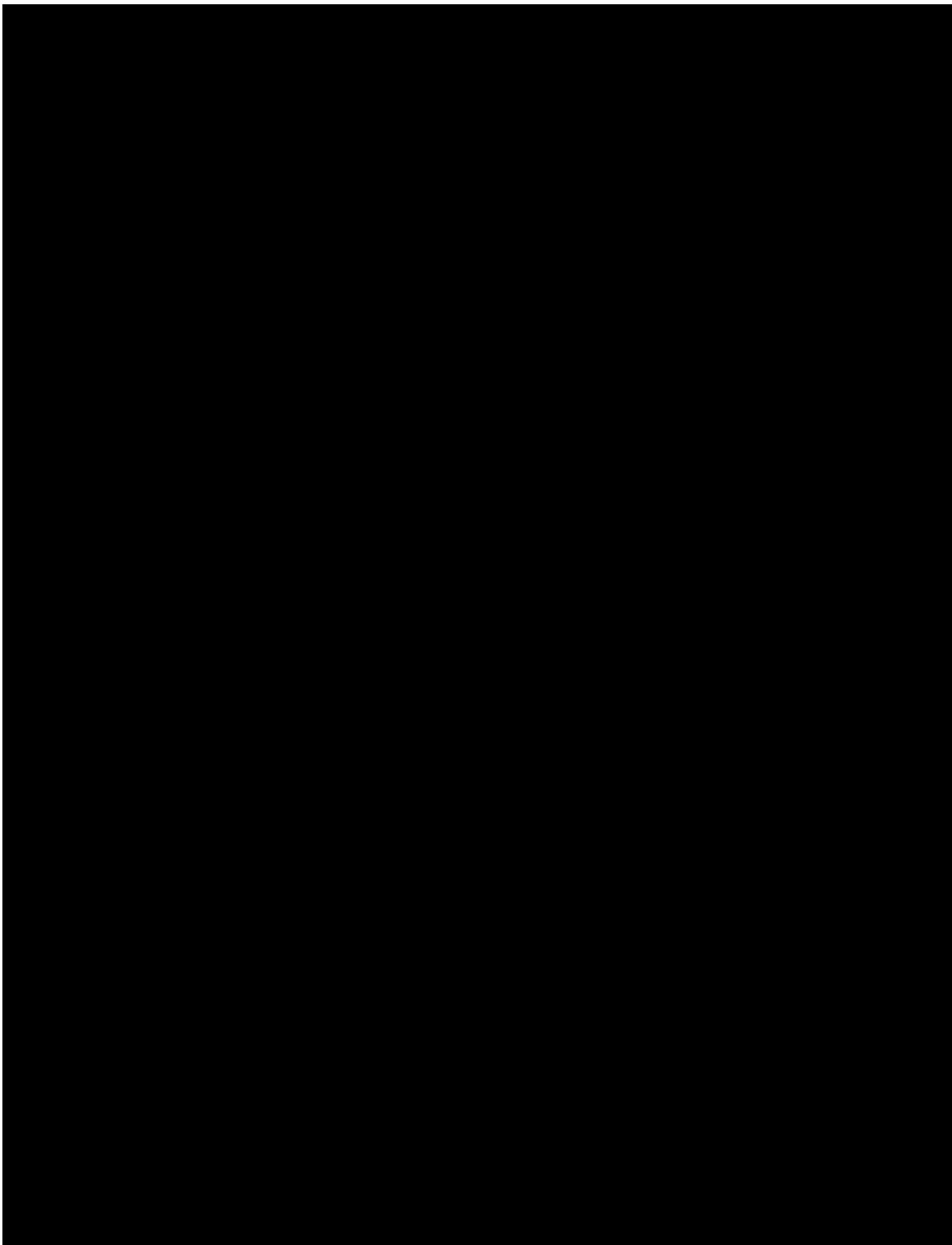


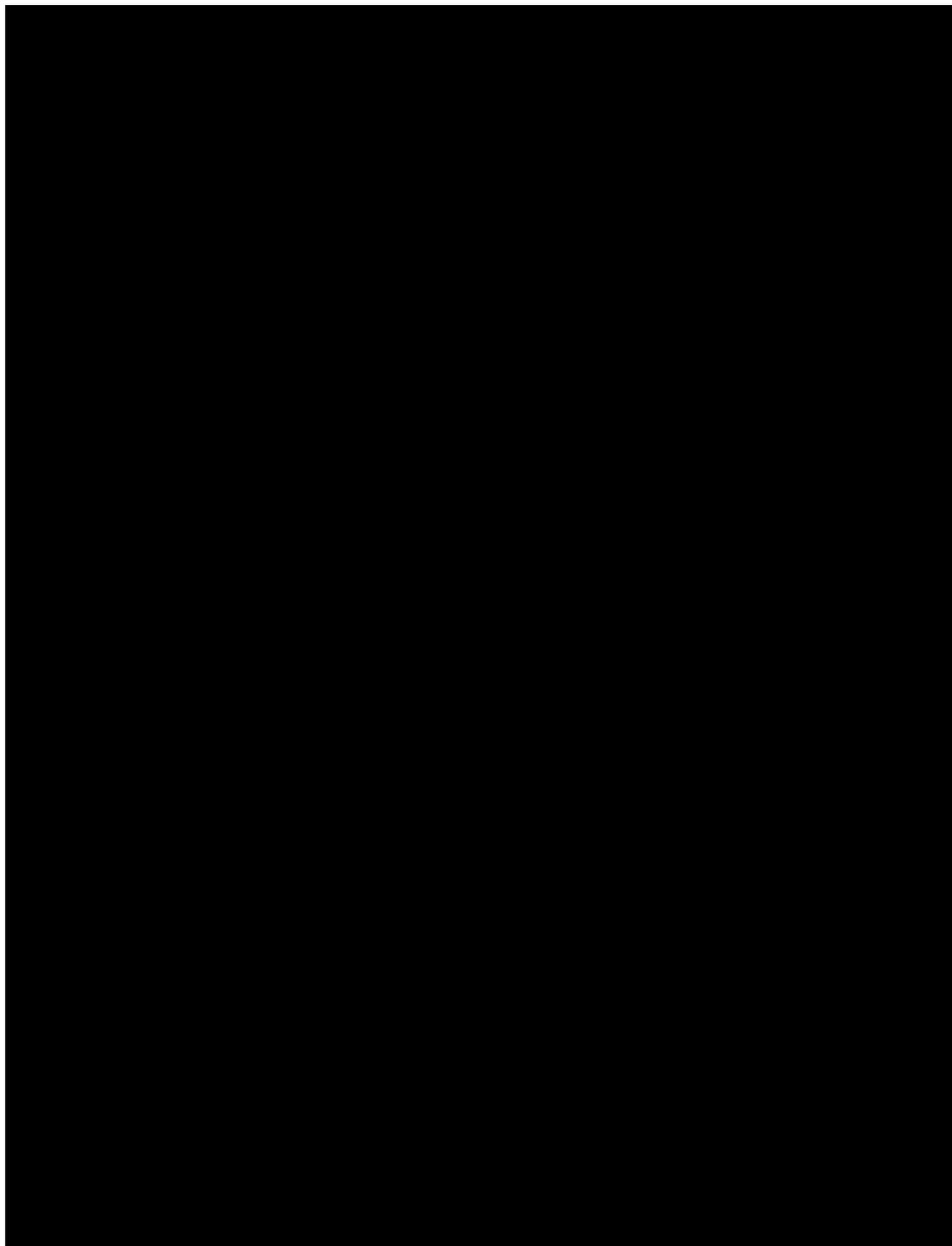


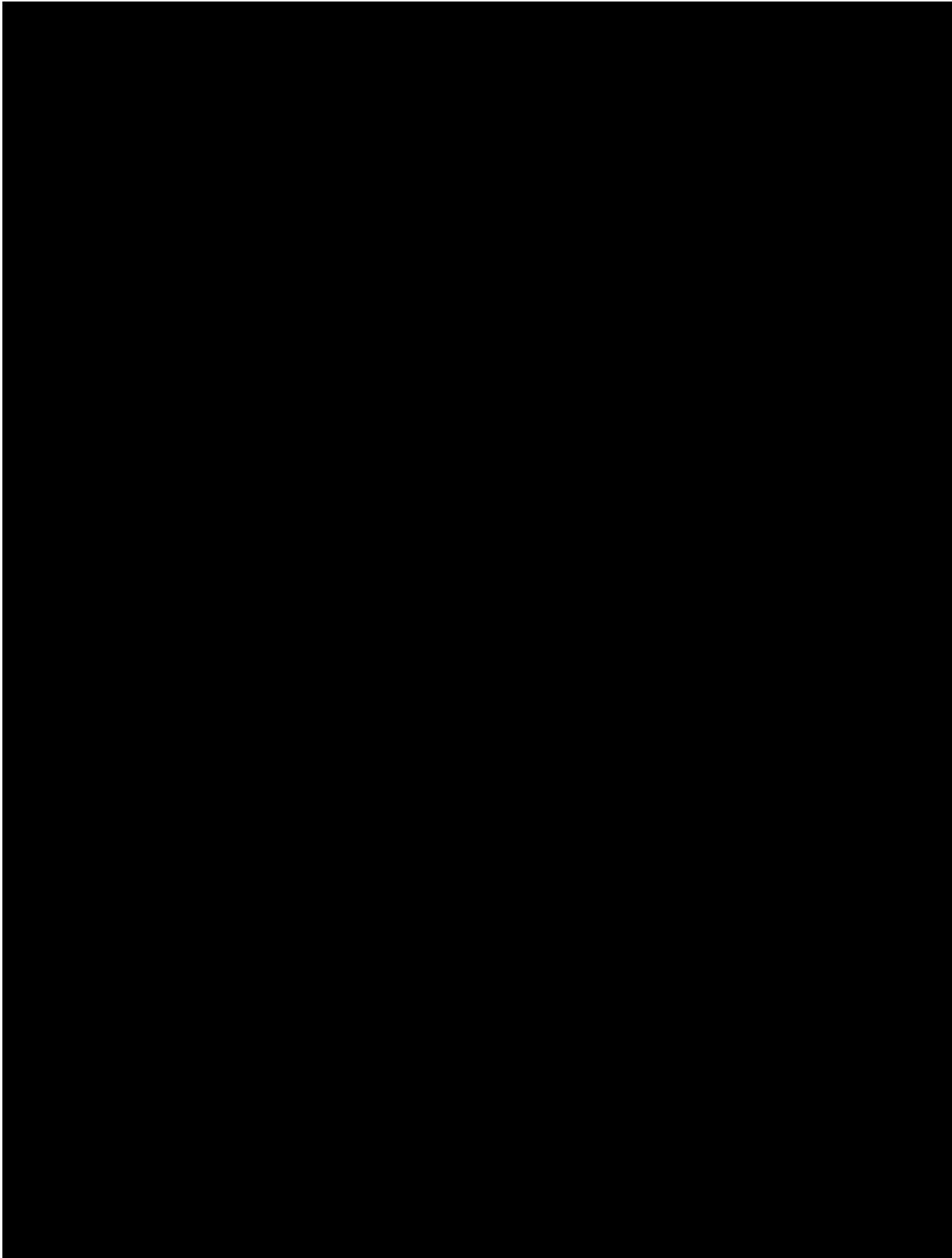


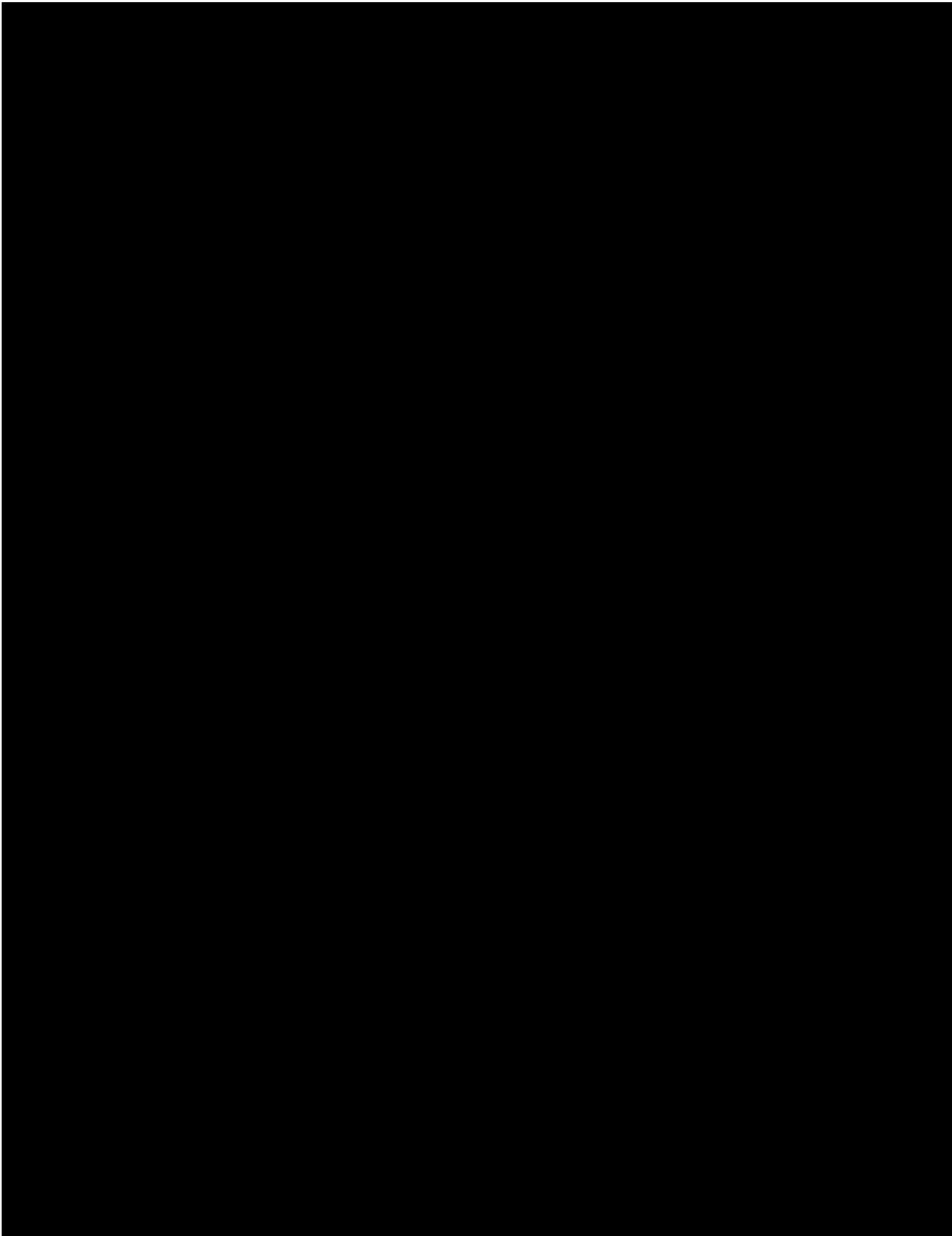


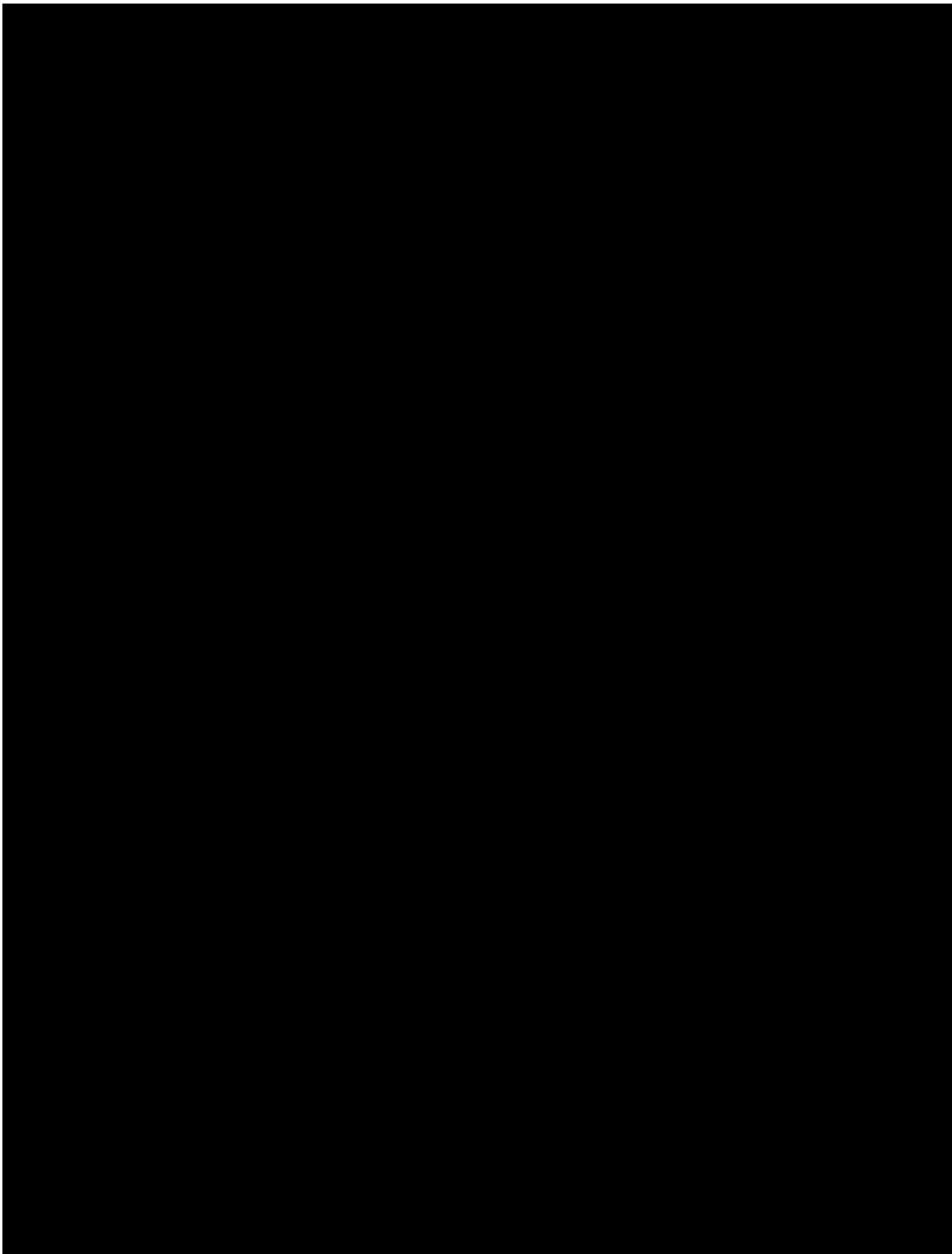


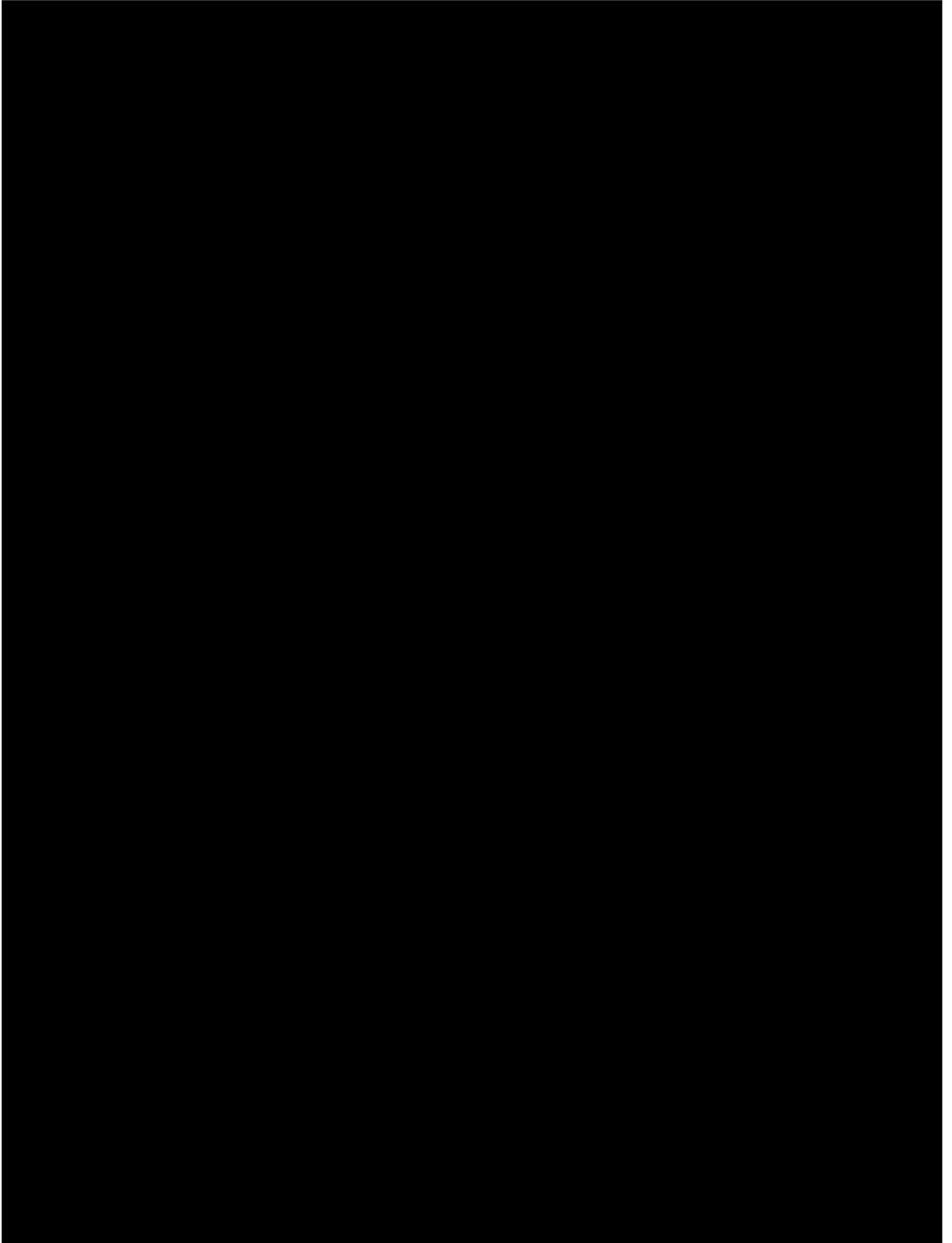


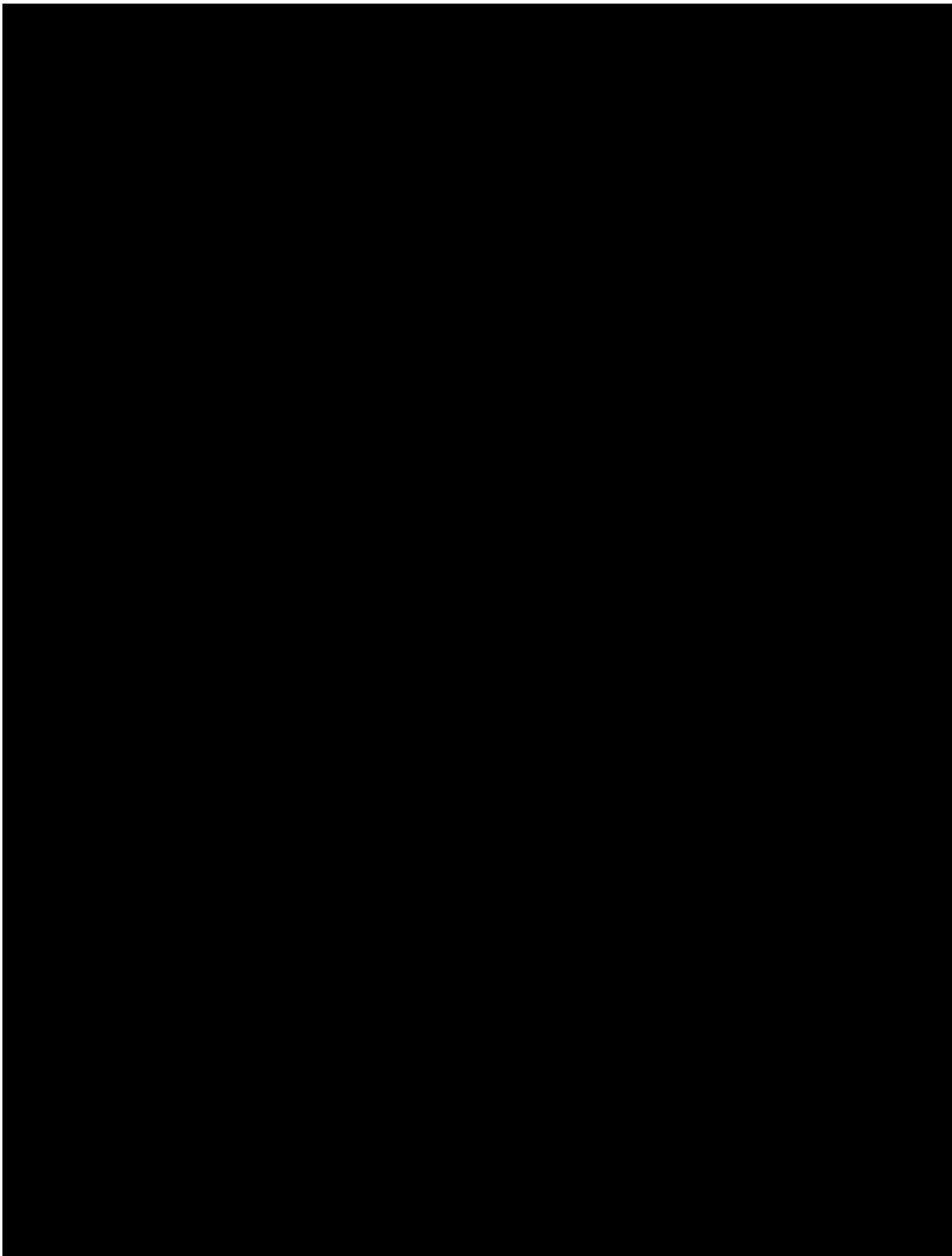


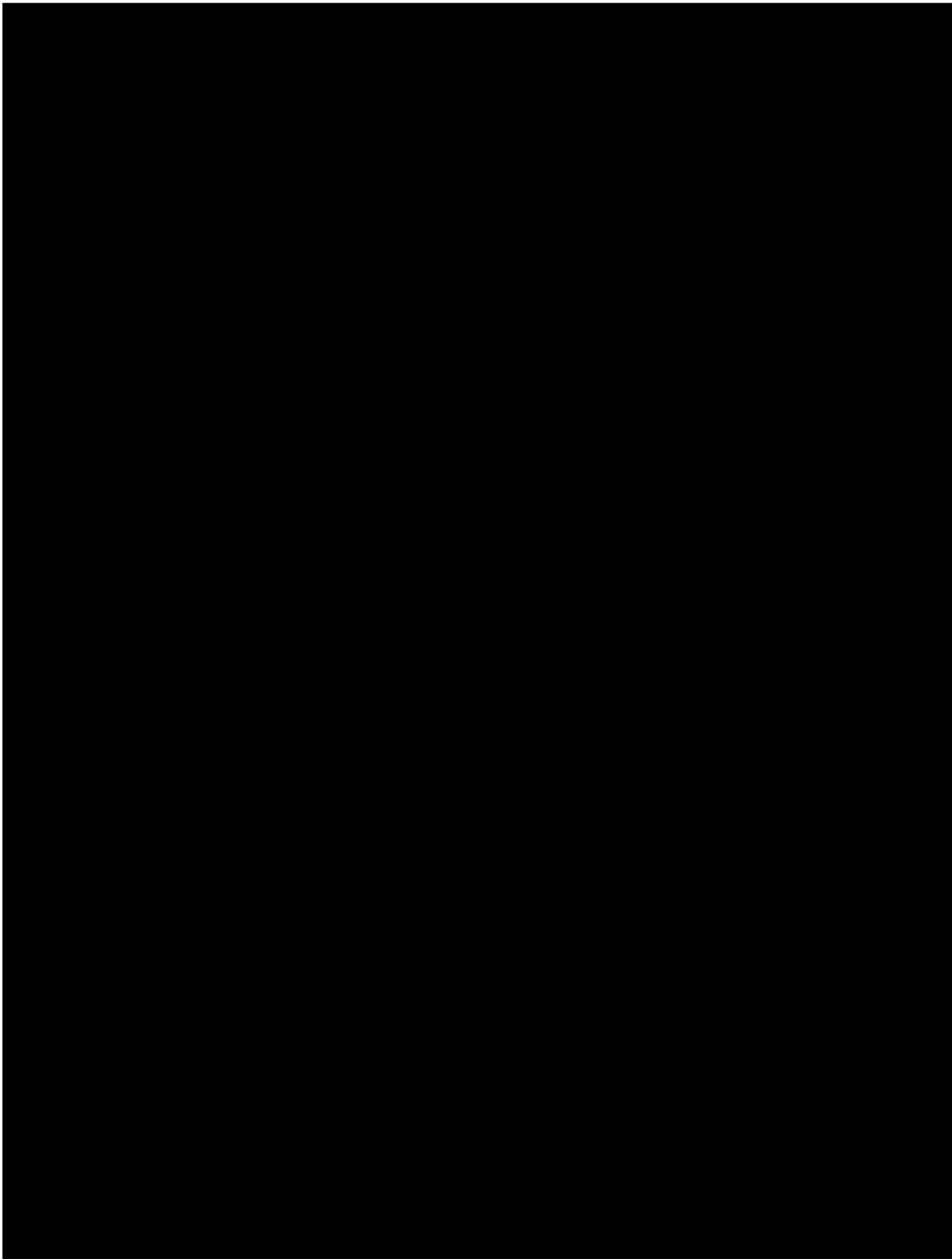


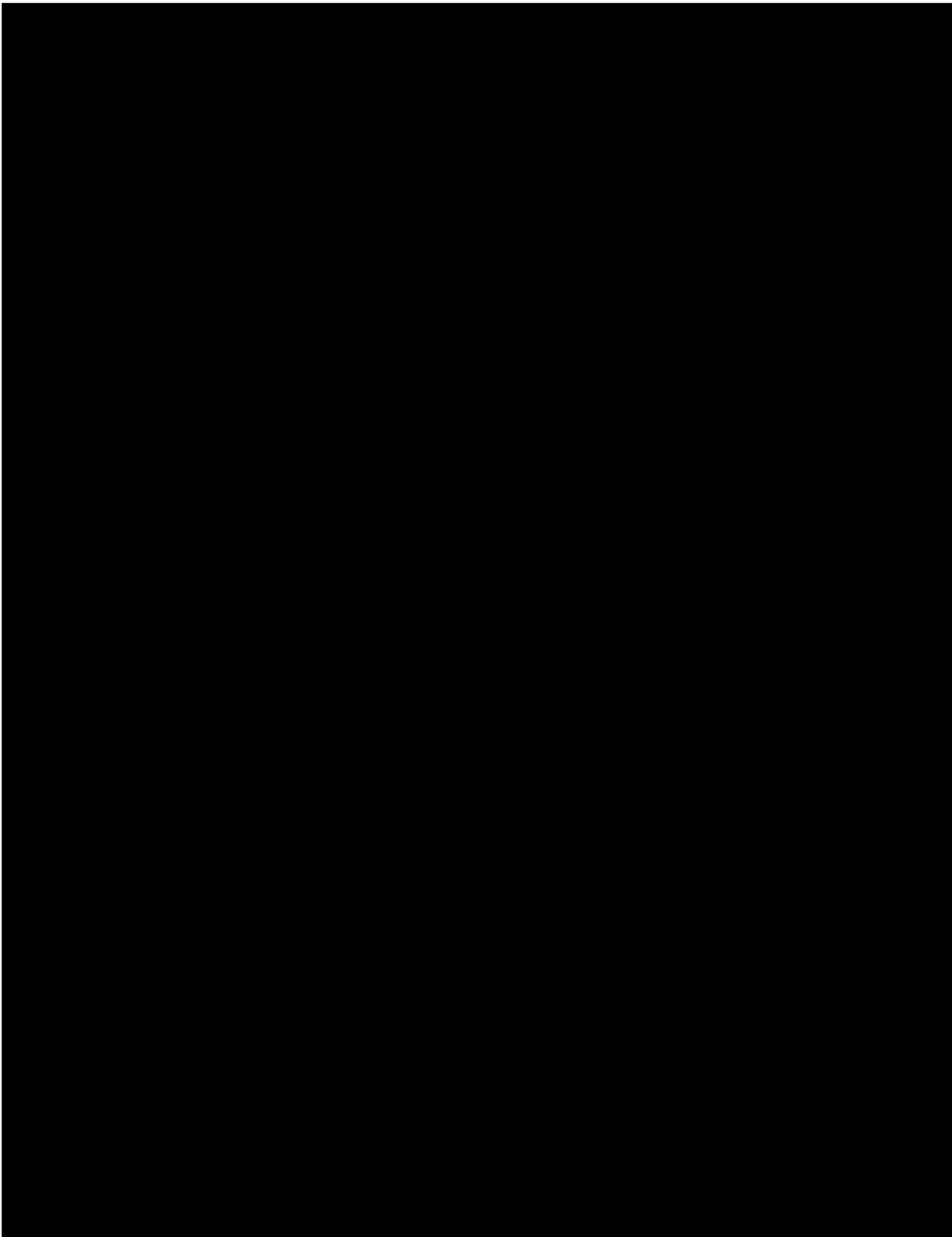


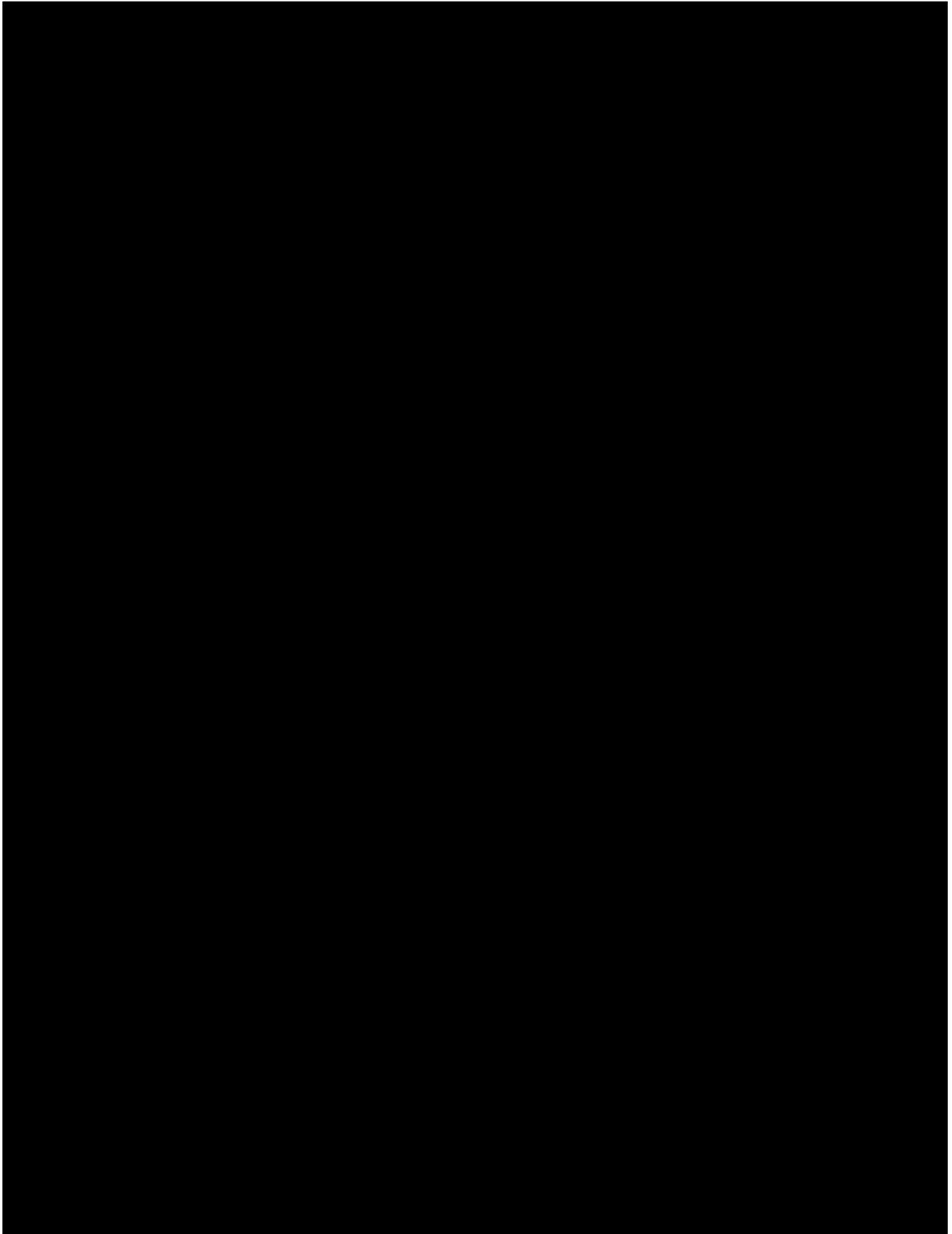


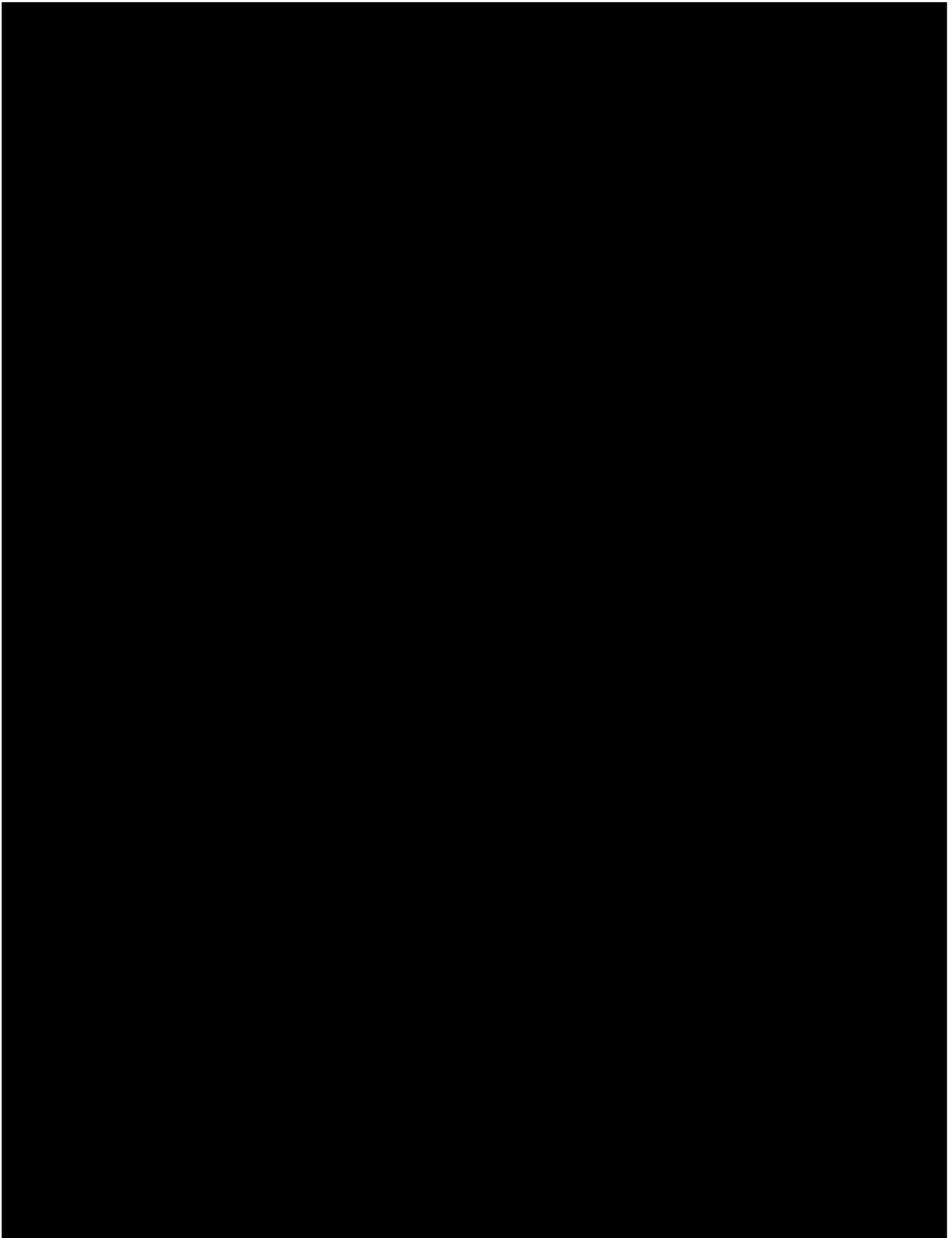


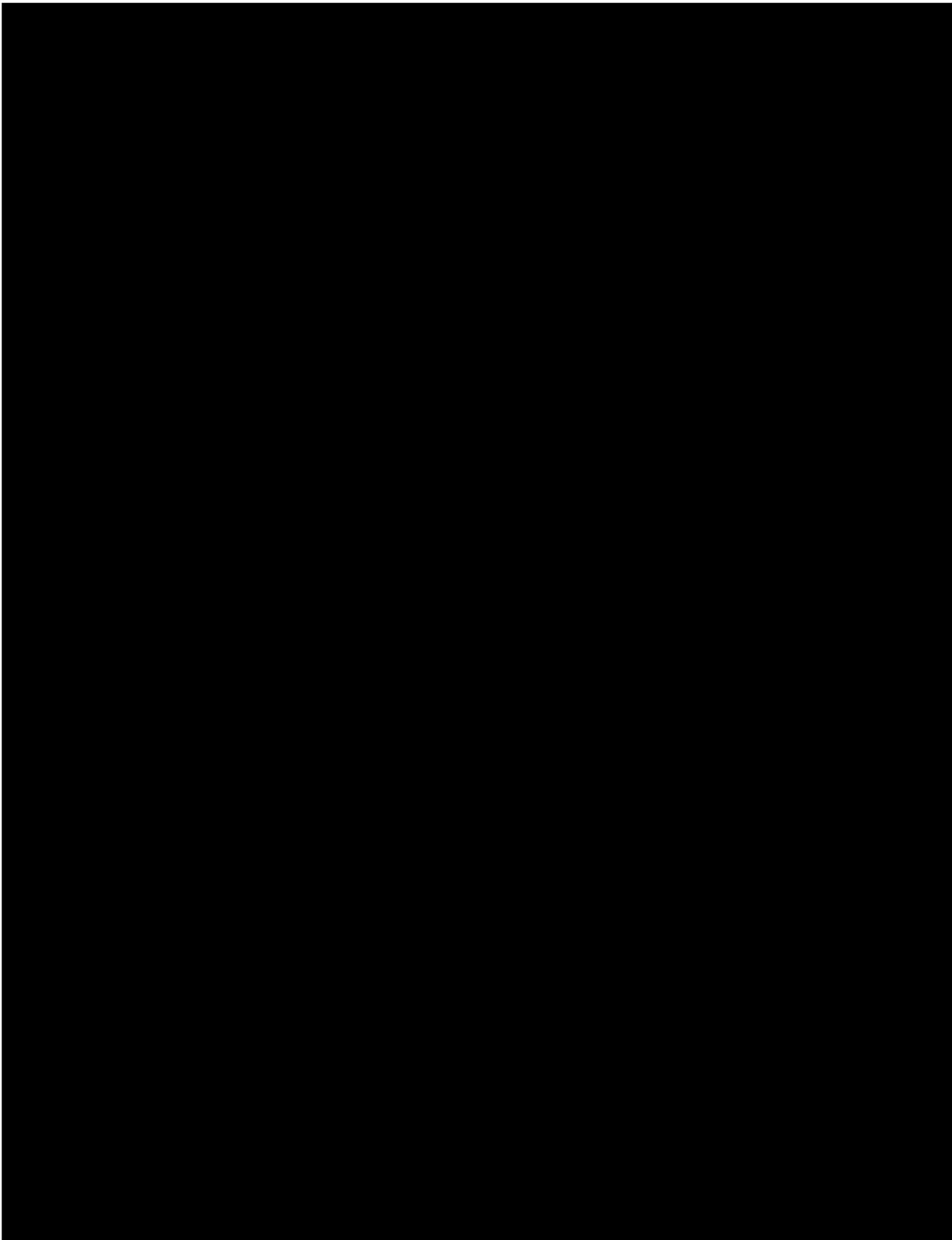


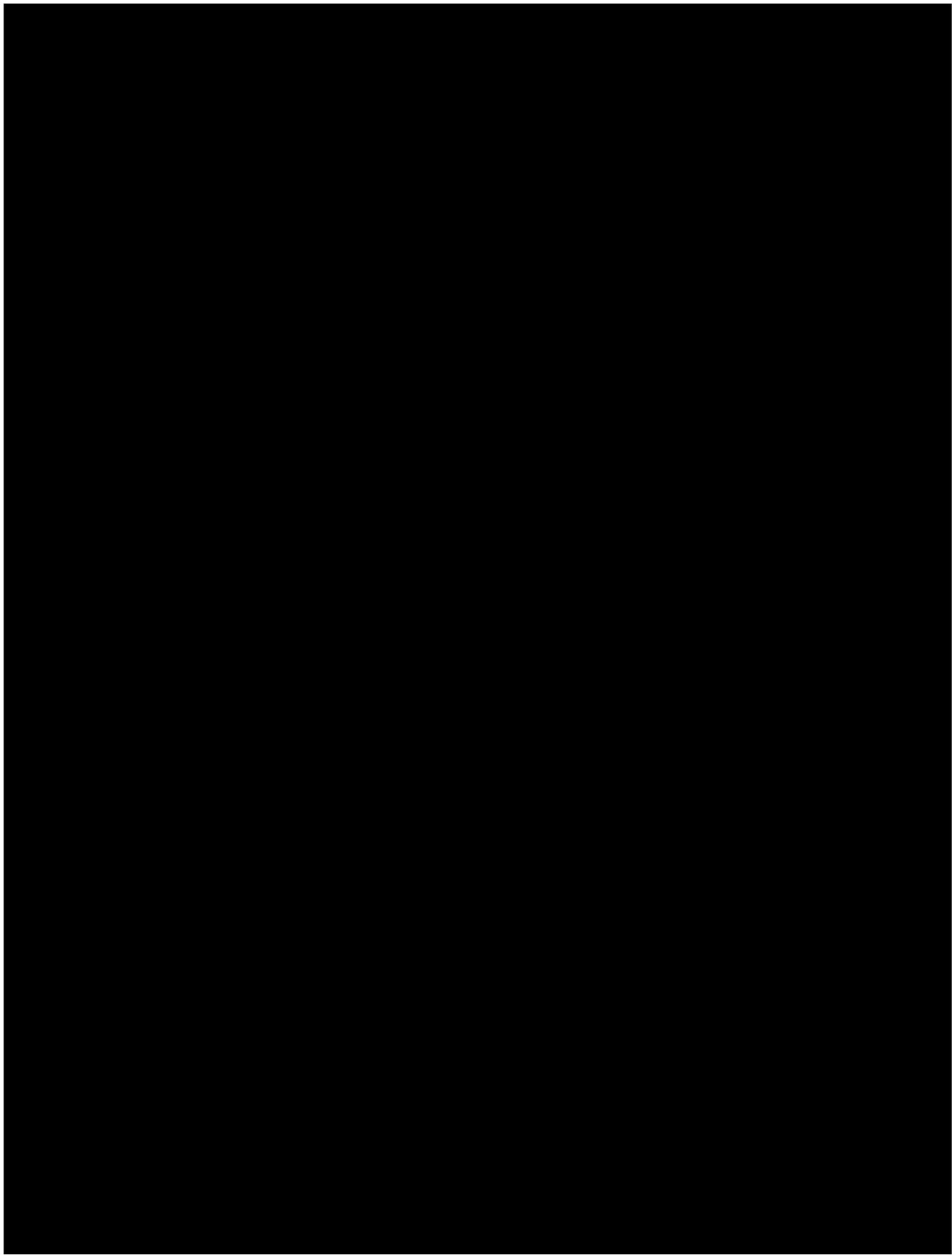


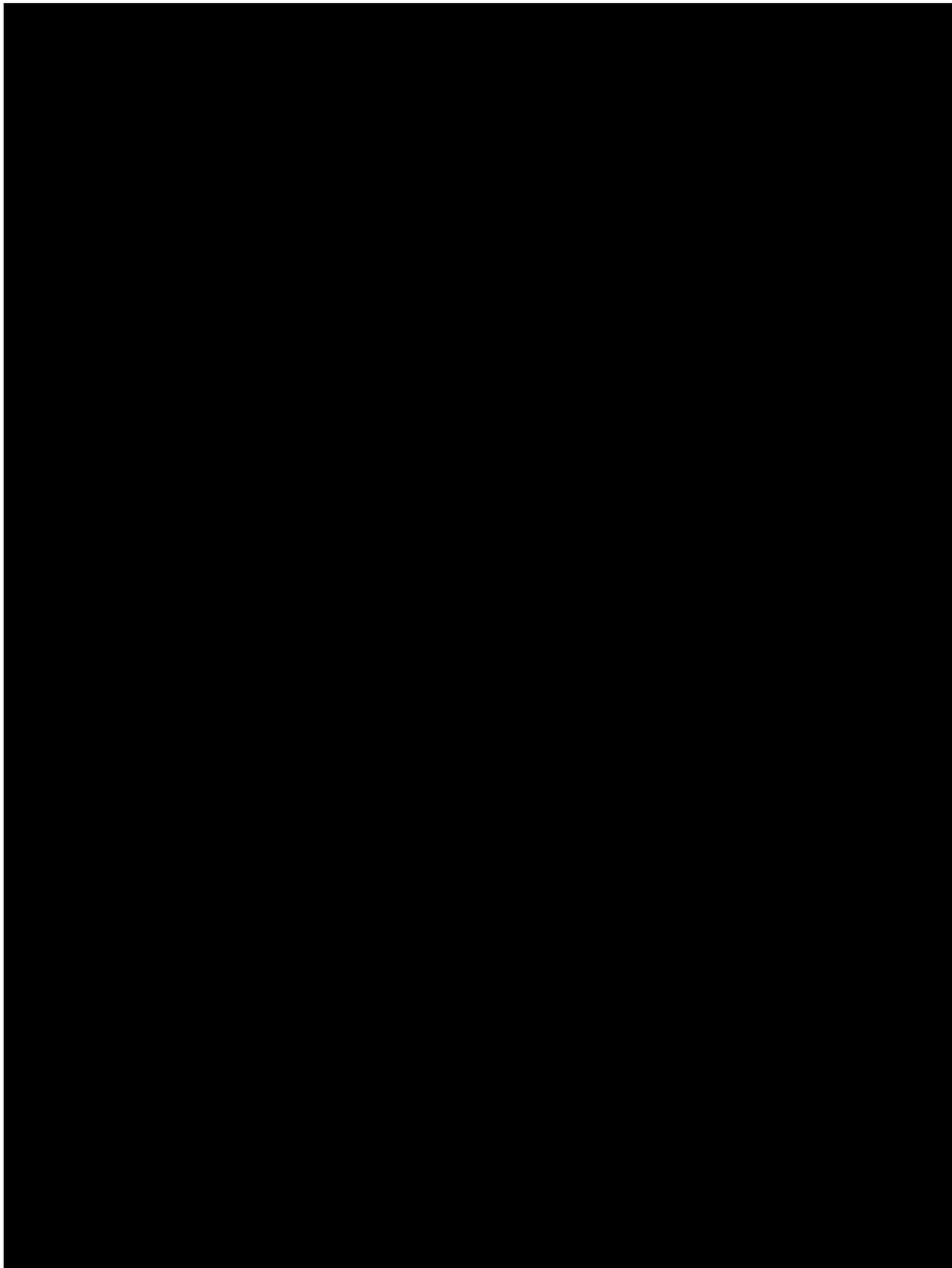


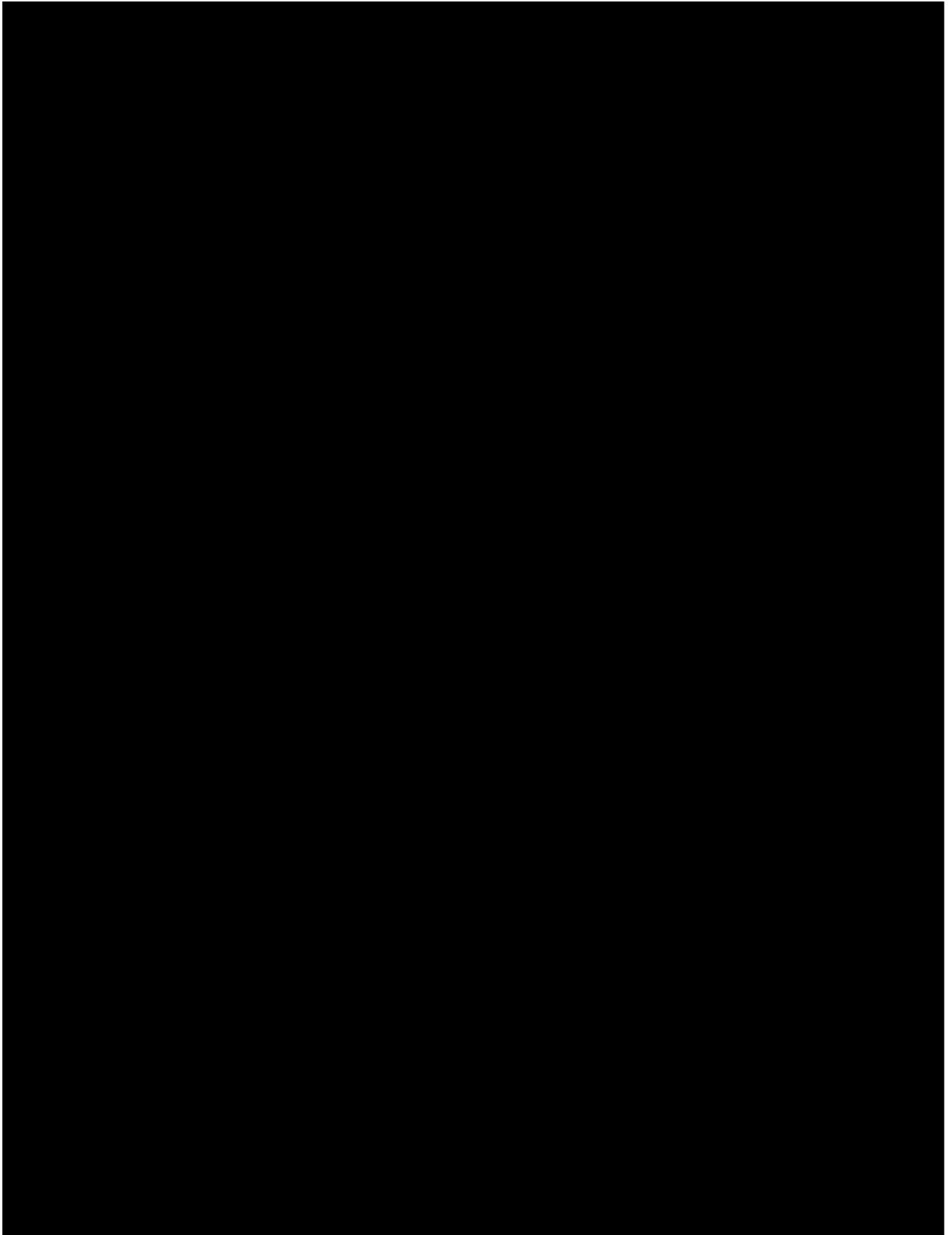


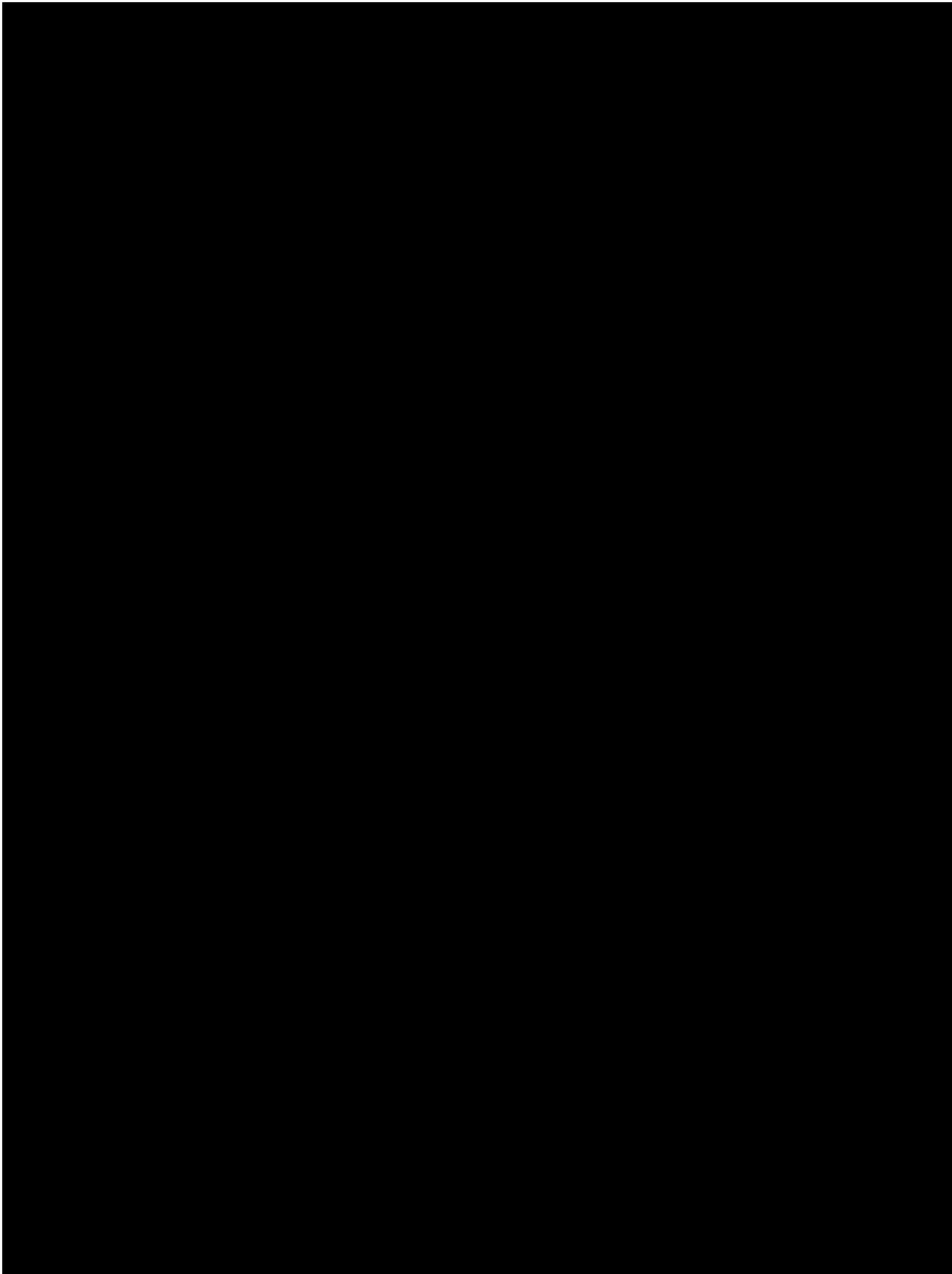


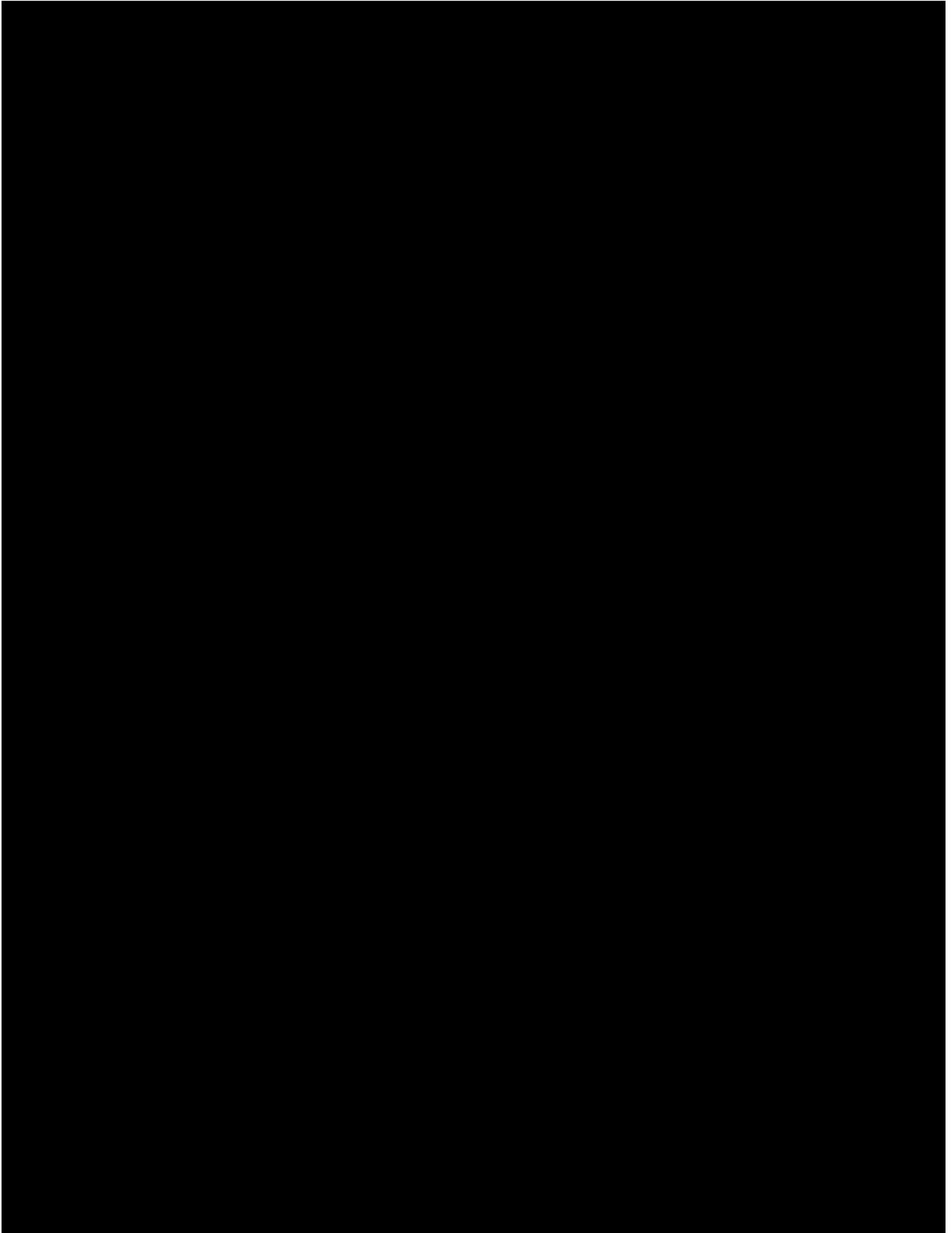


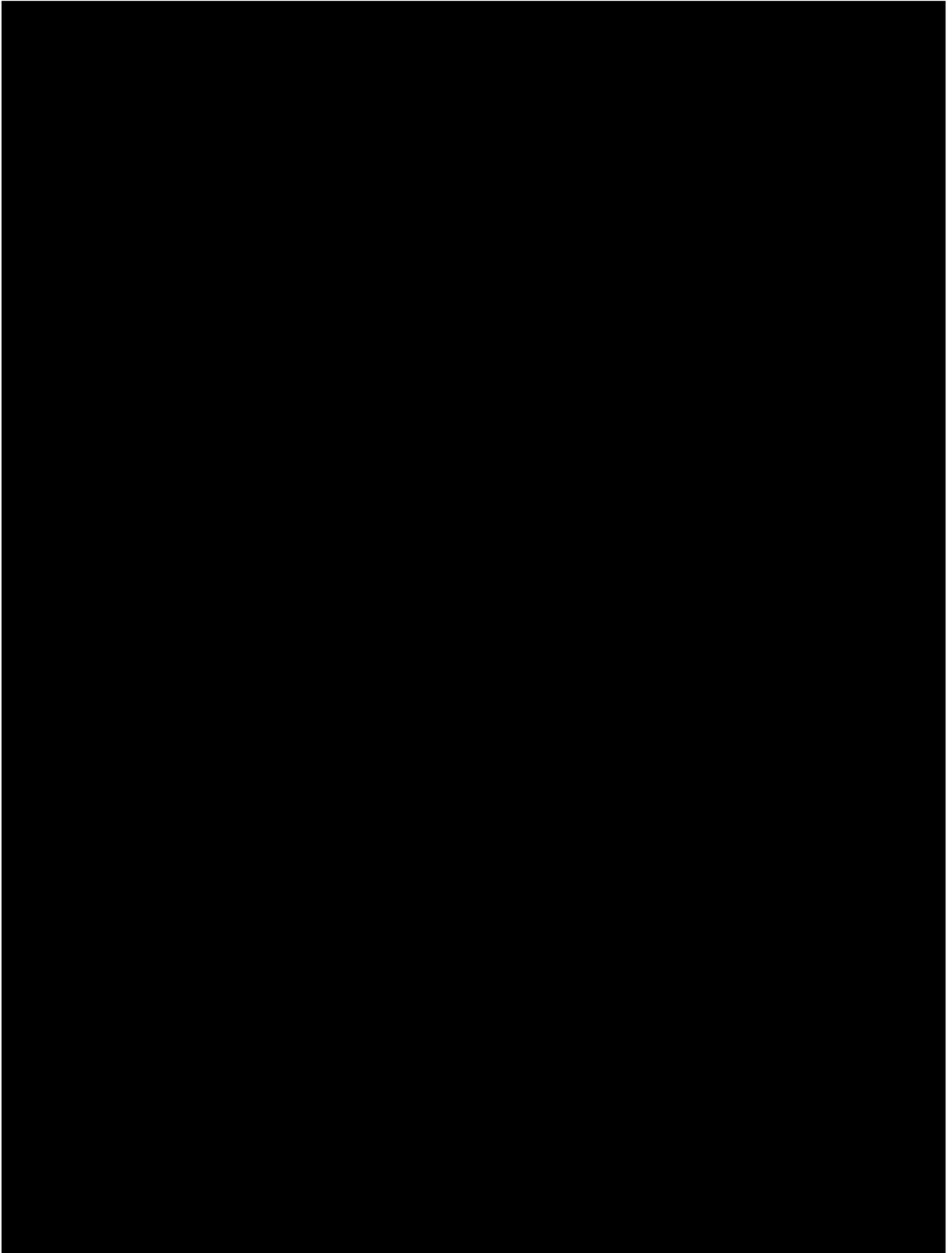


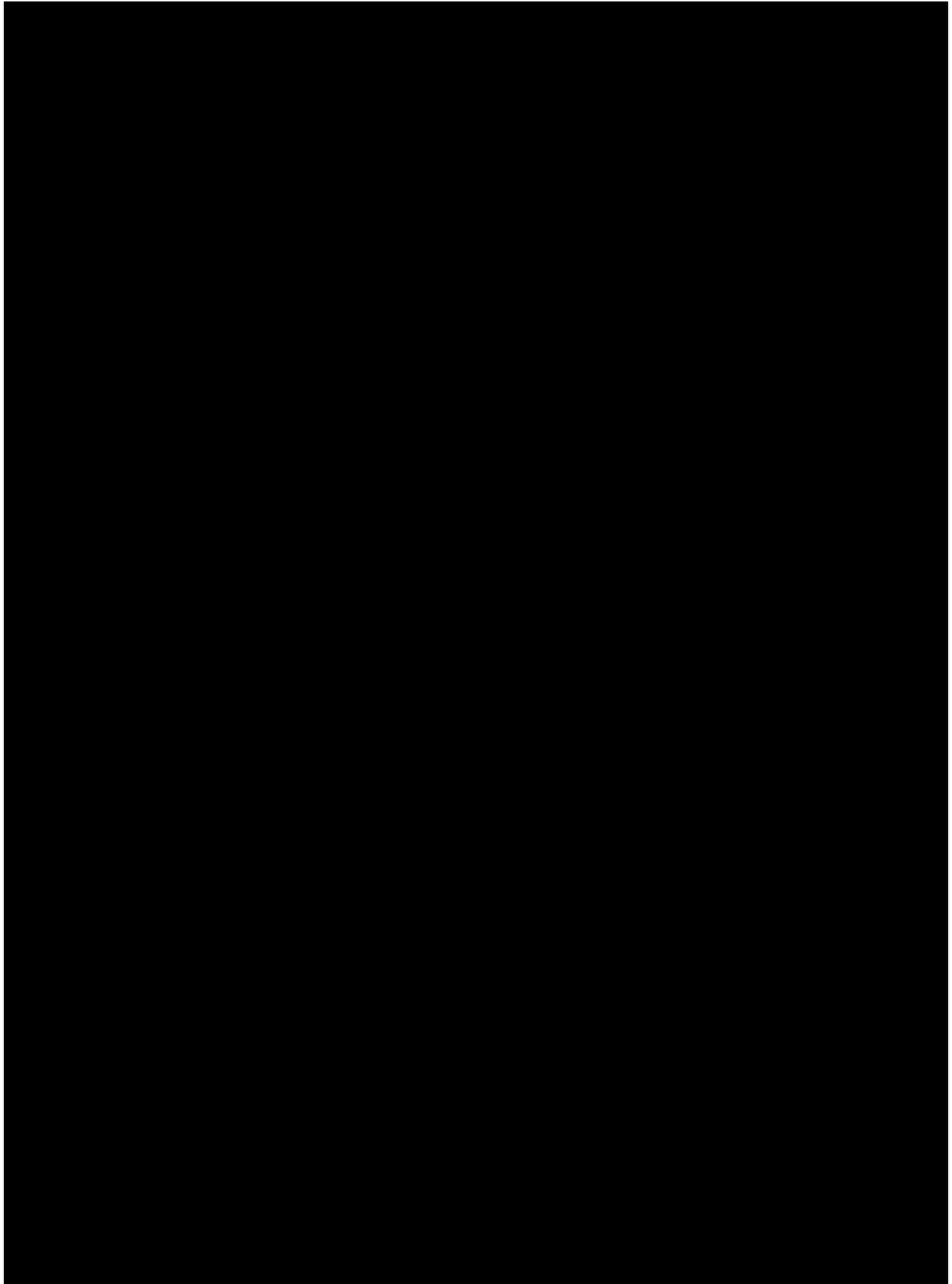


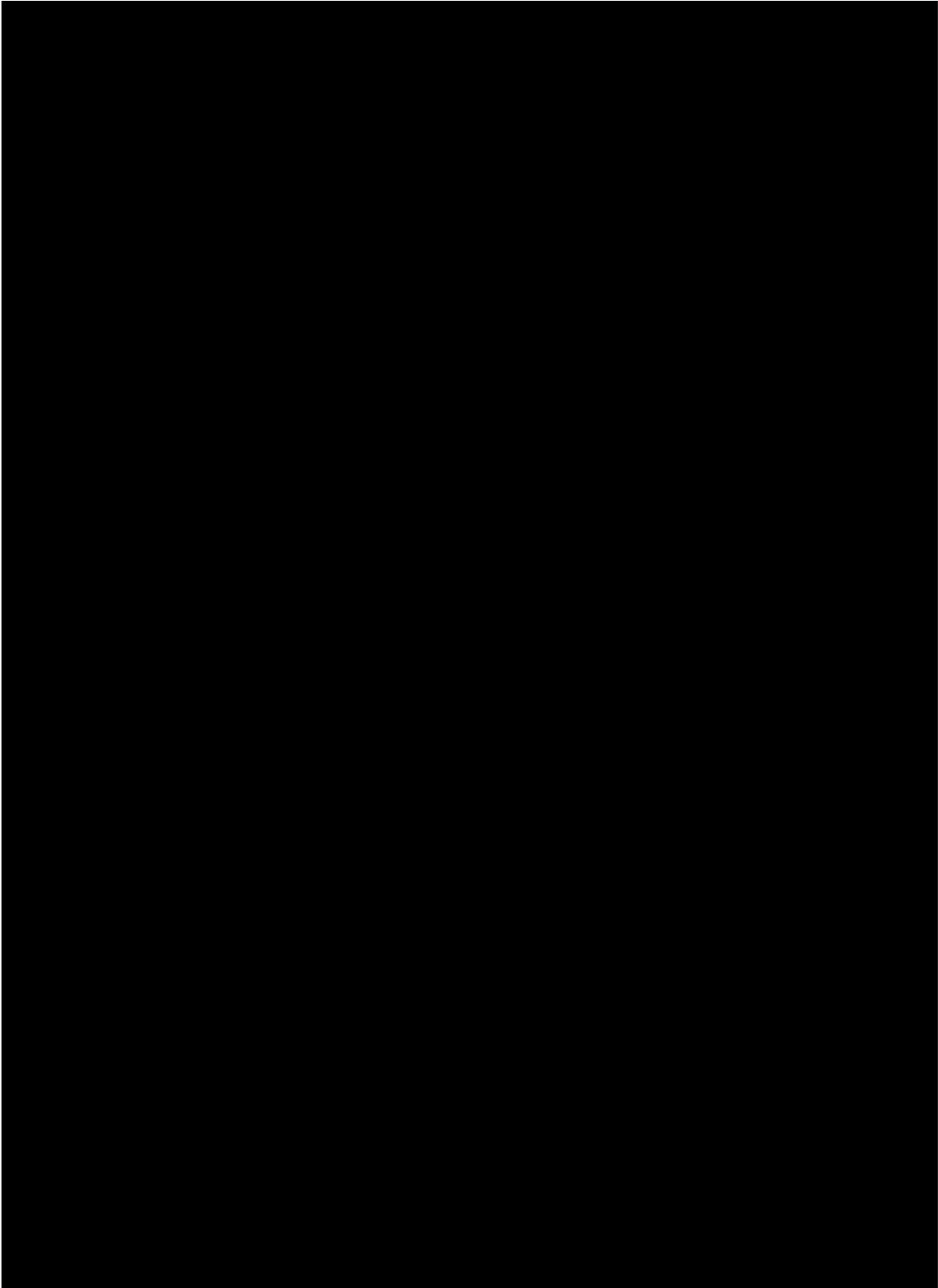


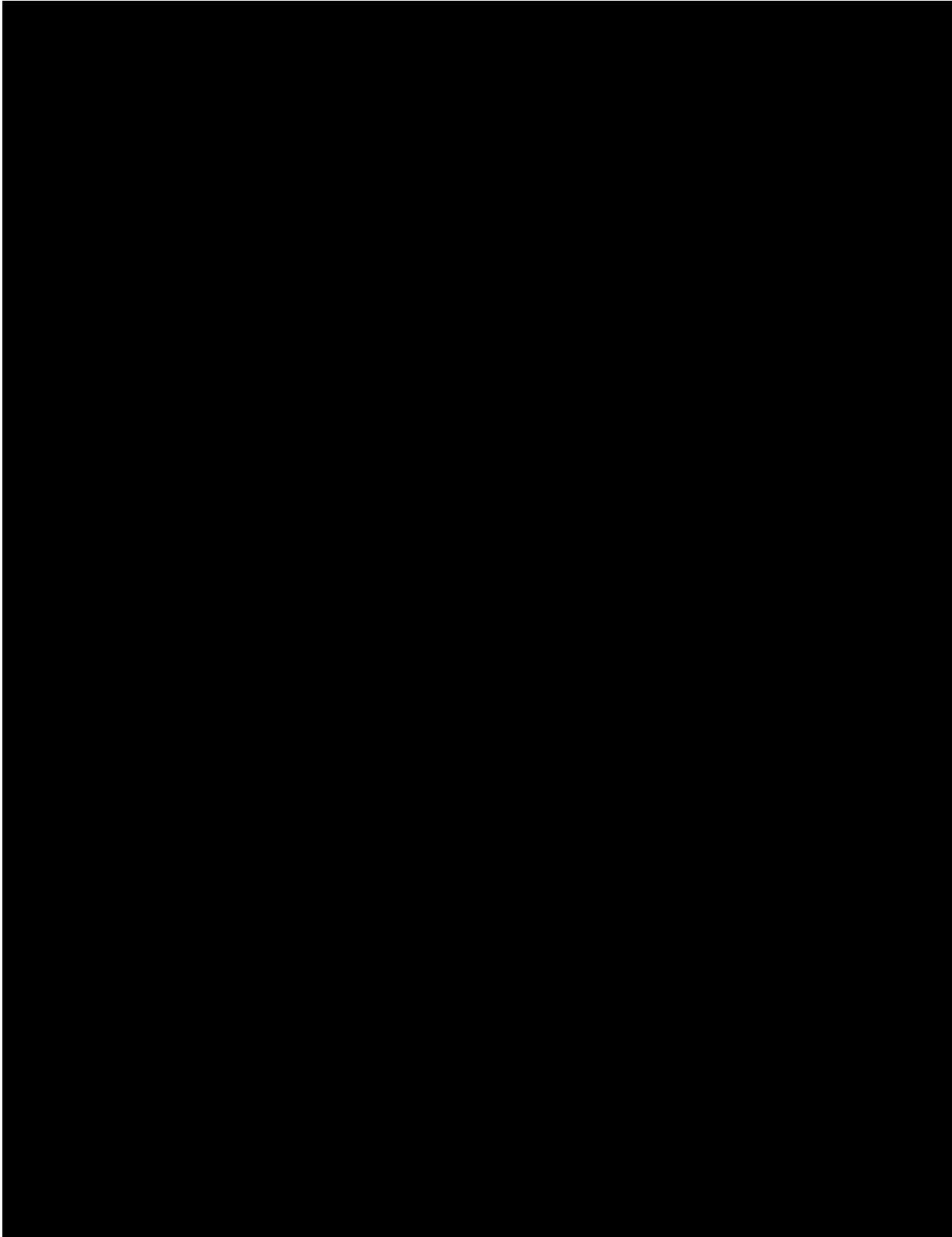










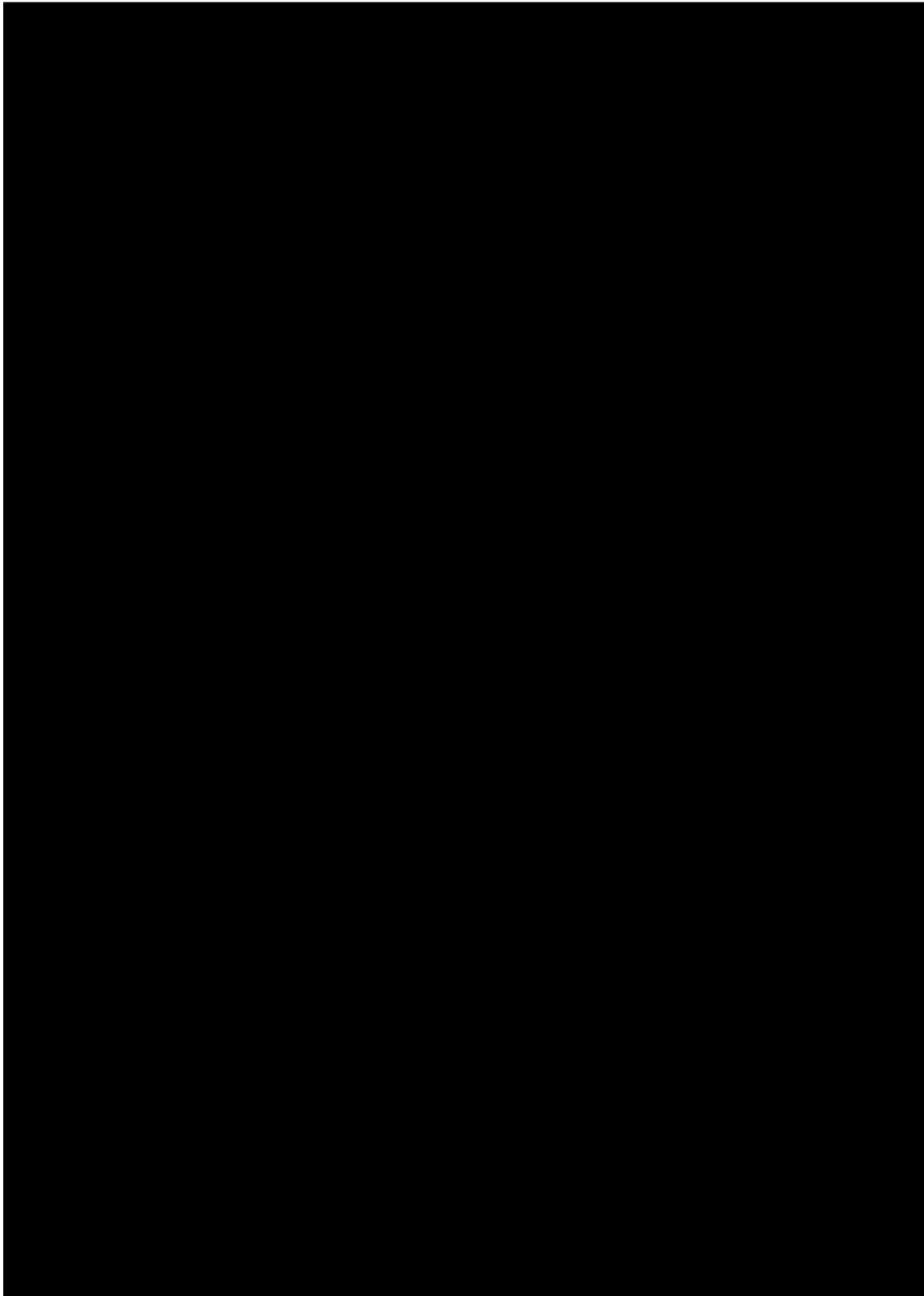


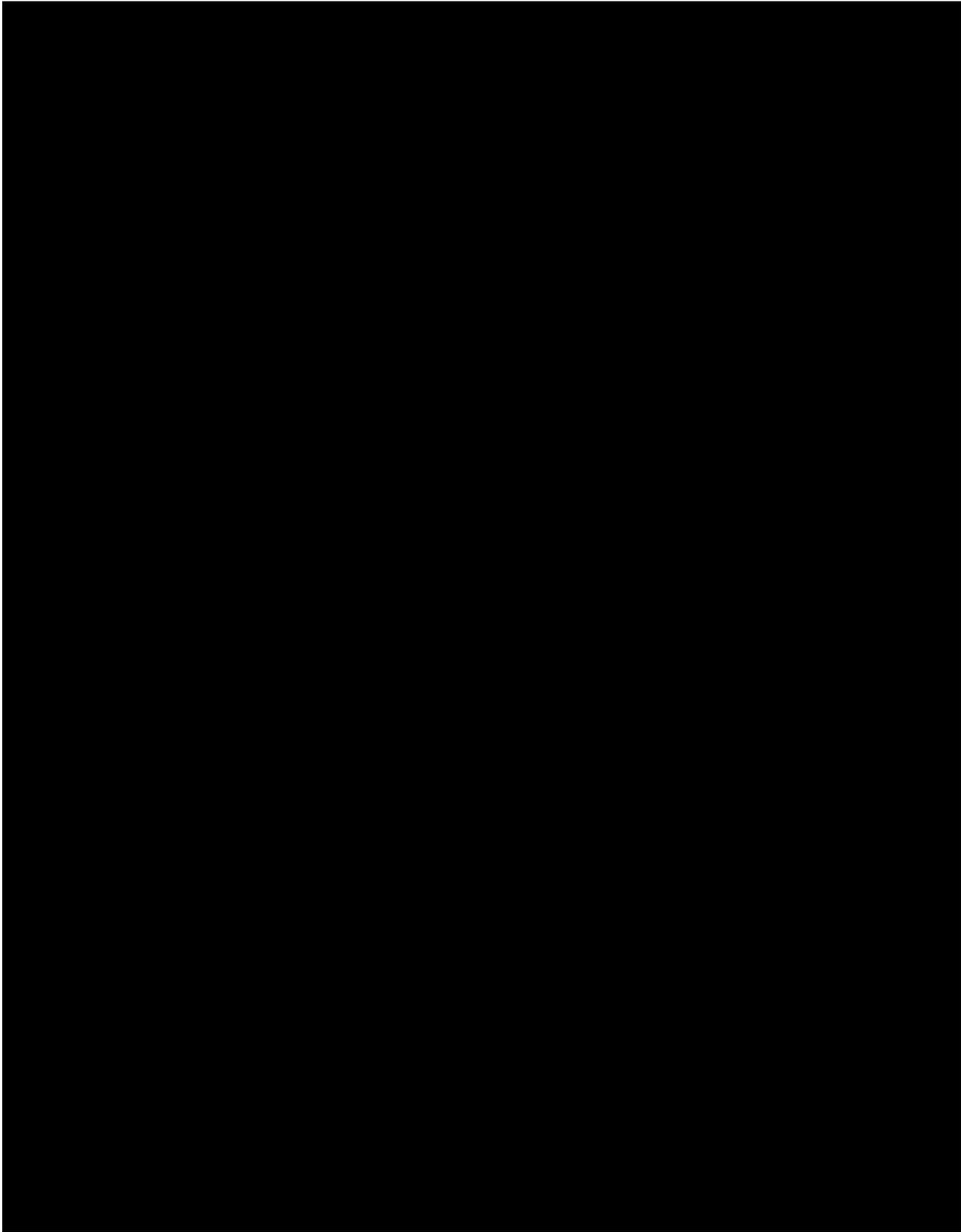
APPENDIX 4

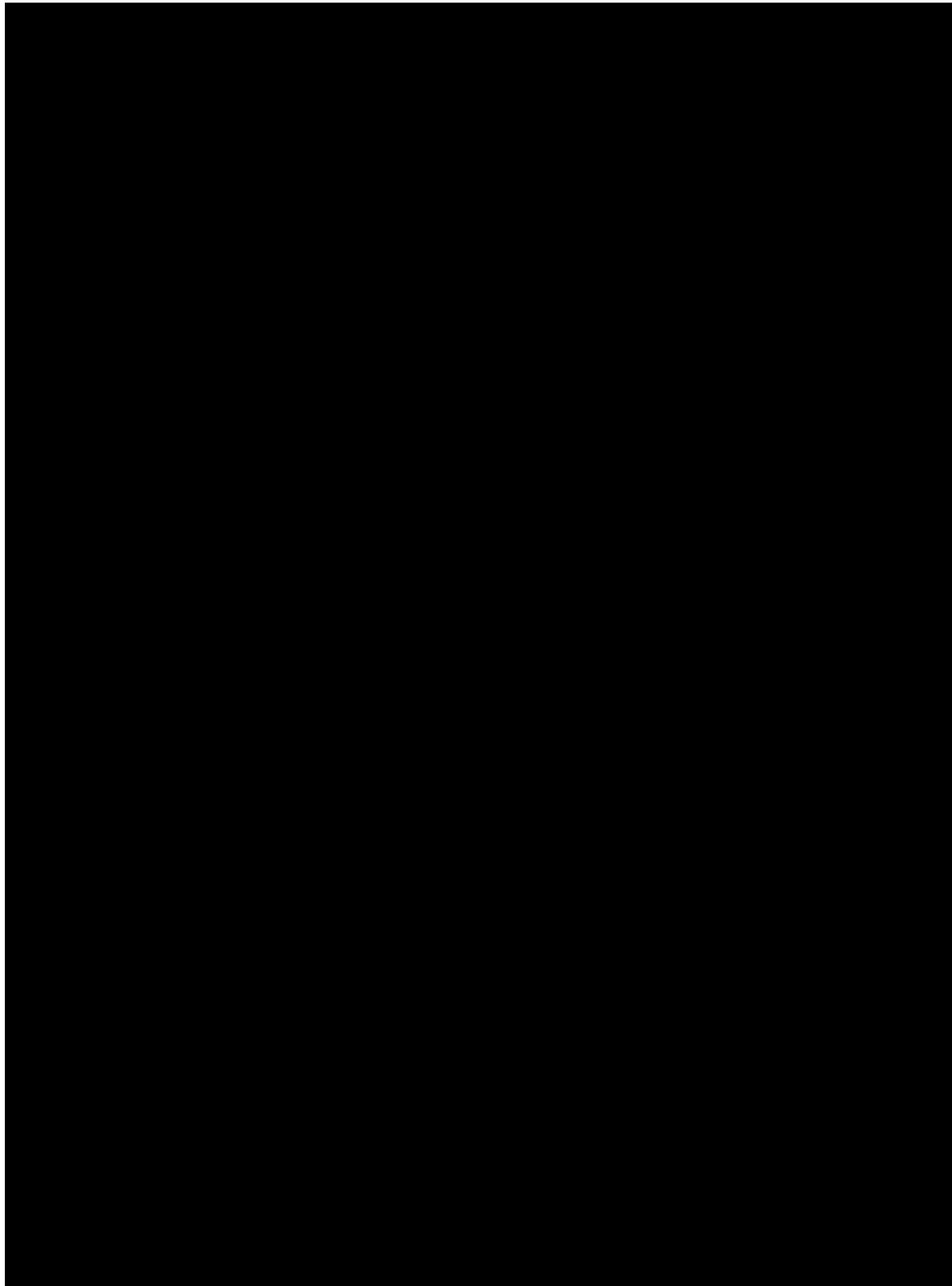
DISASTER RECOVER AND CONTINUITY OF OPERATION PLAN (COOP)

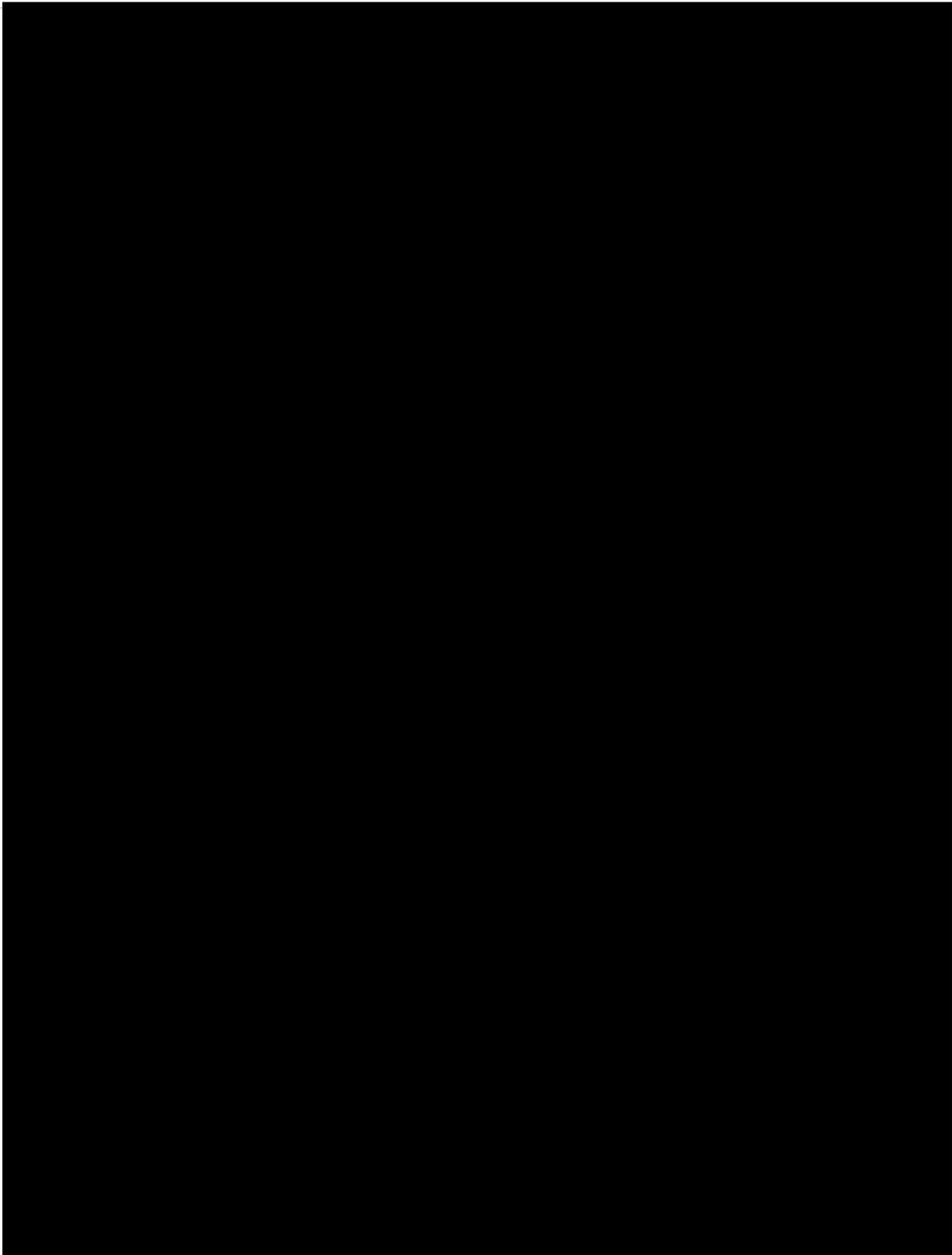
APPENDIX 5

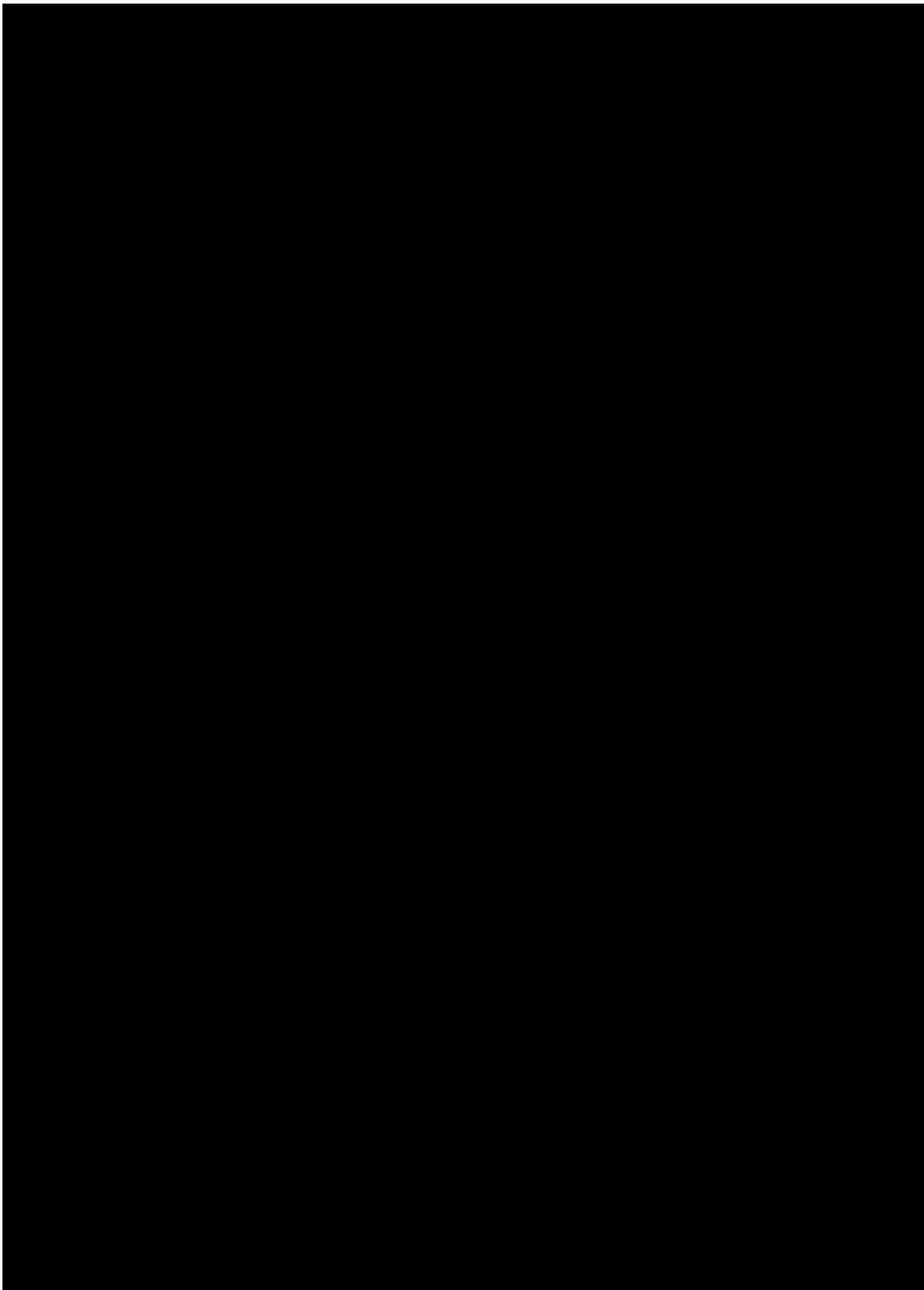


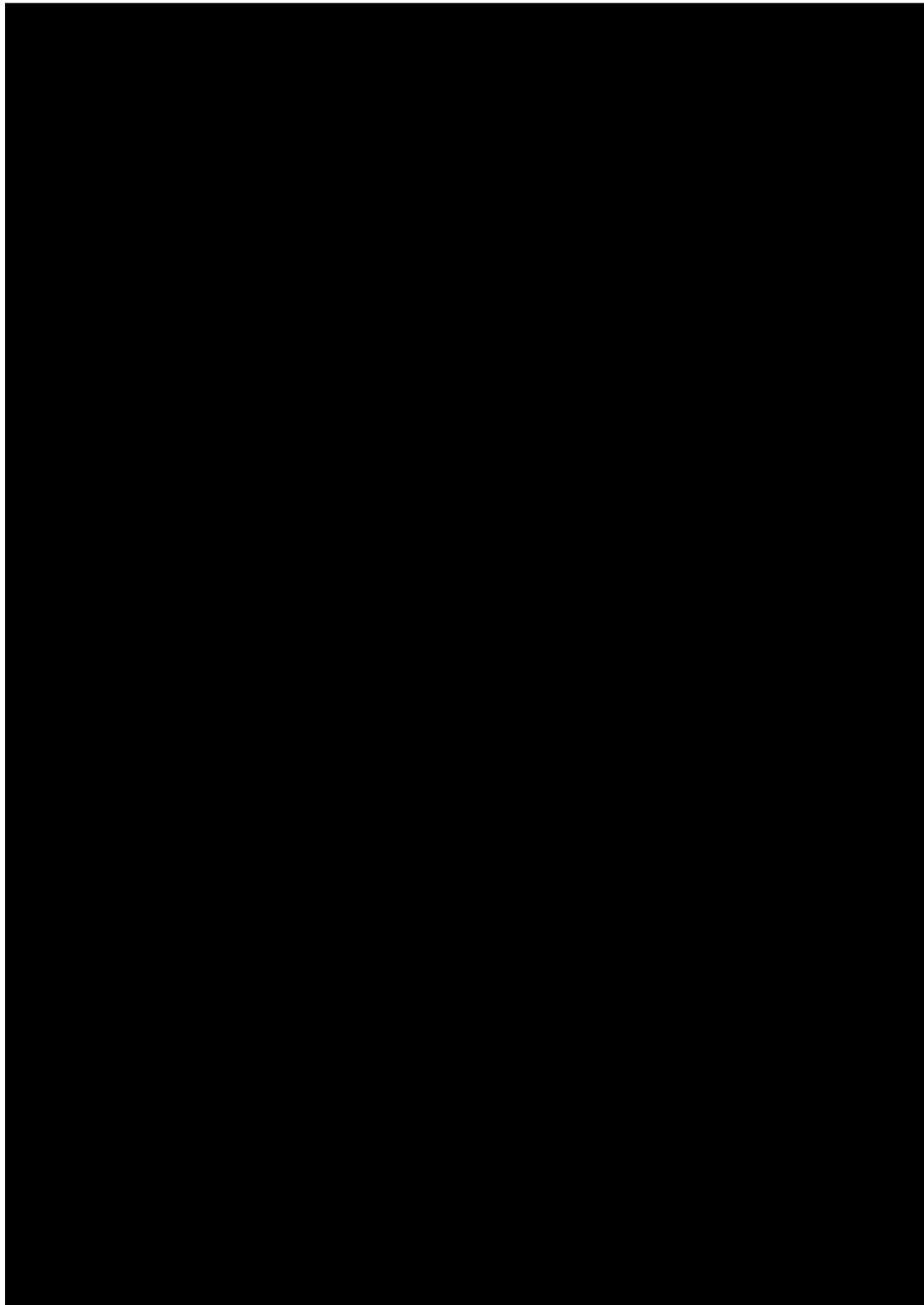


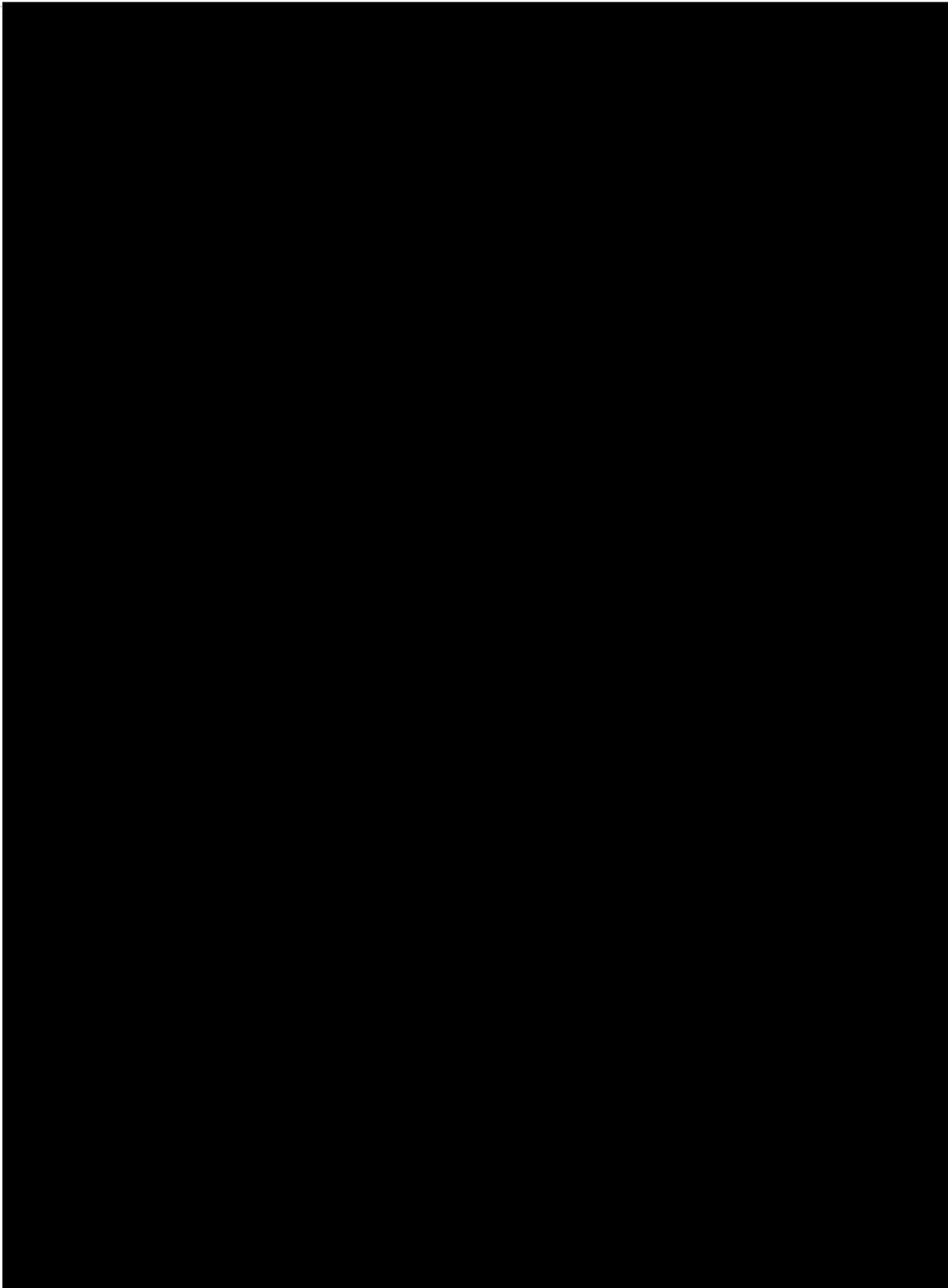


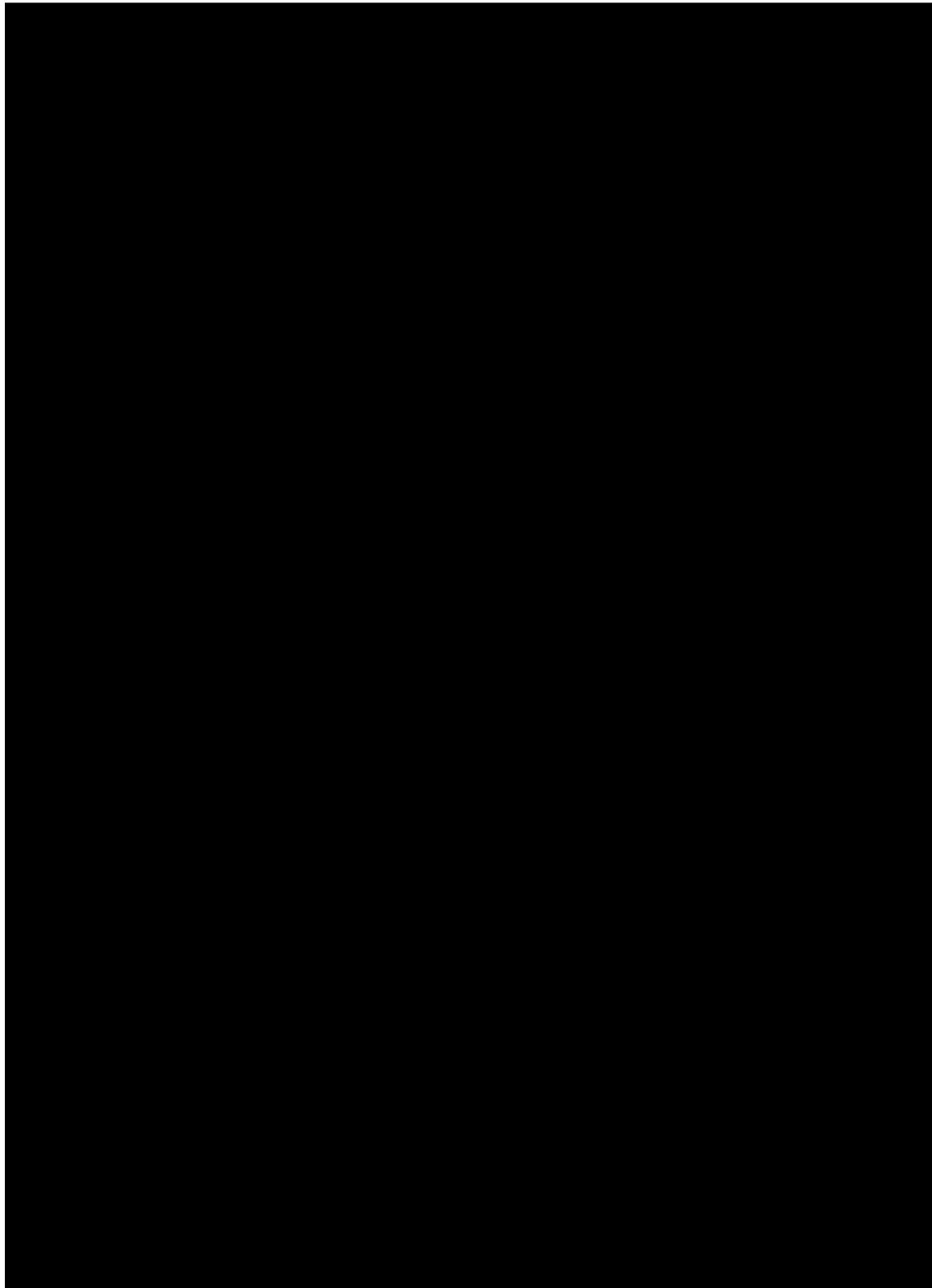


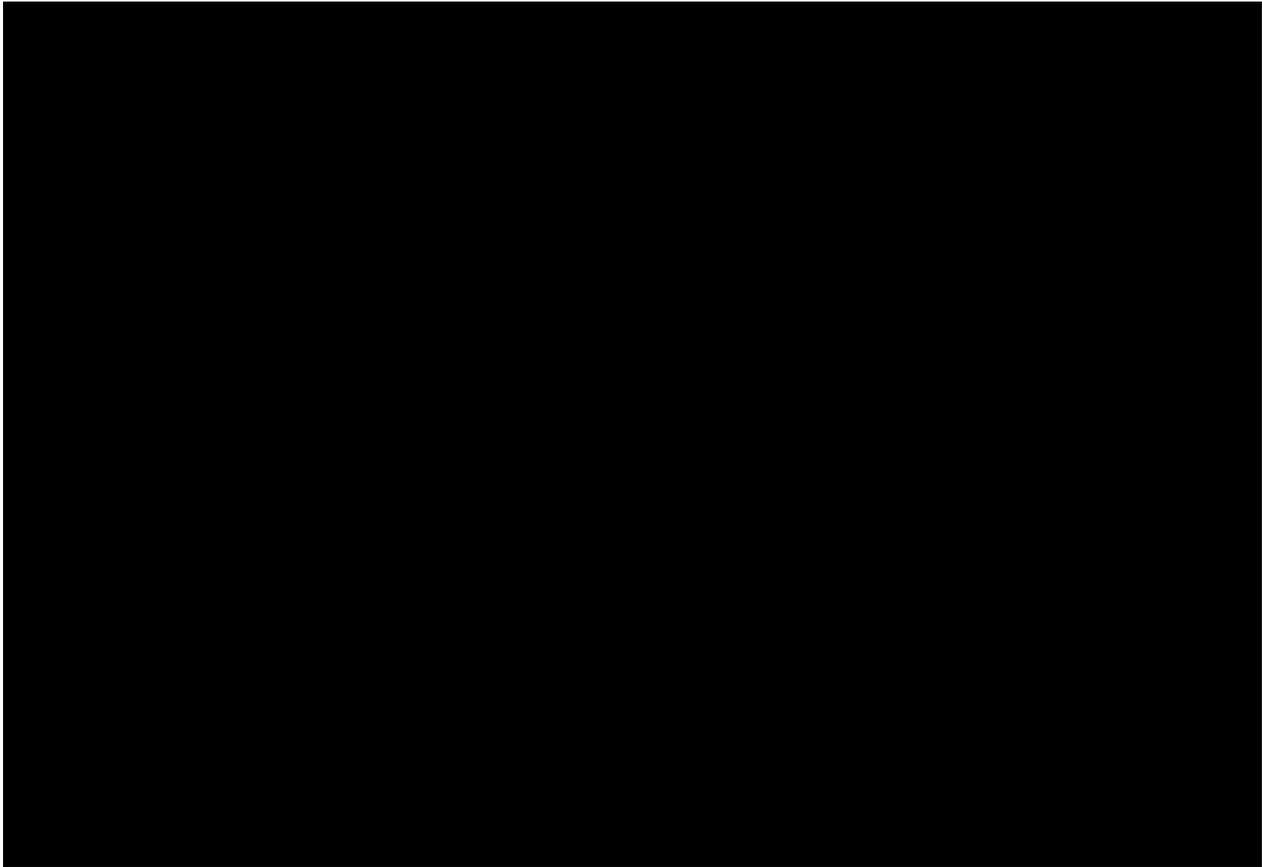


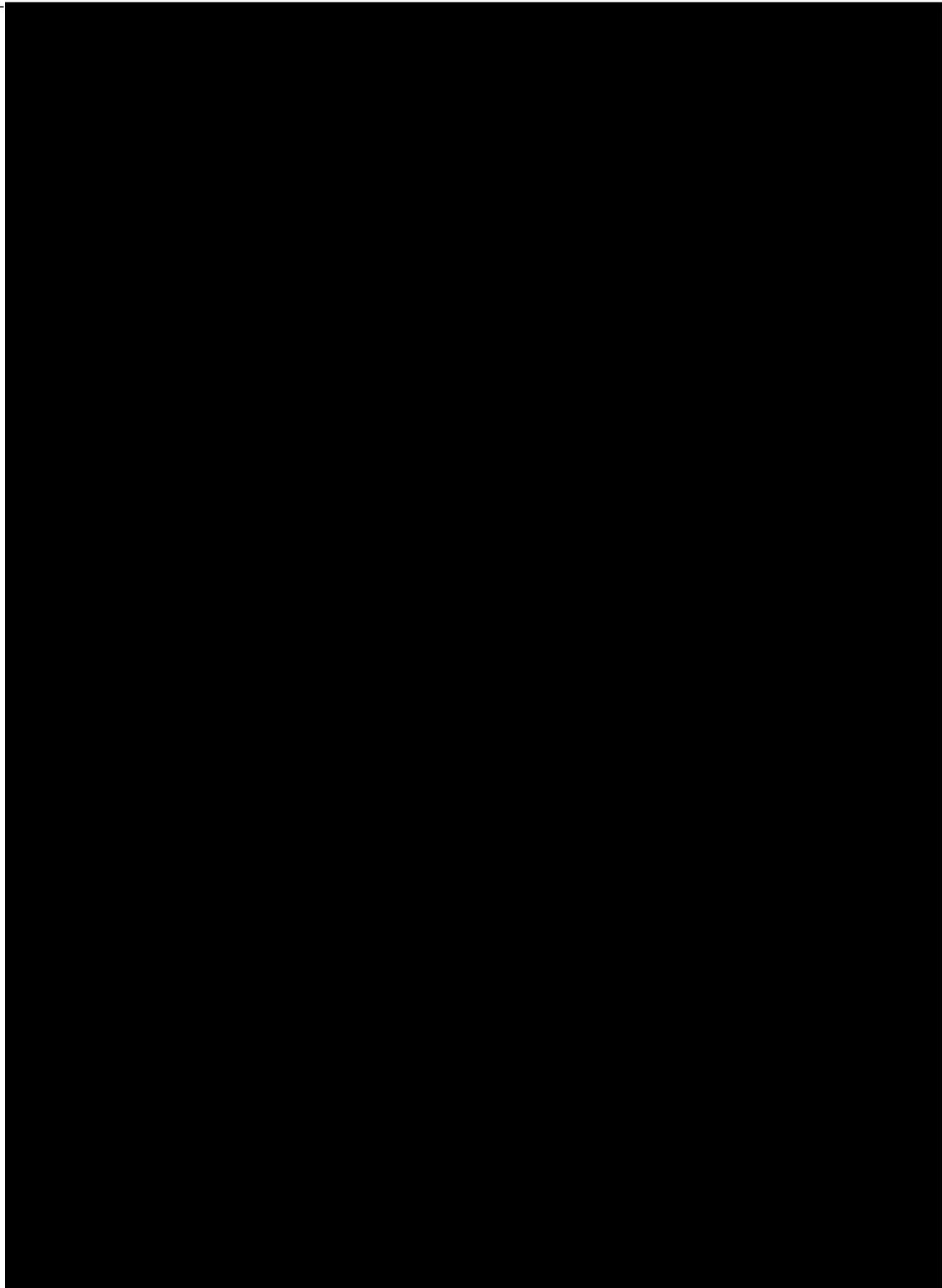


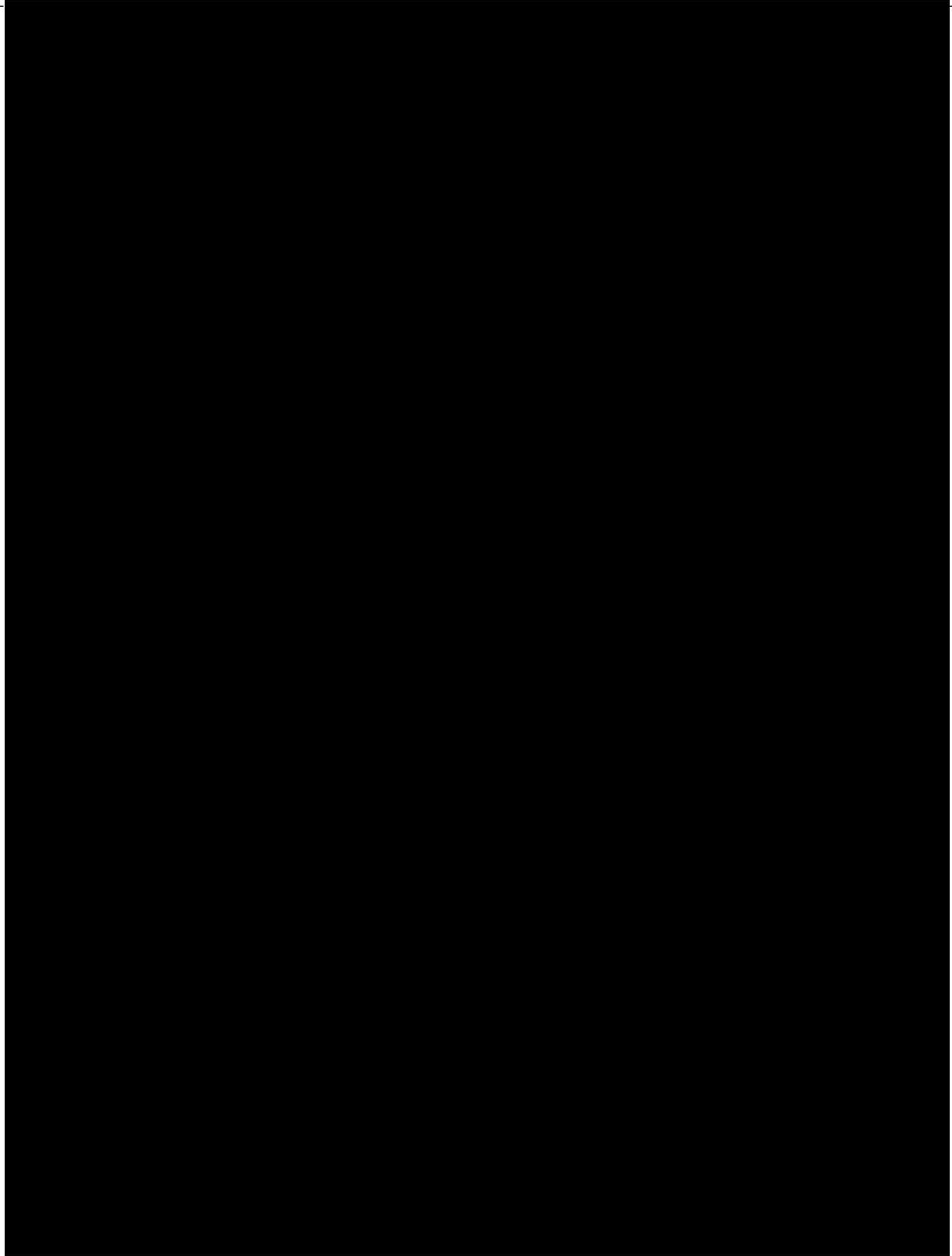


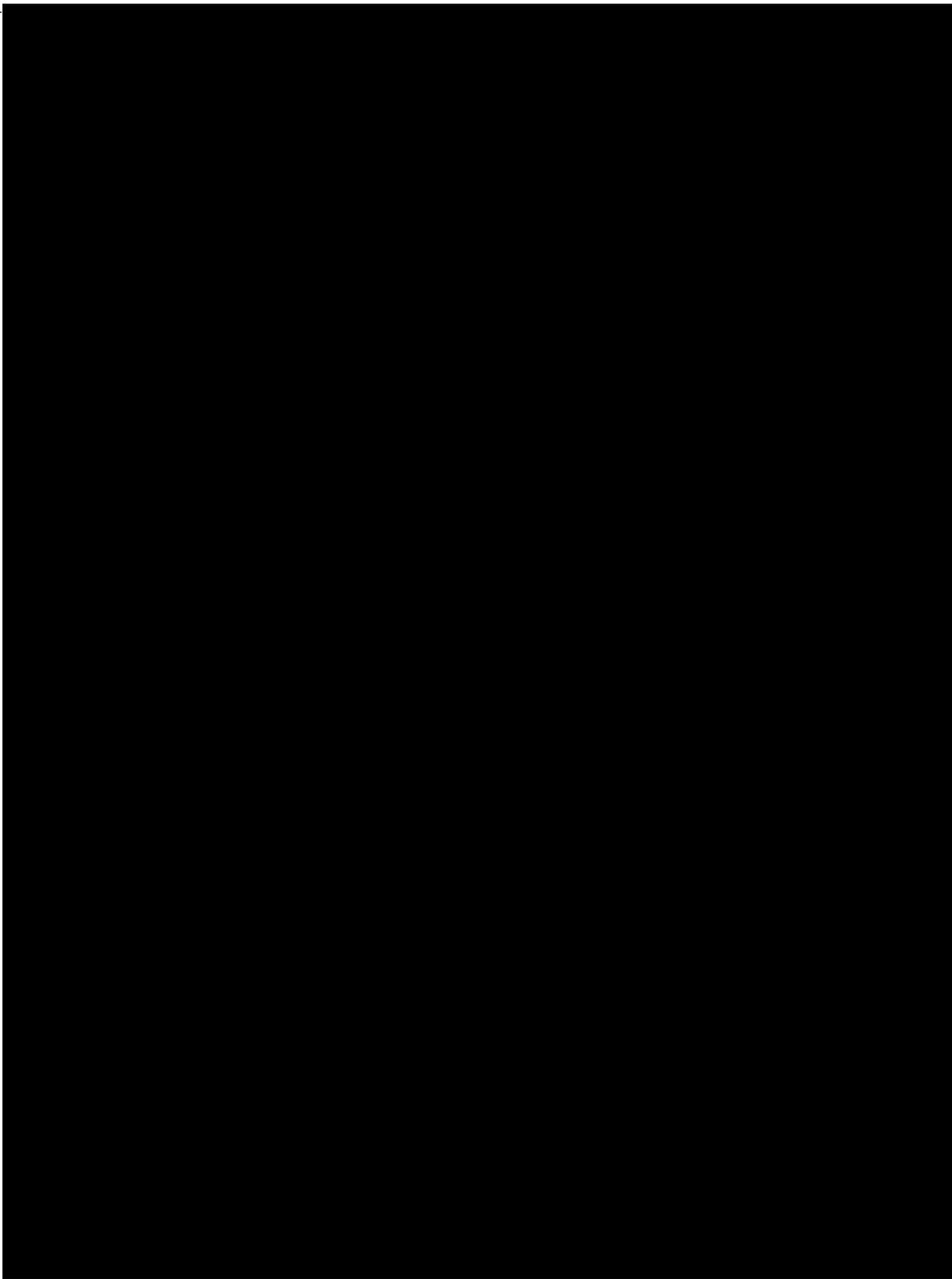


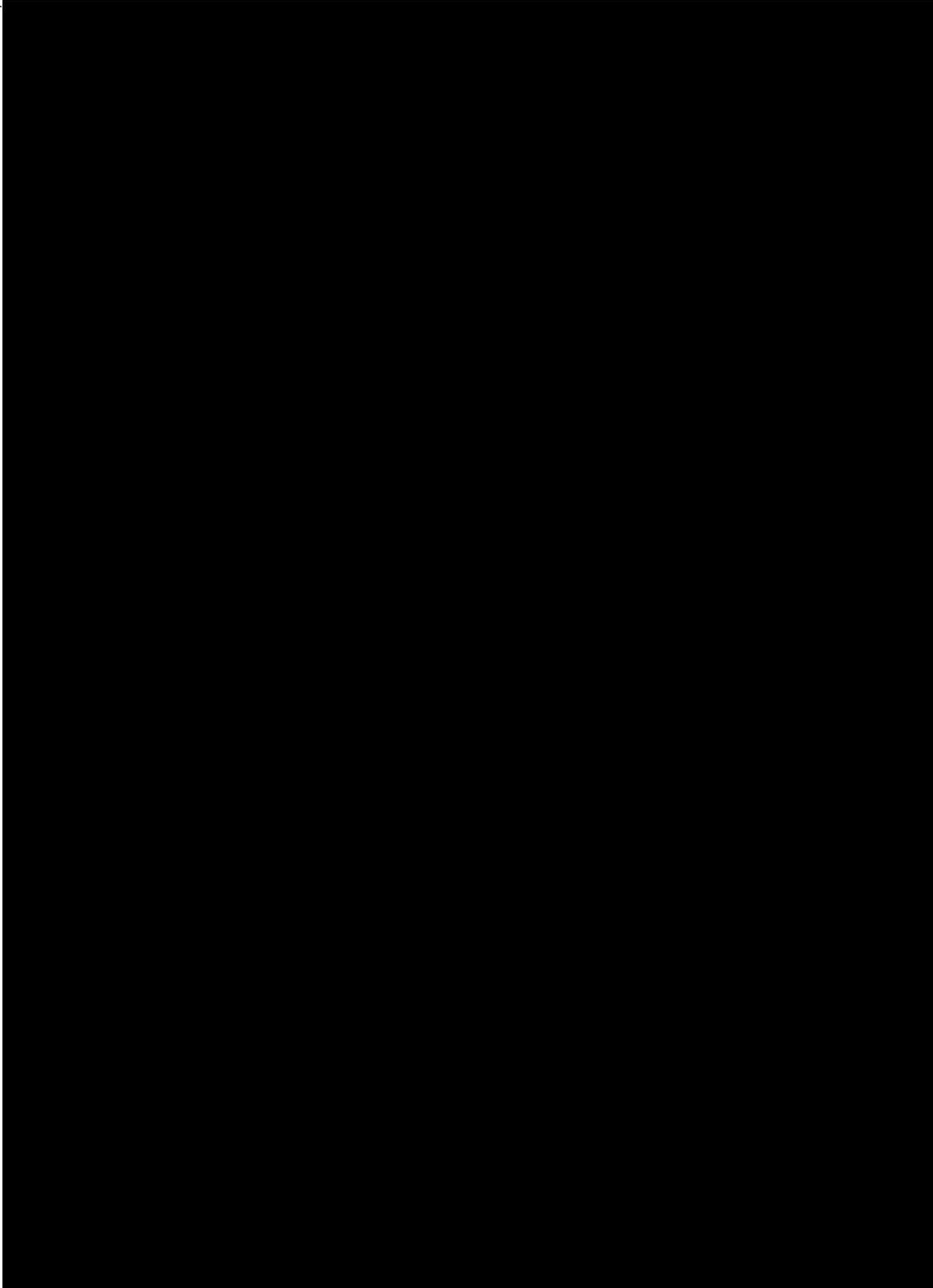


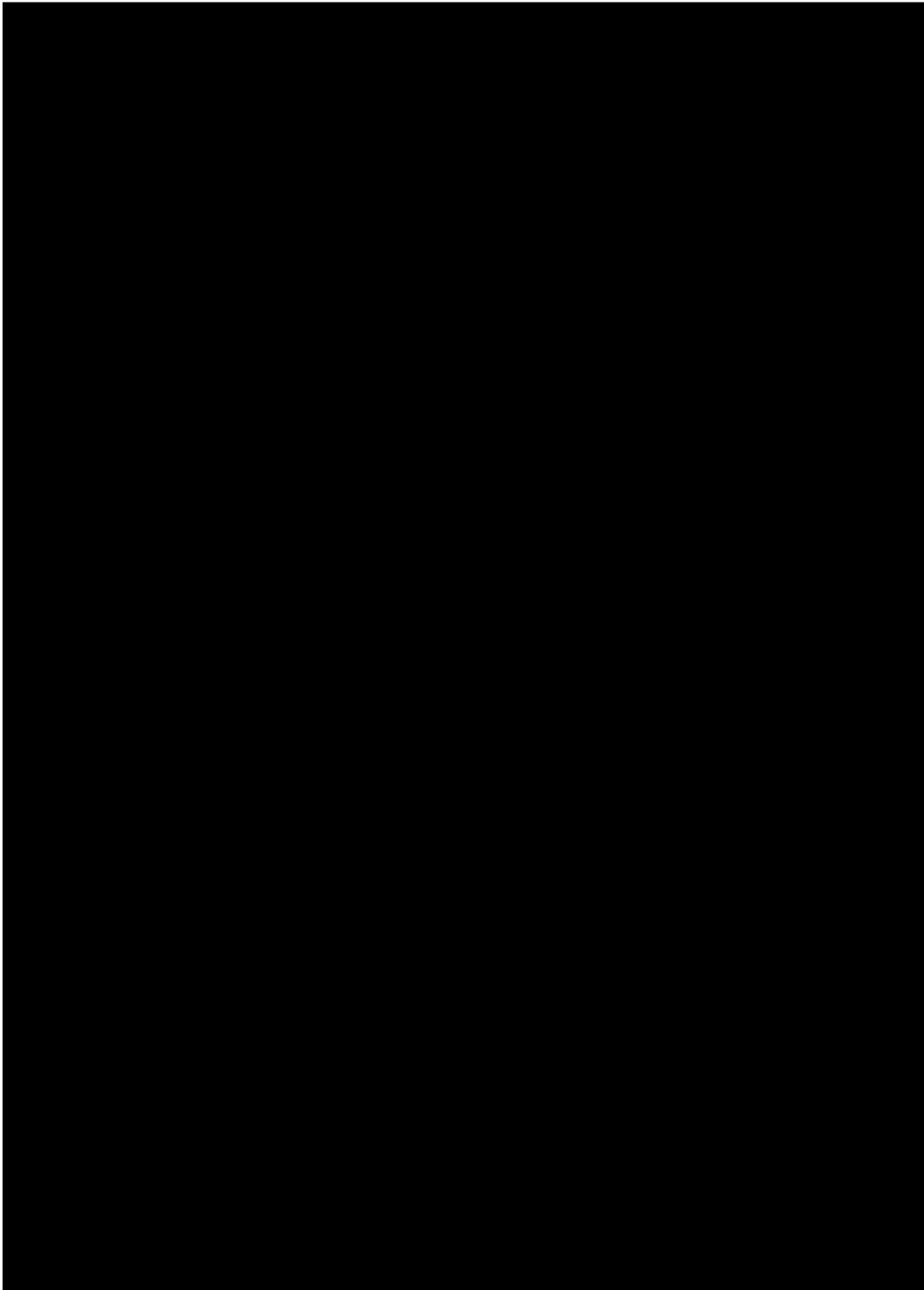


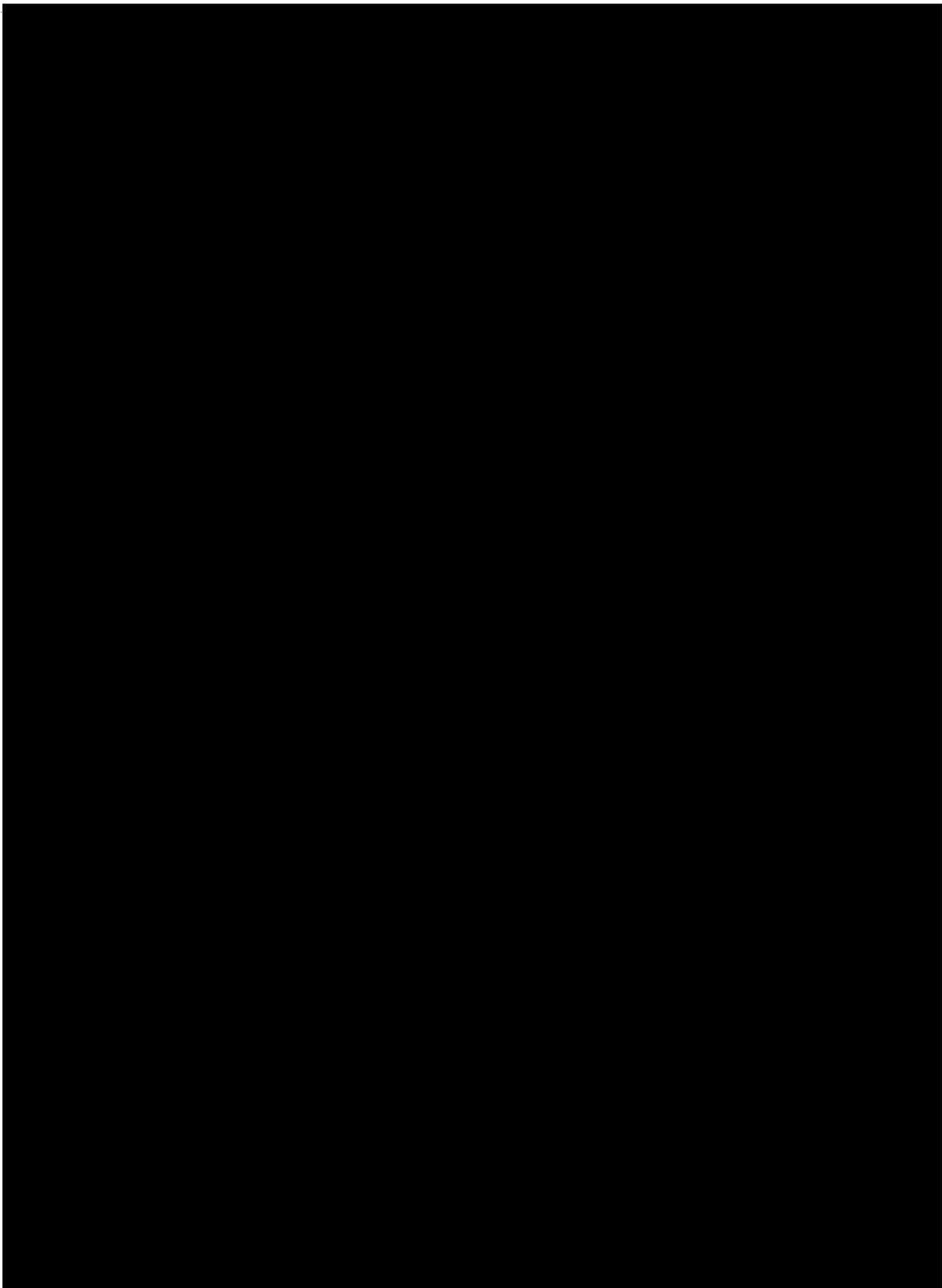


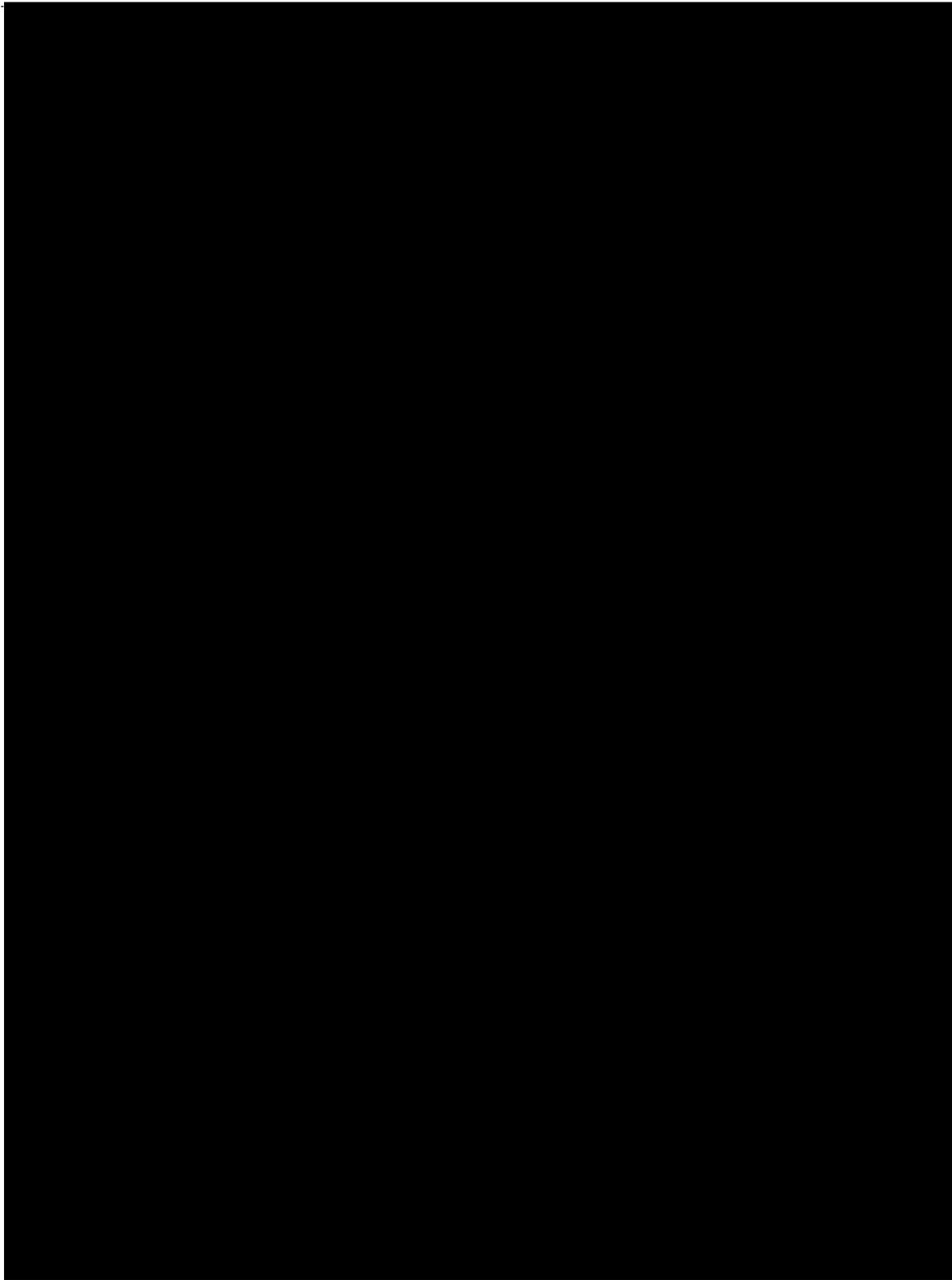


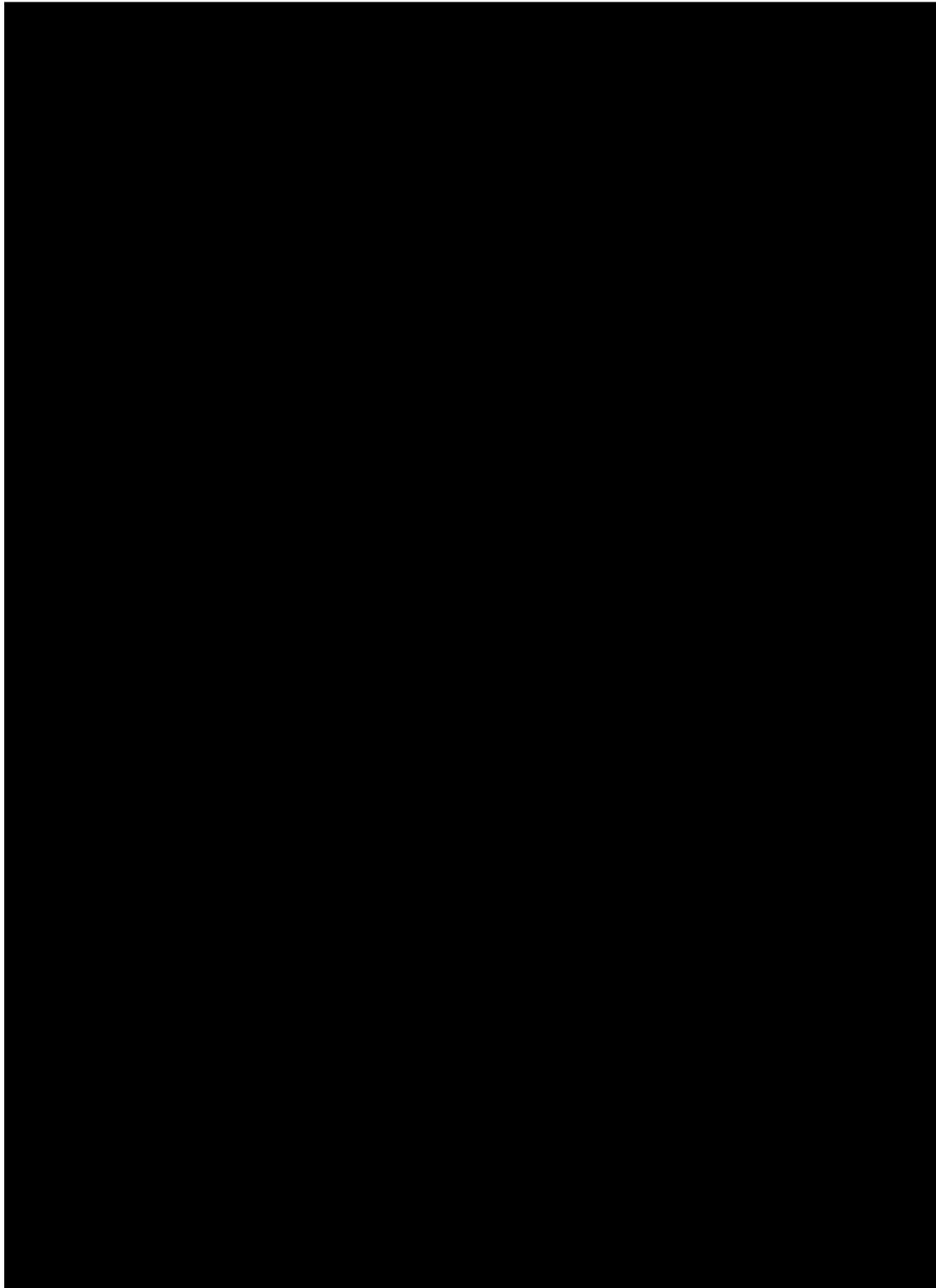


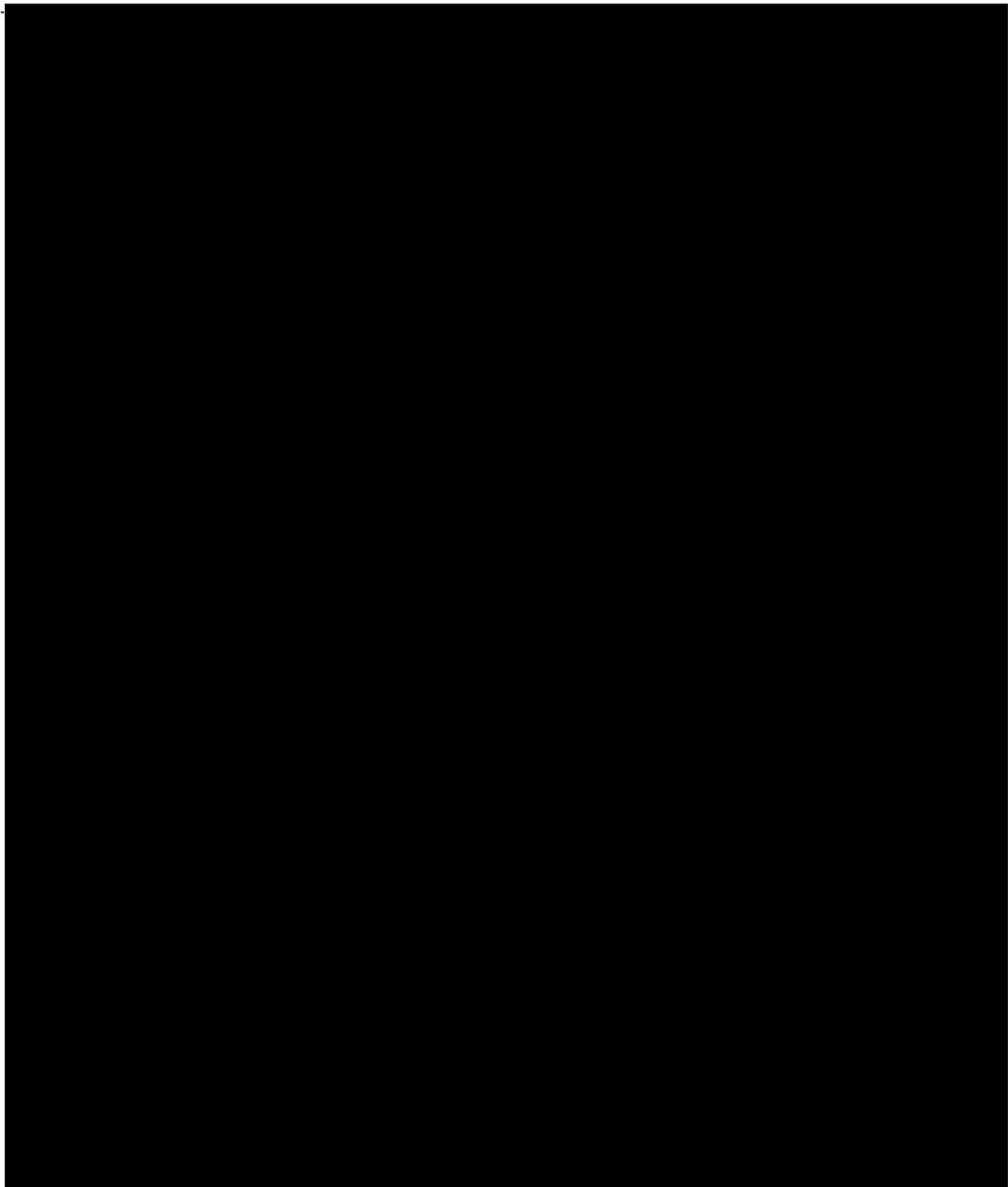


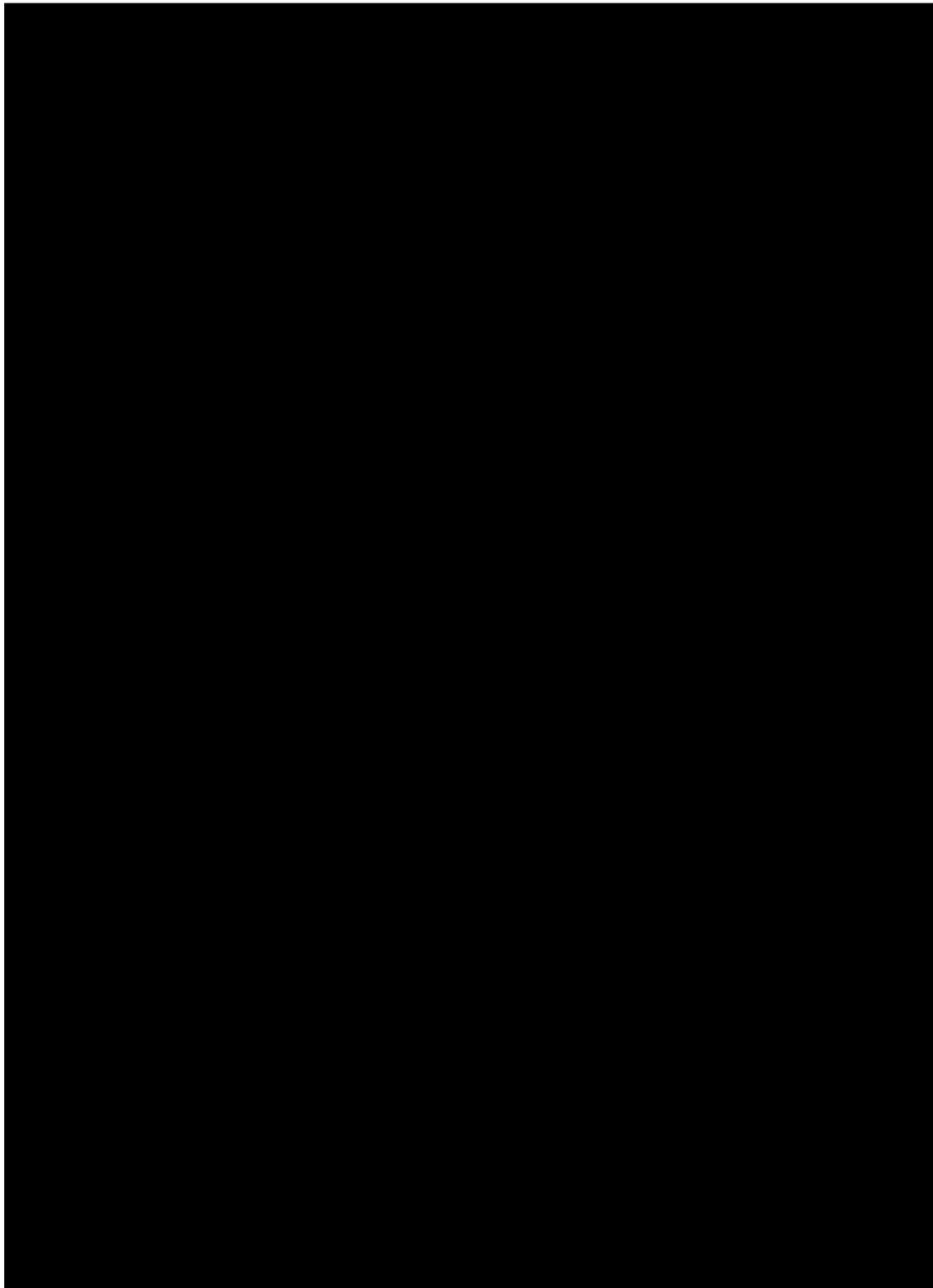


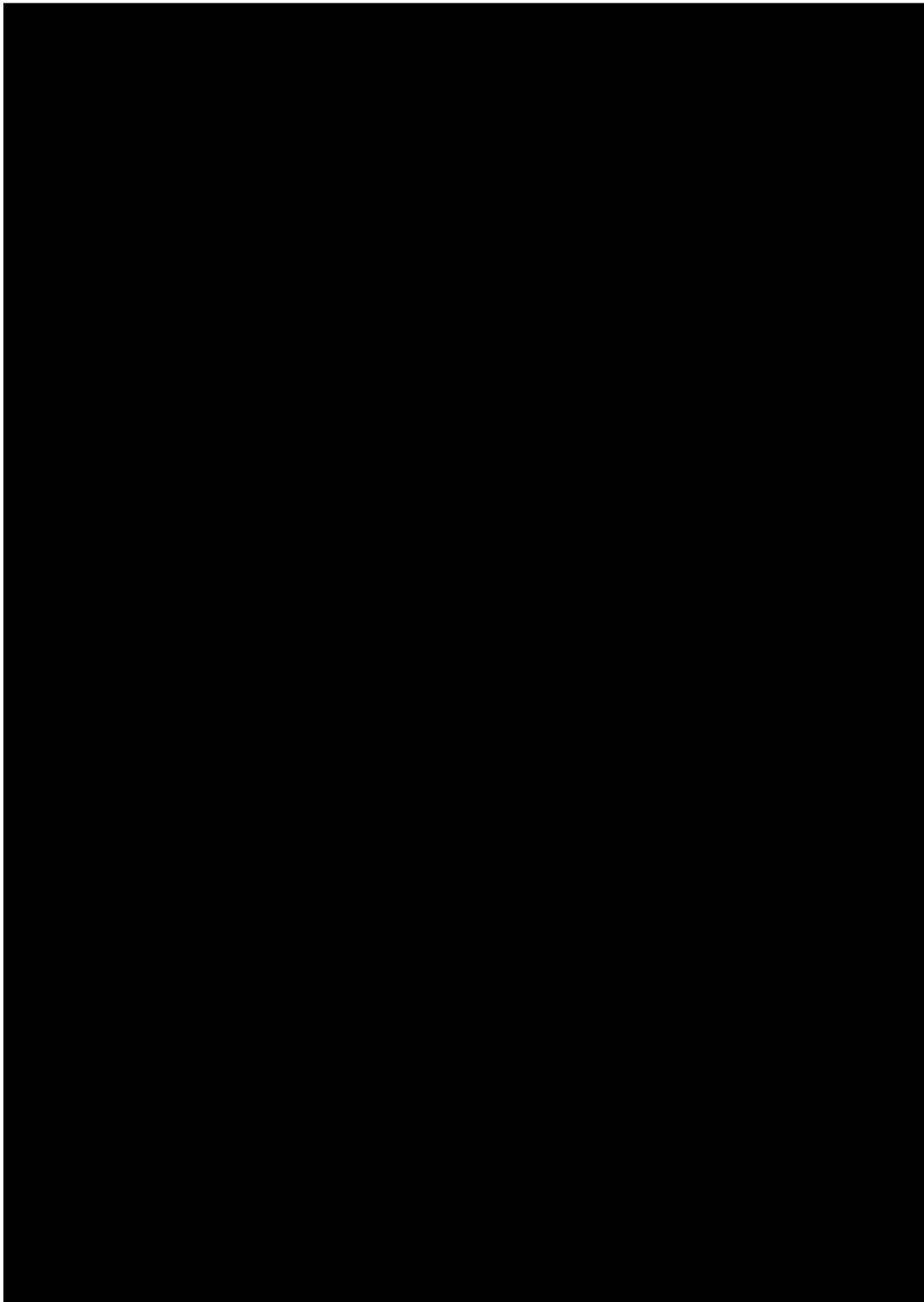


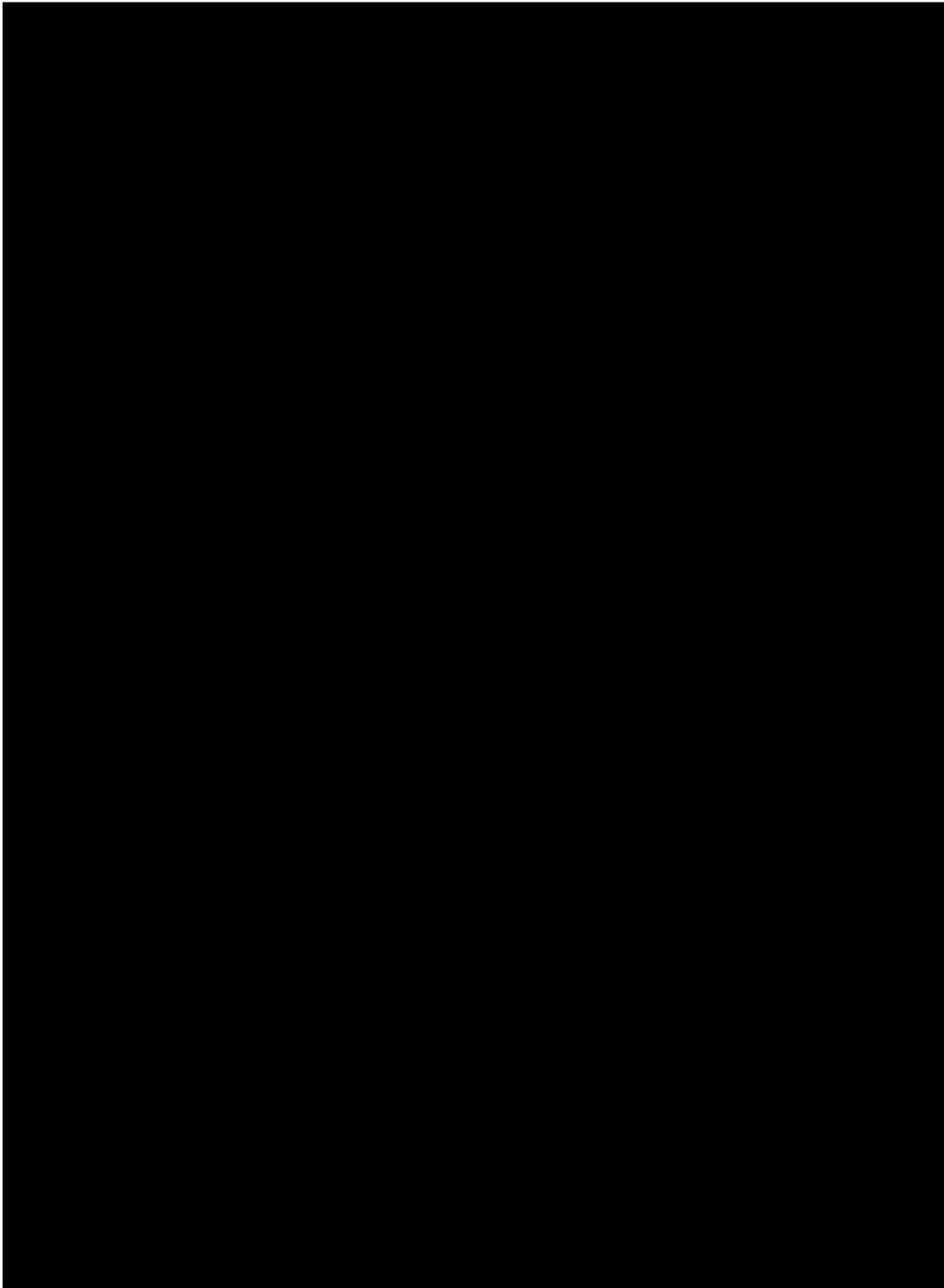


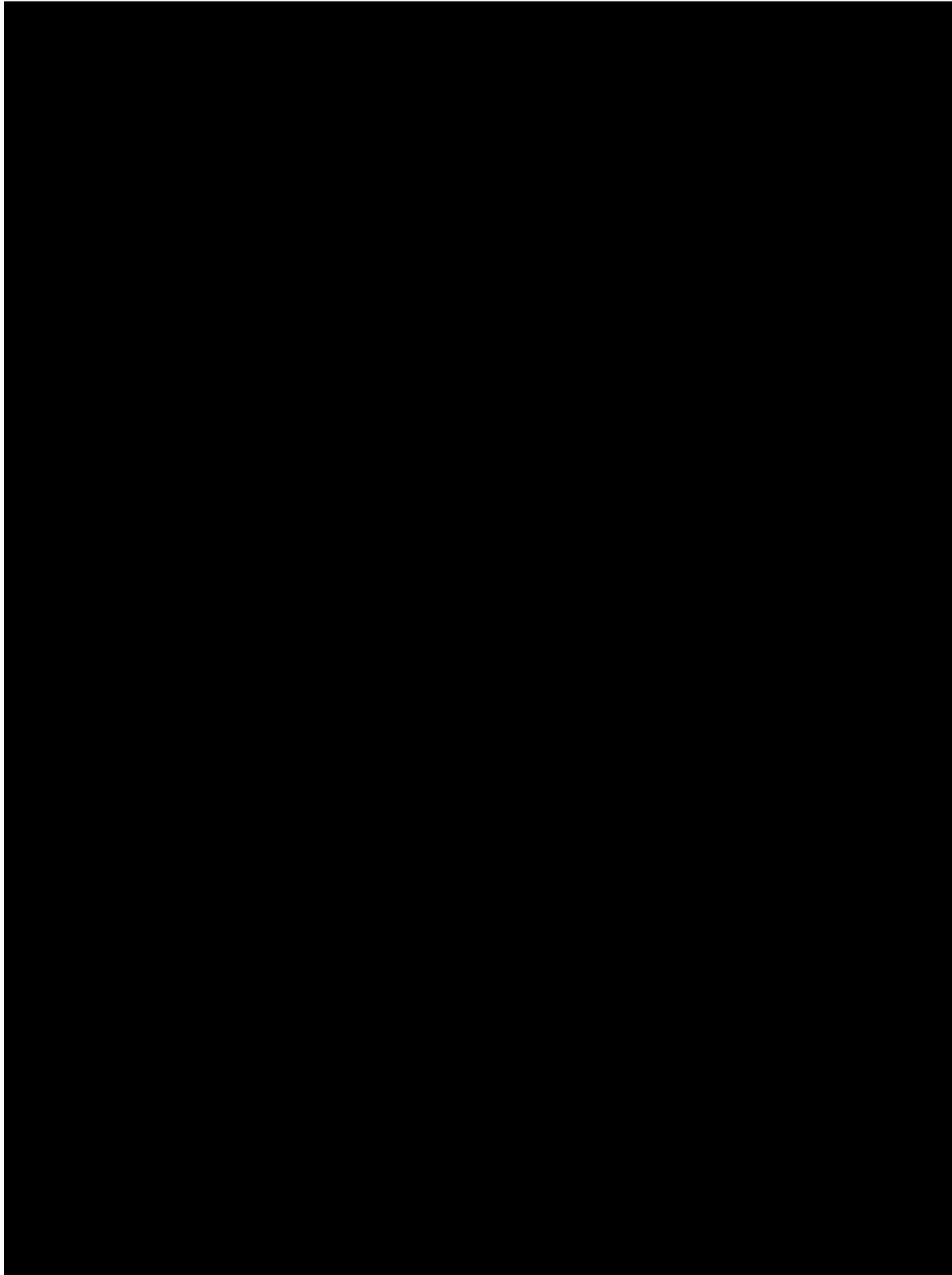


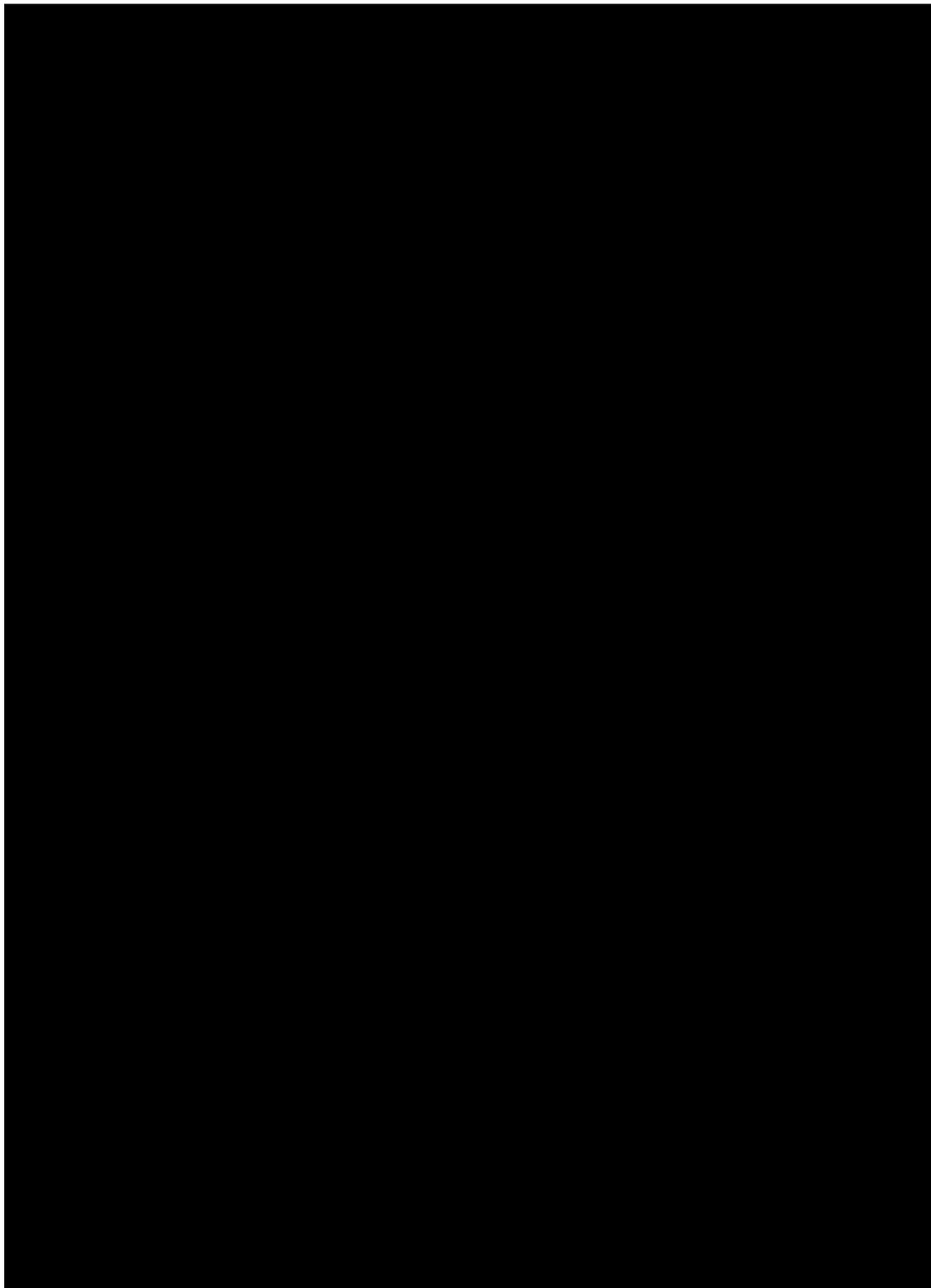


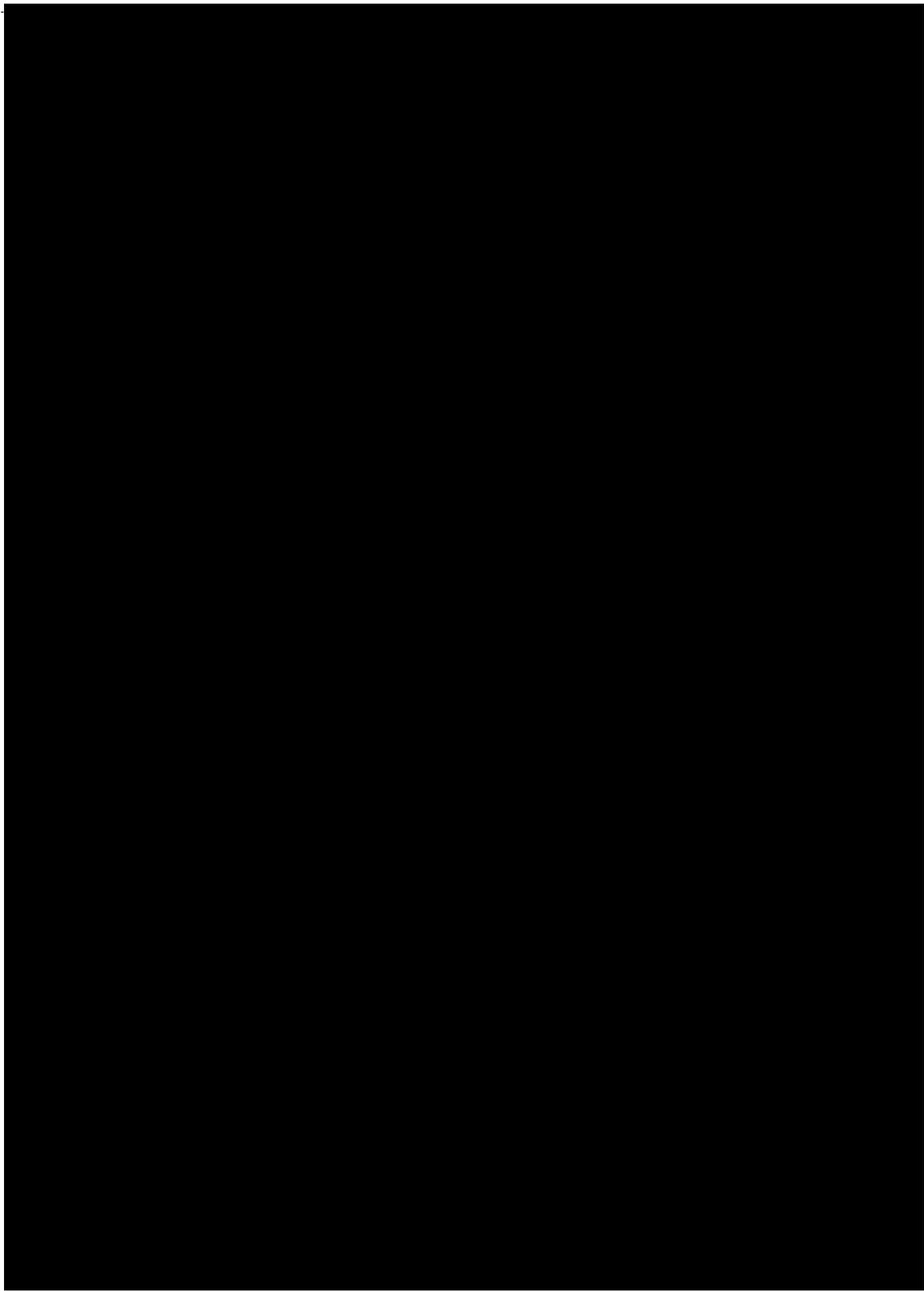


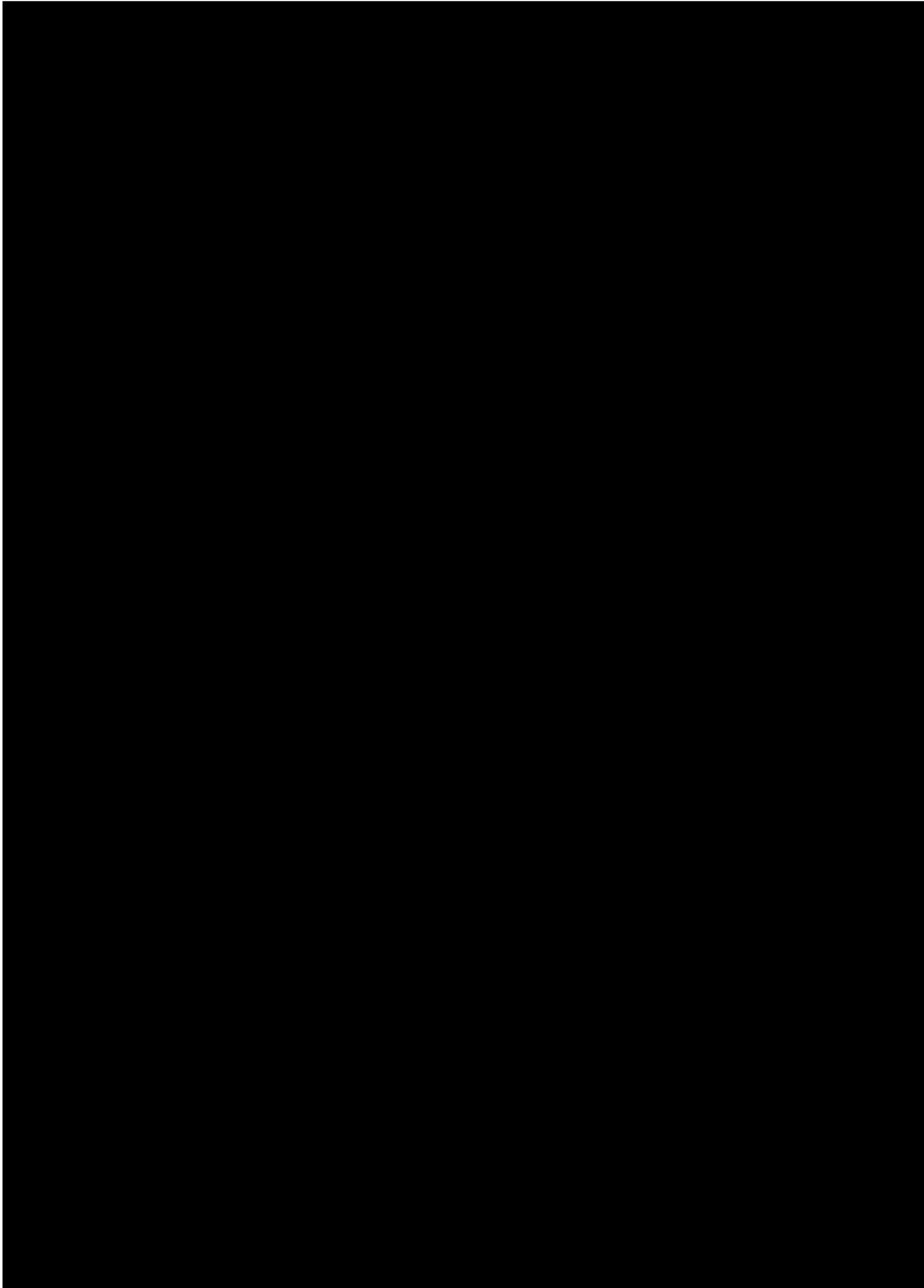


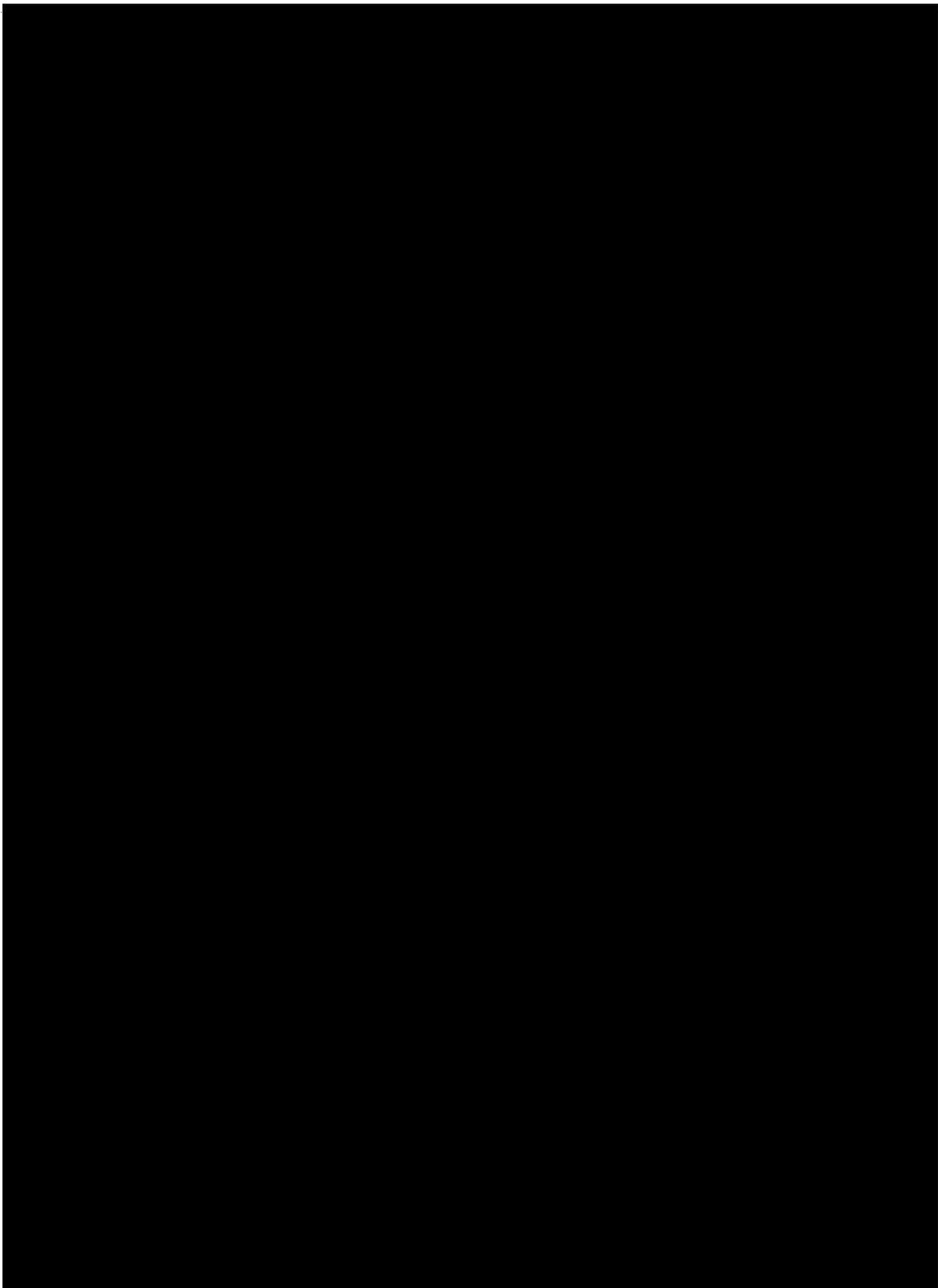


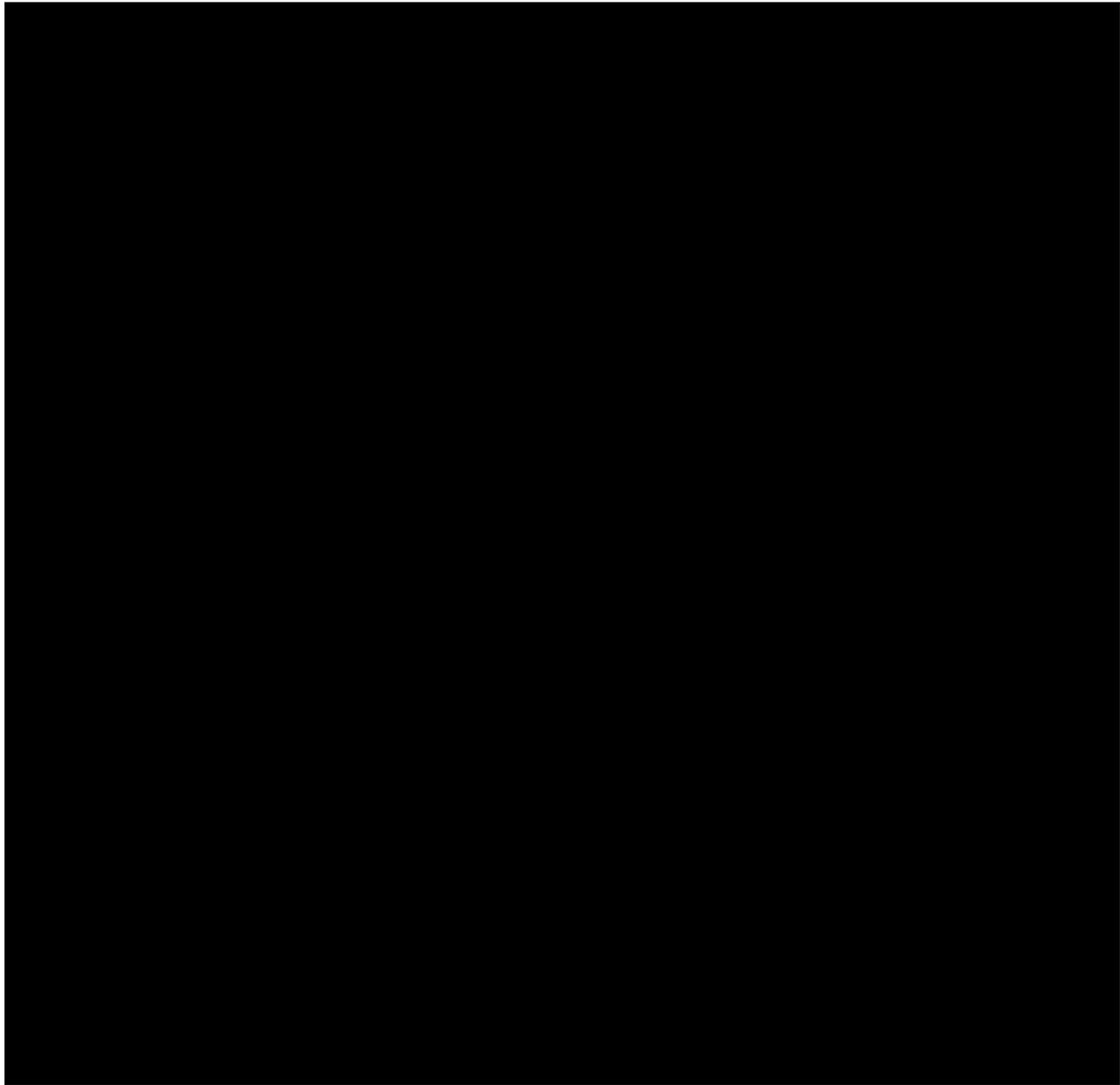






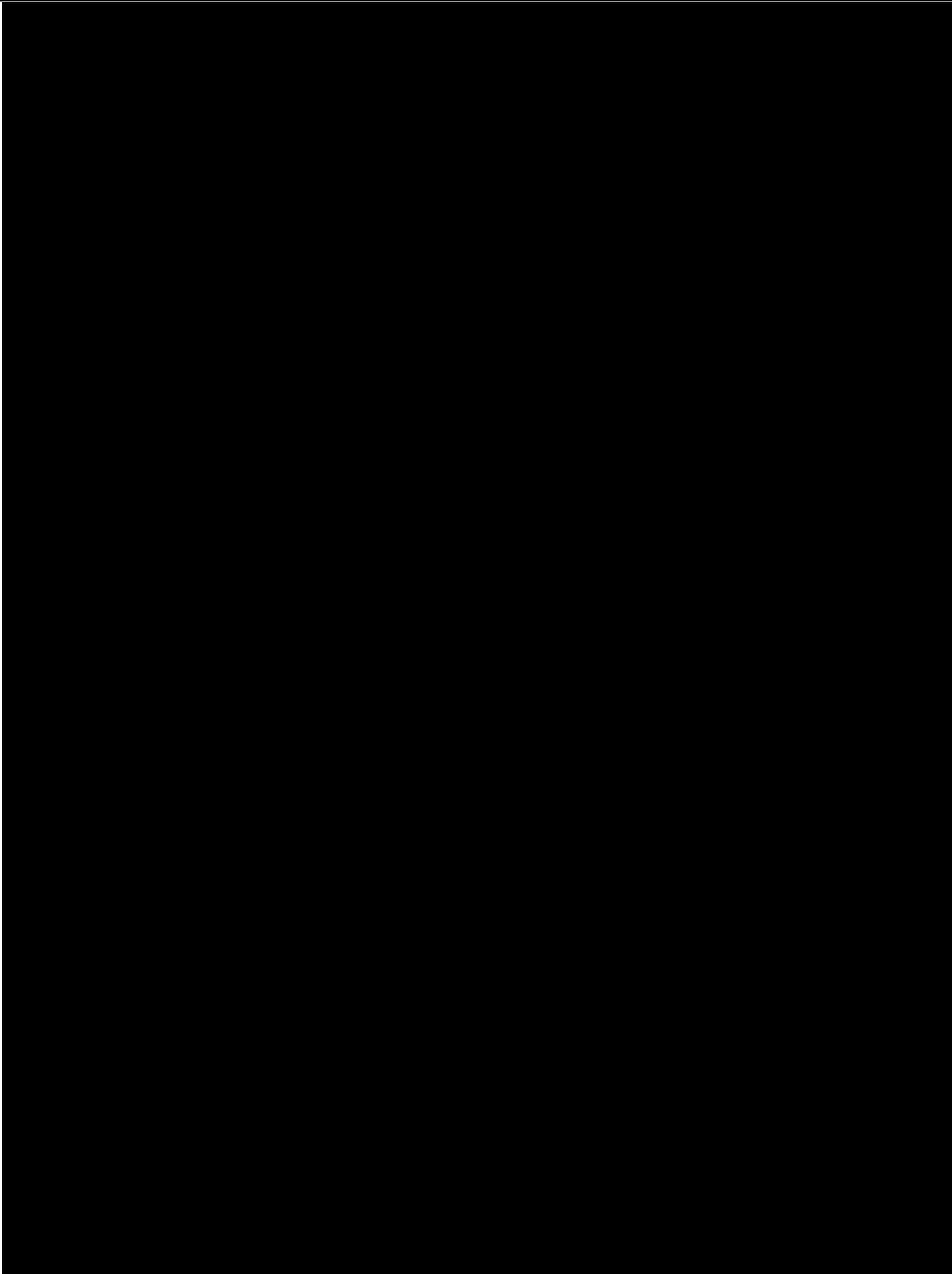






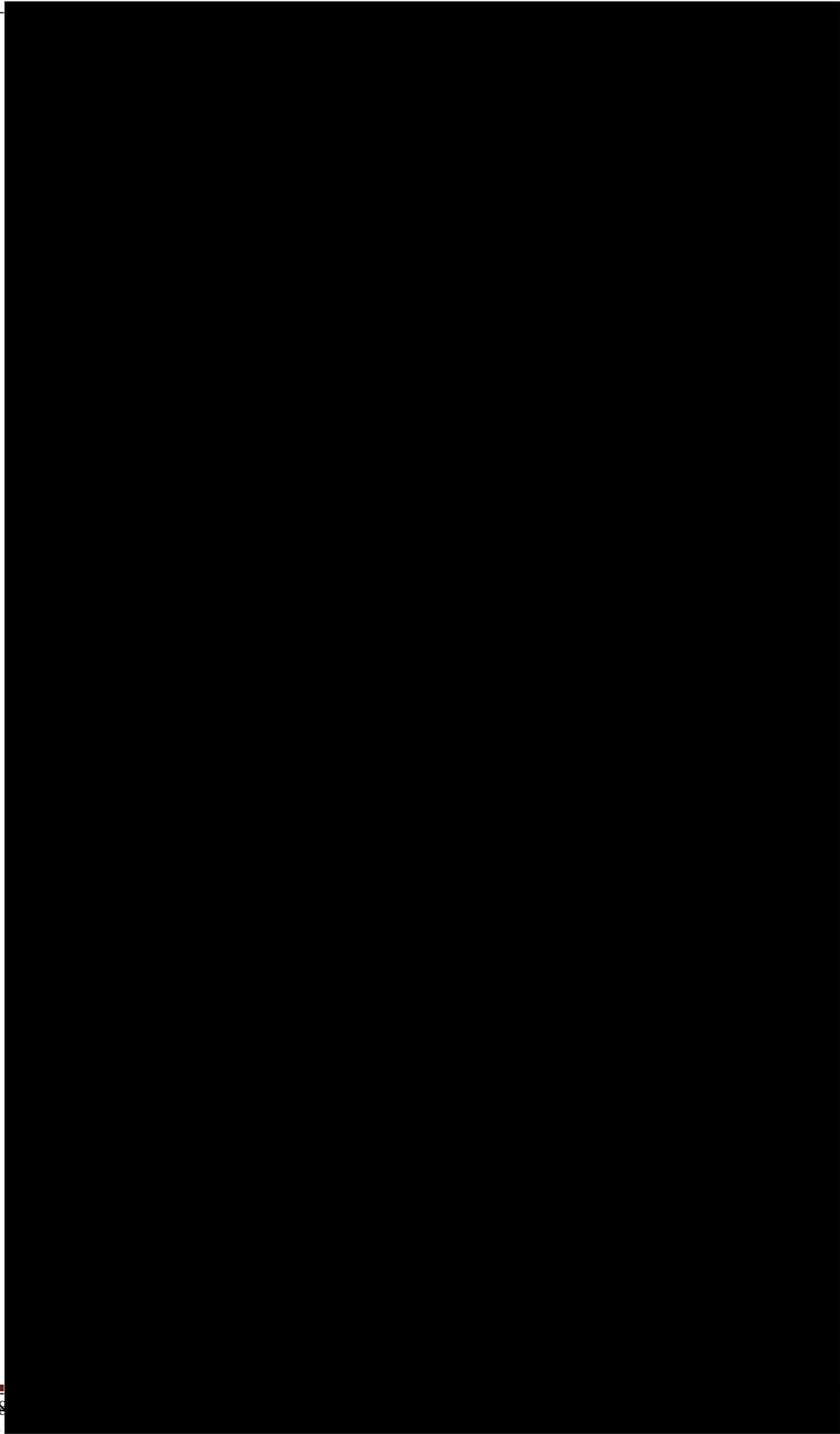
APPENDIX 6

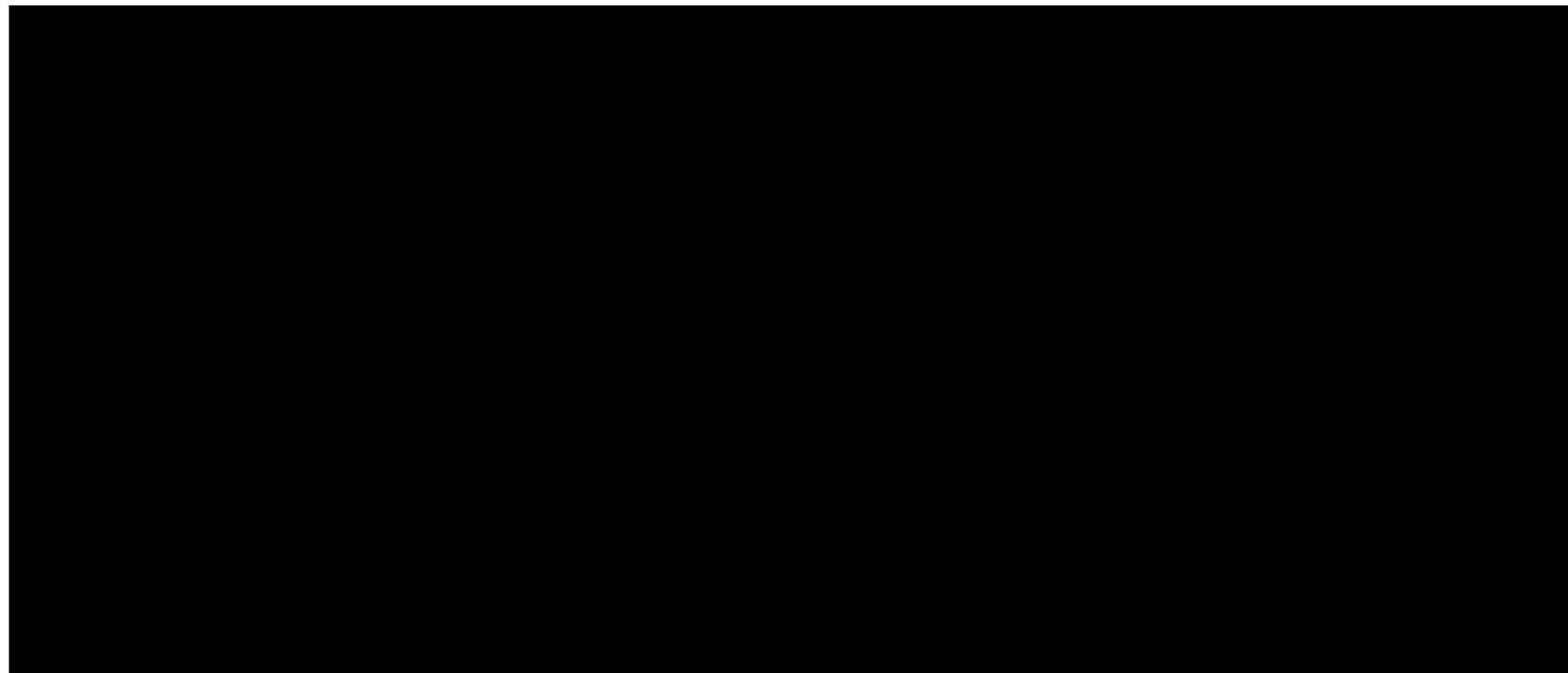


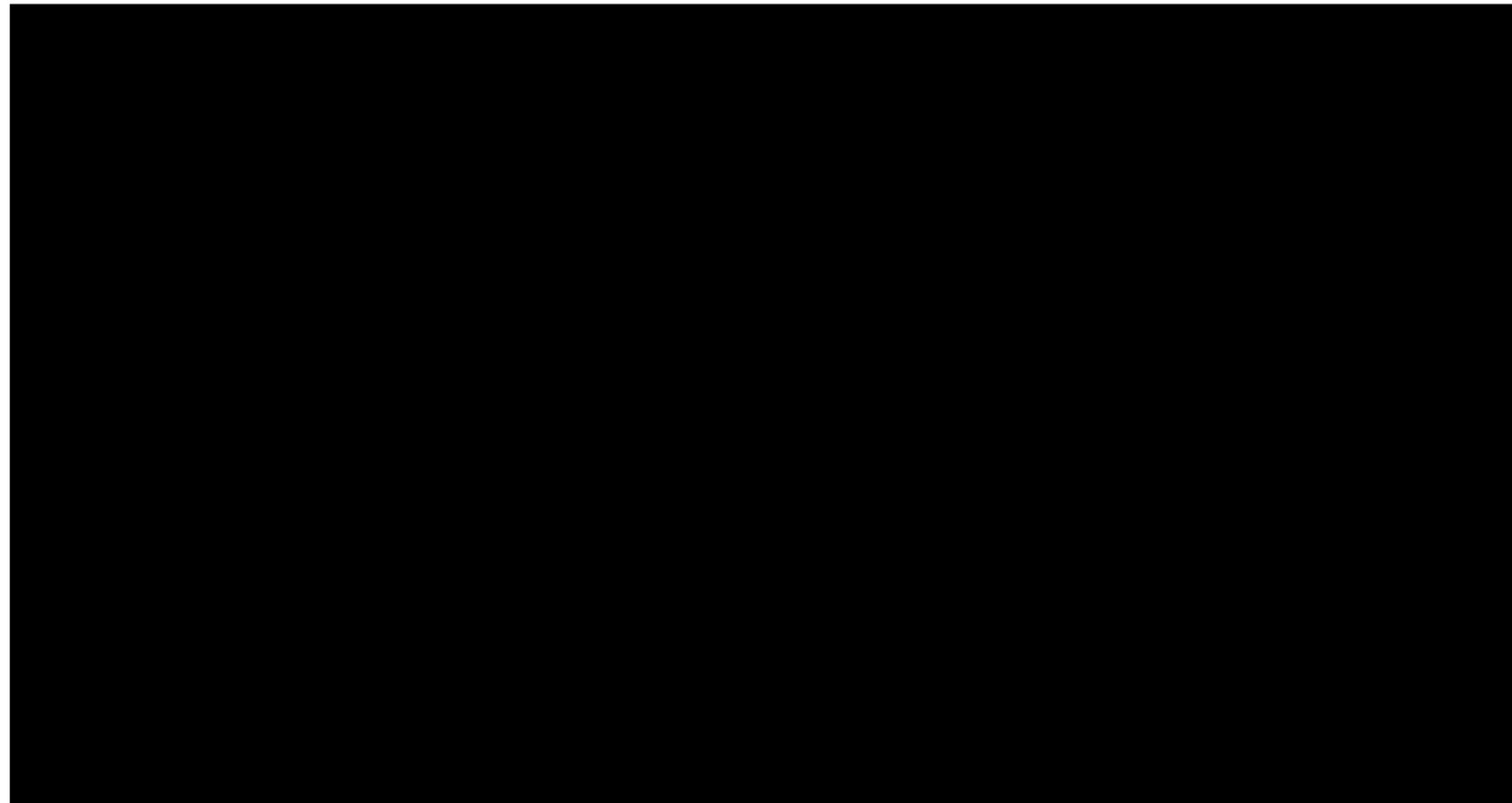


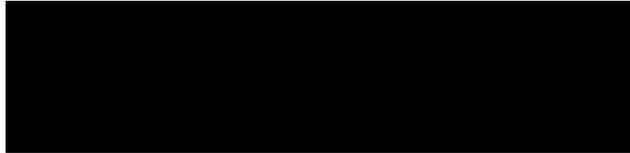
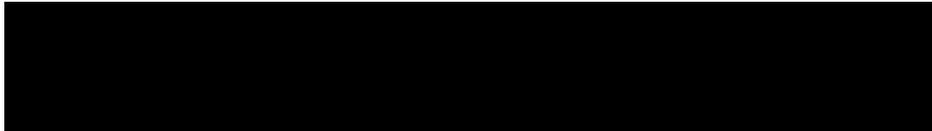
APPENDIX 7











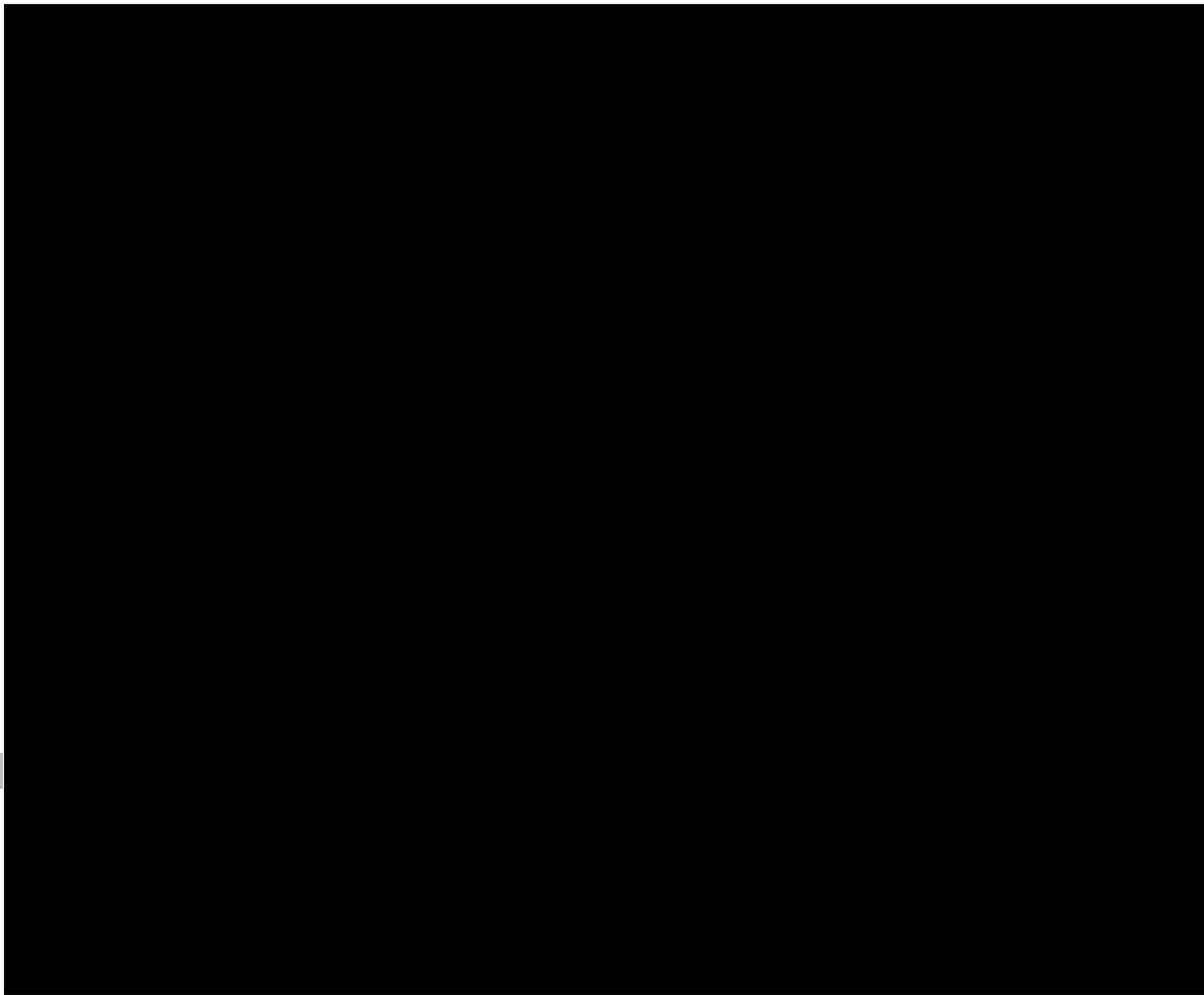
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***Disaster Recover and
Continuity Of Operation Plan
(COOP)***

(Enter Project Name)

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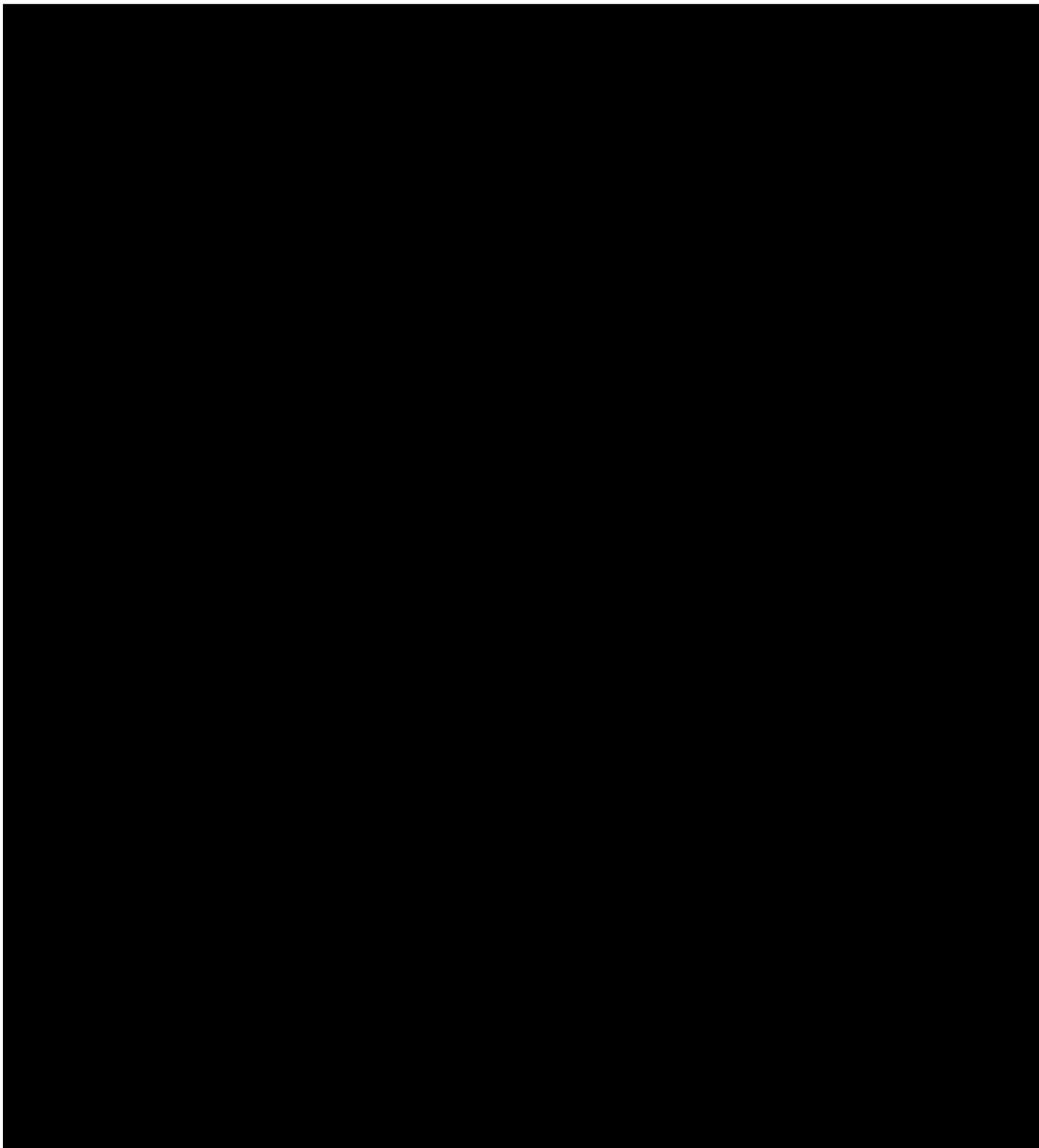
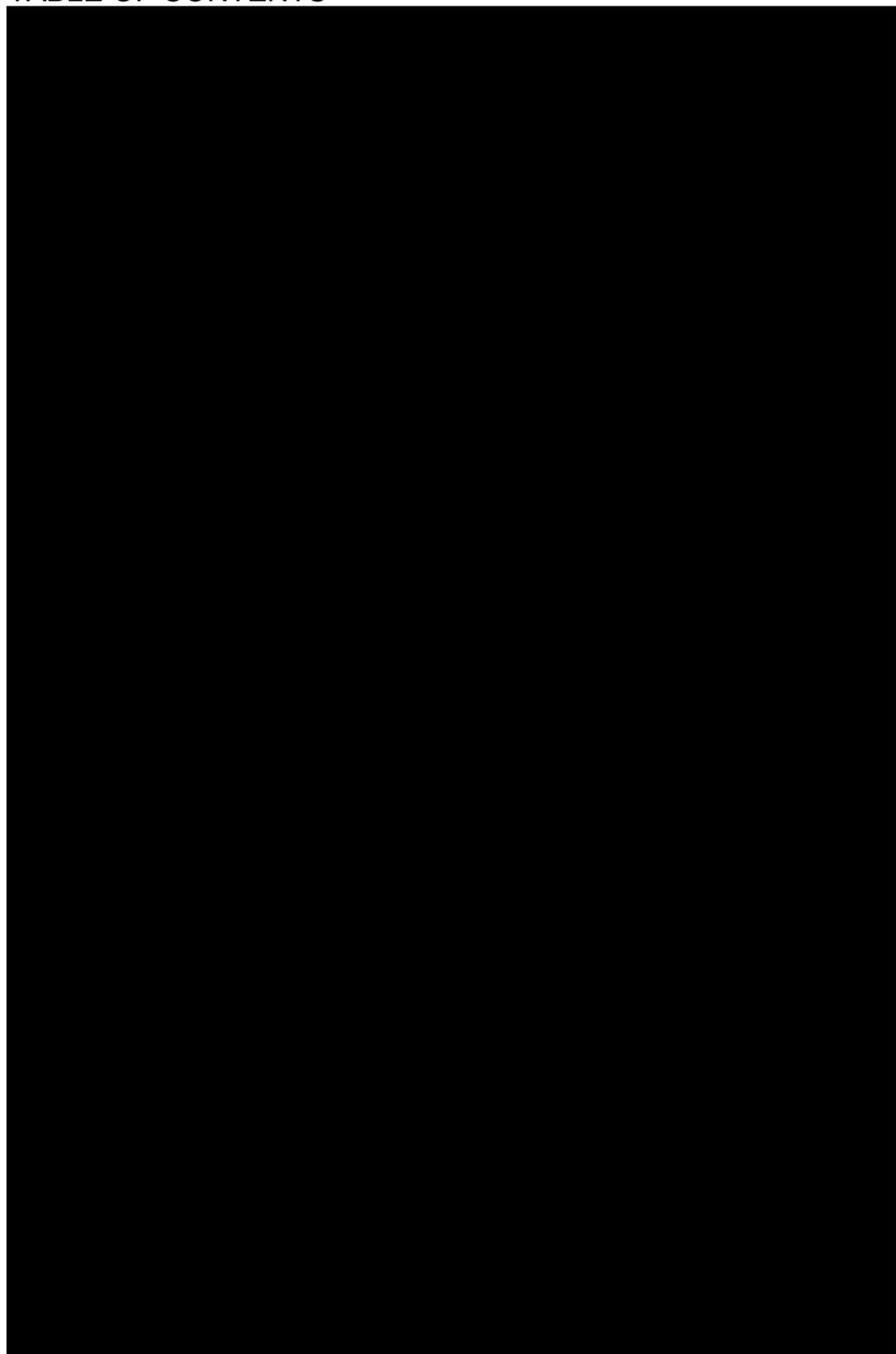


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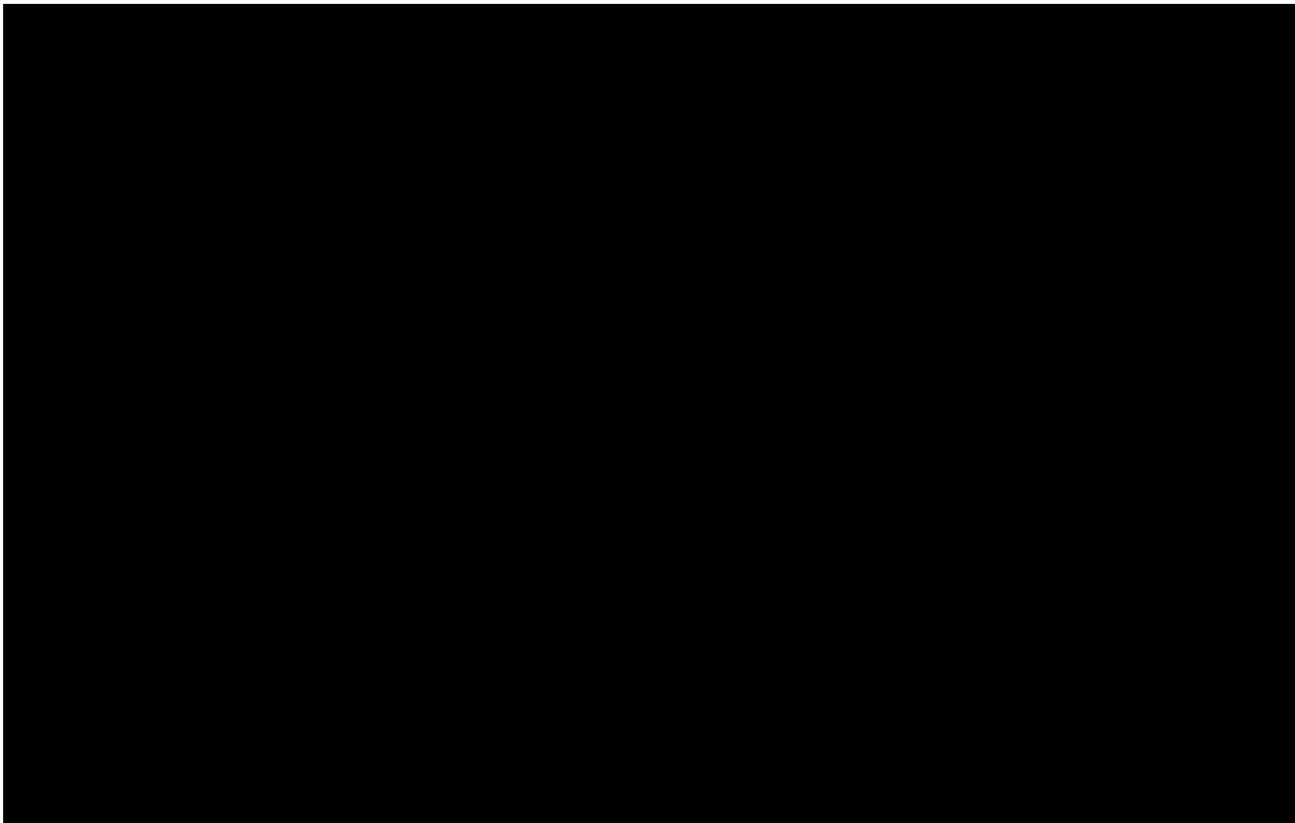
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Introduction

[Redacted text block]

Primary Contact: _____ Alternate: _____

[REDACTED]



[REDACTED]

[REDACTED]

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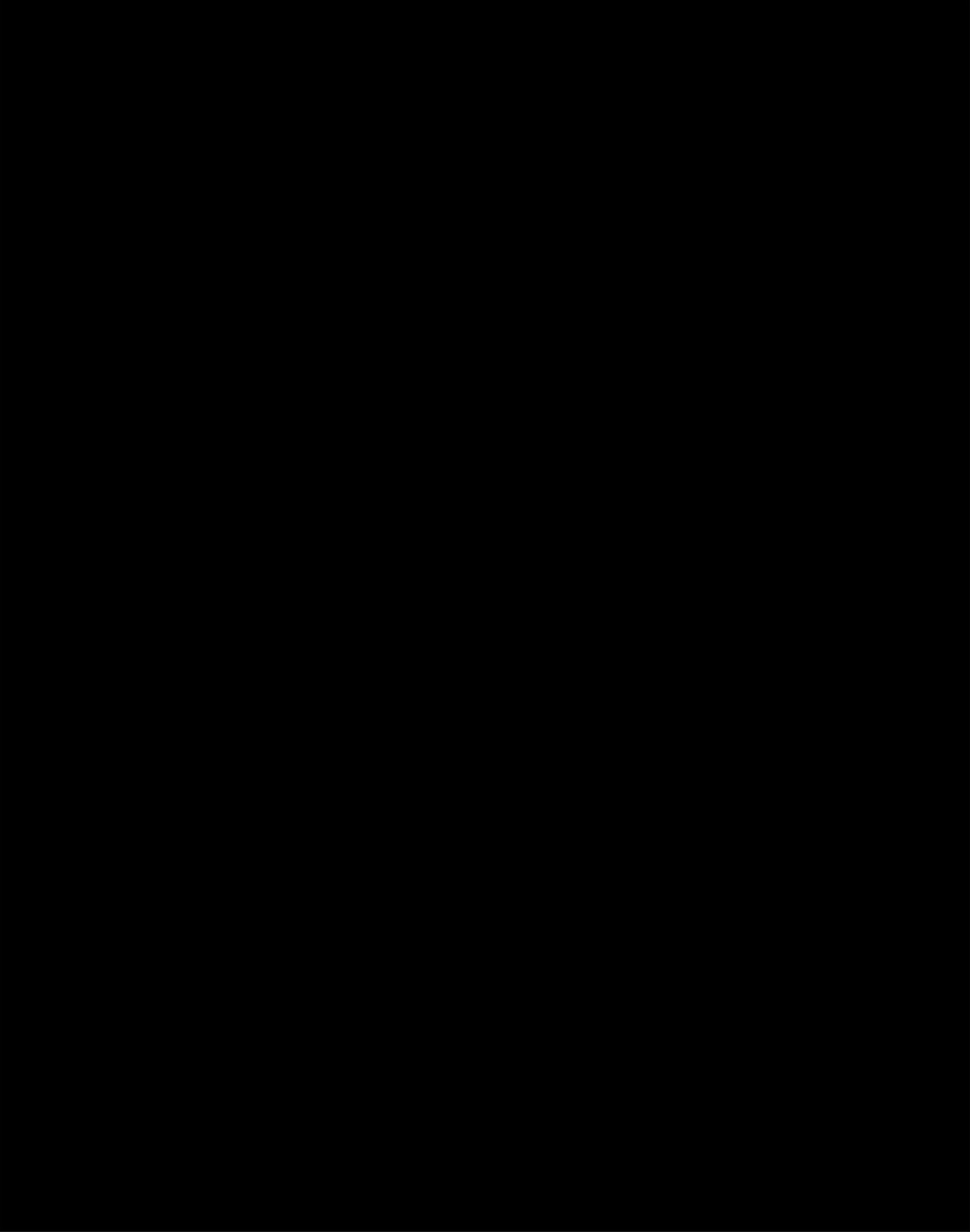
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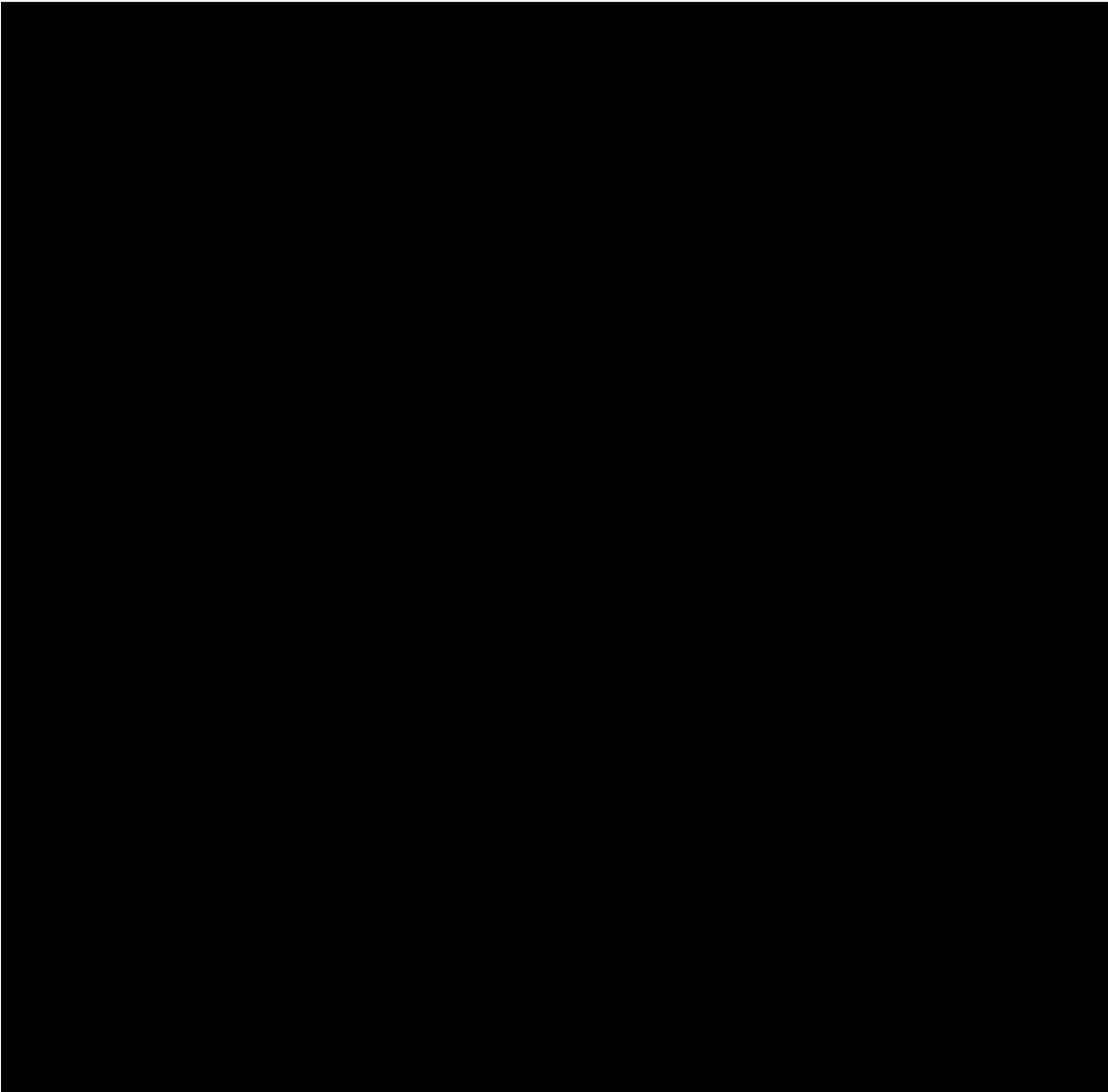
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