STATEMENT OF WORK

C.1 INTRODUCTION, OVERVIEW, AND BACKGROUND

The Centers for Disease Control and Prevention (CDC), located in Atlanta, Georgia, USA, is an agency of the Department of Health and Human Services (DHHS). CDC's mission is to promote health and quality of life by preventing and controlling disease, injury, and disability. CDC is the leading public health agency responsible for promoting health and quality of life by preventing and controlling disease, injury and disability. CDC works with States, local public health agencies, and partners throughout the Nation and the world to accomplish this mission. CDC serves as the national focus for developing and applying disease prevention and control, environmental health, and health promotion and education activities designed to improve the health of the people of the United States.

To accomplish this, CDC identifies and defines preventable health problems and maintains active surveillance of diseases through epidemiologic and laboratory investigation and data collection, analysis, and distribution; serves as the DHHS's lead agency in developing and implementing operational programs related to environmental health problems, and conducts operational research aimed at developing and testing effective disease prevention, control, and health promotion programs; administers a national program to develop recommended occupational health standards and healthful working conditions for every working person; develops and implements a program to sustain a strong national work force in disease prevention and control; and conducts a national program for improving the performance of clinical laboratories. CDC is responsible for controlling the introduction and spread of infectious diseases, and provides consultation and assistance to other nations and international agencies to assist in improving their disease prevention and control, environmental health, and health promotion activities. CDC administers the Prevention Health and Health Services Block Grant and specific preventive health categorical grant programs while providing program expertise and assistance in responding to federal, state, local, and private organizations on matters related to disease prevention and control activities.

CDC and ATSDR continue to be increasingly dependent on information technology (IT), electronic communications, and digital media. Solutions must be timely, comprehensive, reliable, and cost-effective and this is only possible through IT. There are also a number of global trends that provide opportunities to better achieve CDC and ATSDR goals through IT, such as health care and public health investments in IT and information systems, the development of electronic medical records, the growing ubiquity of electronic connectivity, networking and the Internet, and the convergence of communications media. Information resources management and information technology will play catalytic and enabling roles in achieving these goals. Scientific credibility and service are the characteristics for which CDC and ATSDR are best known and most widely appreciated. Maintaining this edge in an era of information explosion is critical to CDC and ATSDR. Both, CDC and ATSDR have developed strategies to use information technology to effectively and efficiently facilitate the accomplishment of their missions, while protecting the integrity and confidentially of its information data resources.

In each of the CDC and ATSDR program goals, information resources management and information technology play a vital role. Equally important, the rapidly changing technology environment provides new opportunities to rethink the ways of meeting the agencies mission challenges, and technology infusion, and refreshment are important aspects of this contract.

The CDC includes Centers, Institutes and Offices (CIO), and is organized into the Office of the Director consisting of staff, program, and services offices as follows:

- Office of the Director
- Freedom of Information Act Office

- National Vaccine Program Office
- Office of Communication
- Office of Equal Employment Opportunity
- Office of Global Health
- Office of Health and Safety
- Office of Program Planning and Evaluation
- Office of Program Support
- Engineering Services Office
- Financial Management Office
- Human Resources Management Office
- Information Resources Management Office
- Management Analysis and Services Office
- Procurement and Grants Office
- Office of Public Affairs
- Technology Transfer Office
- Washington, D.C. Office
- Epidemiology Program Office
- National Center for Chronic Disease Prevention and Health Promotion (NCCDPHP)
- National Center for Environmental Health (NCEH)
- National Center for Health Statistics (NCHS)
- National Center for HIV, STD, and TB Prevention (NCHSTP)
- National Center for Infectious Diseases (NCID)
- National Center for Injury Prevention and Control (NCIPC)
- National Immunization Program (NIP)
- National Institute for Occupational Safety and Health (NIOSH)
- Office of Genetics and Disease Prevention (OGDP)
- Public Health Practice Program Office (PHPPO)
- Office of Woman's Health

CDC employs approximately 7,419 people in 192 occupations (includes permanent and temporary and Commissioned Corps staff). There are approximately 4,835 highly skilled professionals in the Atlanta area, with approximately 1,632 located at headquarters on Clifton Road, and the remainder at other locations: Corporate Square, Chamblee, Executive Park, Koger Center, and Lawrenceville. Approximately 952 additional employees are located in other U.S. locations, including Cincinnati, Ohio, Morgantown, West Virginia; Hyattsville, Maryland; Ft. Collins, Colorado; Research Triangle Park, North Carolina; Pittsburgh, PA; Spokane, WA; New York, NY; Anchorage, Alaska; Washington, D.C.; and San Juan, Puerto Rico. CDC also has employees in other countries, quarantine offices throughout the U.S., and in state and local health agencies.

The Agency for Toxic Substances and Disease Registry (ATSDR), located in Atlanta, is an agency of the U. S. Department of Health and Human Services (DHHS), and its mission, is to prevent exposure and adverse human health effects and diminished quality of life associated with exposure to hazardous substances from waste sites, unplanned releases, and other sources of pollution present in the environment. ATSDR is directed by congressional mandate to perform specific functions concerning the effect on public health of hazardous substances in the environment. These functions include public health assessments of waste sites, health consultations concerning specific hazardous substances, health surveillance and registries, response to emergency releases of hazardous substances, applied research in support of public health assessments, information development and dissemination, and education and training concerning hazardous substances. In order for ATSDR to carry out its statutory responsibilities, ATSDR has been organized into administrative and program support offices, and program-specific divisions:

Administrative Offices

The Office of the Administrator
The Office of the Assistant Administrator
The Washington, D.C. Office
Office of Federal Programs
Office of Program Operations and Management
Office of Policy and External Affairs
Office of Regional Operations
Office of Urban Affairs
Division of Health Assessment and Consultation
Division of Health Education and Promotion
Division of Health Studies
Division of Toxicology

ATSDR employs approximately 400 people in 10 occupations (includes permanent and temporary and Commissioned Corps staff). There are approximately 367 highly skilled professionals in the Atlanta area, with approximately 33 employees at other locations in region offices.

While overall leadership in information resources is provided by the Information Resources Management Office (IRMO), each of the above offices is an independent entity, and decides its own programming, microcomputing, and information resources support requirements, and funds those requirements from its own budget. All of the above organizational components are included under the CDC-Wide Requirements of this contract. Other support (programming; information systems; LAN/WAN Administration; video conferencing support) will be provided to the specific organization identified in individual task orders.

This contract covers all components of CDC and ATSDR including any new organizational entities that may be added or any that may be separated during the contract period. This contract also covers States, local public health agencies, and partners that supports the mission of CDC.

Additional information can be found at http://www.cdc.gov and http://www.cdc.gov/irmo

C.2 PROJECT IDENTIFICATION AND PURPOSE

This contract shall be referred to as the CDC Information Technology Support (CITS) contract.

The purpose of this contract is to provide the Centers for Disease Control and Prevention (CDC) and the Agency for Toxic Substances and Disease Registry (ATSDR), (*herein after referred to as CDC*), with a vehicle for Information Technology and information systems design, development, operations and maintenance, related services, other computerized information services to be used on an "as-needed" basis; and microcomputer support services, to include (1) desktop computers, servers, and associated peripherals, (2) local area and wide area networks, (3) software, (4) help desk operations, and (5) maintenance. The Contractor shall provide these services either as CDC-wide or as specified in individual task orders. In the collection, analysis, reporting, and dissemination of data relating to public health and the management and operations of the agency, CDC is highly dependent on information technology, systems, and network, both in the development of new applications and in expanding current applications.
The objective of this contract is to provide an integrated and comprehensive contract for responsive, efficient, and cost-effective programming, microcomputer, and network technologies support services, which incorporates all appropriate technical and security requirements and considerations.

C.3 SCOPE OF WORK

The scope of this contract calls for the contractor to provide a variety of IT support services, including information systems design, development, operations and maintenance, related services, information

technology architecture, IT planning, internet content, statistical analysis support, and other computerized information services to be used on an "as-needed" basis. This includes CDC's Information Technology (IT) support requirements for distributed computing, programming, information systems, enterprise management, security management, security requirements, networks and microcomputer technology both nationally and internationally including hardware repair and maintenance, software support, and operation, local and wide area network administration, management, operations, and support, video conferencing support; and help desk operations, tracking, and reporting. Support consists of unified IT computing services for: (1) CDC-wide - the centrally managed, and funded portion of the contract is entitled CDC-wide and shall be as described in this Statement of Work; and (2) dedicated task orders - decentralized support requirements of the contract is entitled dedicated tasks, and is for specific CDC and ATSDR Centers, Institutes, Offices, and Divisions as described in individual task orders. The Contractor shall support desktop computing, and installation, hardware and software installation, network design and configuration; training and end-user support; maintenance; software and hardware upgrades; video conferencing, and technology refreshment, upgrades, and enhancements. In addition, the contractor shall provide support to state and local public health agencies using federal funds as requested.

The Contractor shall provide these services as specified in individual task orders. The Government shall order services under this contract by means of task orders with specifically defined scopes, deliverable products, schedules, and security requirements. The contractor shall perform work under this contract only as directed in task orders issued by authorized Contracting Officer (CO). The contractor shall furnish the necessary personnel, material, services, and facilities, as required, to meet requirements of the task order. The time of issuance and amount of work in task orders cannot be accurately predicted and there is no assurance of a steady stream of work. The anticipated services require a diversity of skills suitable to a variety of information technology environments. Service requirements stated in the personnel requirements in Section C.XX are included within the scope of this contract. The contractor must respond to and perform assignments with high quality services within a stringent time frame. As may be required in individual task orders, the contractor shall maintain continuous performance regardless of the absence of individual performers.

C.4   CDC STRATEGIC INFORMATION SYSTEMS DIRECTION

CDC maintains many legacy systems that date back as far as the 1970's. Most of these are on the IBM mainframe. One of CDC's strategic information technology (I/T) and information systems (I/S) directions is to convert and transition those systems to an open systems environment. Working with its partners, both domestically and internationally, CDC employs a wide range of strategies to make further progress against disease, disability, and premature death. One of these strategies, public health surveillance, is a cornerstone of public health decision making and practice. Surveillance provides information crucial to monitoring the health of the public, identifying public health problems and priorities, taking public health action to prevent further illness, and evaluating the effectiveness of these actions. Sources data for public health surveillance are nearly as varied as the diseases or conditions of concern. There are multiple data sources, different information requirements, multiple, distinct users and different partners with whom CDC collaborates to obtain data for specific program areas required to monitor the health of the public.

Other CDC IT and information system (IS) strategic directions include: migration to n-tiered web based technology, work flow automation particularly e-mail and image enabled, object oriented programming, enhanced integration of systems particularly surveillance and health information systems, data standardization, development of Internet information access and dissemination systems, multimedia for interactive training and information dissemination, Electronic Commerce/Electronic Data Interchange for business and public health data exchange, content management, adoption of commercial-off-the-shelf Enterprise Resource Planning (ERP) for automating CDC's administrative business processes, and implementation of an updated, comprehensive information security program.

CDC has strategic partnerships with other health care and public health agencies including, but not limited to state, county, and municipal public health agencies, national and international public health organizations, university and institutional public health policy and research organizations. CDC contributes information technology expertise and systems within these partnerships. A specific need exists for systems integration, data standardization, distributed data management and communications. Requirements analysis, design, implementation, distribution and performance evaluation of these systems requires interaction with the health care and public health environments in the public (Federal, state and local) and private sectors. This contract also covers States, local public health agencies, partners, etc. that supports the mission of CDC.

C.5   CDC COMPUTING ENVIRONMENT

The computing environment at CDC generally consists of a microcomputer for every information worker connected to a LAN with a token ring/ethernet network operating Novell NetWare and Windows NT. The LANs are bridged together into a wide area network with gateways to the computer center mainframes and centralized servers. The CDC Data Center is located at 1600 Clifton Road, N.E., Atlanta, GA 30333, and provides comprehensive, high-performance, cost-effective mainframe computing services to CDC and other users of public health-related information. The data center focuses primarily on statistical, database, administrative, and financial applications. Additionally, the data center provides large amounts of on-line storage and central printing for mainframe computer users. These services are provided on IBM System 390 compatible systems (including central processors, storage, communications facilities, printers, and software) running the IBM OS/390 operating system. The data center, operating in an open-shop environment where users own and control their own applications, currently provides support and technical services to more than 10,000 users. The Center operates in a development, quality assurance, and production environment using a hardware/software configuration similar to the one described below.

A. **Mainframe Hardware Configuration**:

Computer systems hardware that may be used in performance includes, but is not limited to:

IBM 9672-R64 Processor, 1 GB Real Storage, 1 GB Expanded Storage; IBM 1600/6250 bpi Tape Drive (2); IBM 3480 Cartridge Tape Drive (8); STK 3490 Cartridge Tape Drive (20); HDS 3380K Triple Density Disk Drive (48); HDS 3390-3 Disk Drive (176); HDS 3390-9 Disk Drive (84); IBM 3745 Front End Communications Processor (1); IBM 3174 Control Unit (12) Local (36) Remote; IBM 3827 Laser Printer (1); IBM 3160 Laser Printer (2); IBM 6262 Impact Printer (1) Local (2) Remote; IBM 3812/16 and 4320/24/32 Laser Printer (50) Remote; IBM 3130 Laser Printer (2) Remote.

B. **Mainframe Software Configuration**:
Programming languages, data base management systems and other standard software that may be used in performance include, but are not limited to the following (including any locally developed applications). Listed below are the support packages utilized by the system:

IBM OS/390, TSO with ISPF interactive text editor, Integrated Data Dictionary (IDD), On-Line Query (OLQ)

Data Management: ADABAS – Software AG's Database System; BASIS -- Text Information Management System; PREDICT -- Software AG Data Dictionary

On-Line Systems: CICS -- IBM's Communications Handler; ROSCOE -- On-Line Program Development System; TSO – IBM's Time Sharing System

System Management: CA1 -- Tape Management System; TOP SECRET -- System Security; SMS -- Storage Management

Programming Languages: FORTRAN G,H – FORTRAN Compilers; VS/FORTRAN -- FORTRAN Compiler; SAS 'C' -- 'C' Compiler; NATURAL -- Software AG's 4GL Programming Language; CONSTRUCT -- Software AG Code Generator; PL1 -- PL1 Optimizing Compiler; VS/APL -- APL Interpreter on TSO; VS/COBOL – COBOL Compiler; COBOL II -- COBOL II Compiler; VS/FORTRAN -- FORTRAN Compiler

Utility Programs: IBM UTILITIES: OS/VS SORT -- IBM's Sort/Merge; ENTIRE X - Software AG's messaging Broker; ENTIRE SYSTEM SERVER - Software AG's Utility software; ENTIRE NET-WORK - Software AG's Cross platform connectivity software.

Statistical Software: BMDP – BMDP's Biomedical Statistical Software; LogXact - Logistic Regression Software featuring Exact Methods; S-Plus; The SAS System; StatXact - Statistical Software for Exact Non-parametric Inference; SUDAAN - Software for the Statistical Analysis of Correlated Data; and SPSS - Statistical Package for Social Sciences.

C. **Microcomputers and LANs**:

CDC has over 10,000 installed microcomputers running Windows 95 (CDC plans to migrate to Windows 2000) and NT which are connected to IBM token ring and ethernet local area networks (LANs) running Novell NetWare version 4.11 operating system (soon to be upgraded to 5.x). TCP/IP is the primary LAN/workstation data communications protocol. There are over 200 LANs currently with efforts underway to reduce the number and increase the average number of nodes per LAN.

The LANs are connected together into a wide area network (WAN) using multi protocol and high speed routers over fiber optic cable or leased data lines. The CDC WAN is currently being upgraded to a SONET ring running at OC48. All LAN workstations on the WAN have gateway access to CDC's mainframe computers and centralized servers.

PC software includes a wide range of applications, including word processing, spreadsheet, database, statistical, graphics, communications, utilities, and others.

Additional requirements in the LAN and PC programming area will be in the database, statistical, and communications environments.
CDC's current operating systems are: Windows 95 (CDC plans to migrate to Windows 2000), Windows NT, NetWare, and limited use of UNIX.

CDC development tools currently in use are: Microsoft and Sybase SQL, PowerBuilder, C, C++, Visual Basic, MS Access, MS Front Page, MS Visual Interdev, Paradox, DBASE, SAS, and Arc/Info+Arc/View Epi-Info, SilverStream, System Engineer, ERWIN, HTML, BPWIN, ASP, and JAVA. This is not an all inclusive list but represents the most commonly used tools.

(1)   Microcomputers and Software

CDC's microcomputers are located primarily in Atlanta, Georgia, and other major CDC locations in other states (see attachment - Places of Performance) In addition, CDC has some microcomputer technology in every state nationally and several locations internationally. The technology is primarily Pentium-based microprocessors. CDC workstations are primarily Dell and Compaq, with a few MacIntosh, AST and Sun microcomputers. CDC uses a wide variety of Commercial Off-the-Shelf (COTS) software for various office functions such as databases,

communications, spreadsheets, word processing, e-mail, SQL, application development, utilities, graphics, CAD, desktop publishing, etc.

(2)   Network Topology

CDC's network topology is a combination of token ring over type 1 cable, FDDI over category 5 cable, and Ethernet and Fast Ethernet over type 1 or category 5 cable. The CDC standard network operating system is currently Novell NetWare 4.x running on 350 file servers on 200 LANs, and approximately 11,000 workstations attaching to the networks daily. Supported protocols are TCP/IP, IPX, and SPX. CDC also interconnects to the Internet. CDC plans to migrate to Novell NetWare 5.x is planned in the near future, and to SONET ring in the next 12 - 18 months.

The contractor will only be responsible for supporting some WAN devices through task order. The Contractor will also be responsible for providing support for wide area connectivity devices as deemed appropriate such as multiplexors and switches. The Contractor will be responsible for providing support for limited Unix and any other networking products as may be implemented, as well as integrating those networks into CDC's wide area network environment.

(3)   Client Server Applications

CDC utilizes Microsoft NT and Unix server-based technology for client server applications including Exchange messaging servers, SQL servers, and scientific applications. There are currently 60+ Exchange servers throughout the CDC network. There are 200+ NT servers used for other applications. Access to these servers is through TCP/IP.

(4)   Internet/Intranet

Internet/Intranet applications and data are prevalent in the CDC environment and associated technology such as web development tools, multimedia servers, and security services. All are processing in the NT and limited UNIX environments. Web technology is the focus of future CDC application efforts, whether developed in-house or COTS.

(5)   Wide Area Network

CDC's Wide Area Network (WAN) consists of 20+ leased lines, hundreds of fiber optic cable interconnects between LANs on the same campus, and numerous access servers for remote connectivity. A broadband Metropolitan Area Network (MAN) interconnects all large Atlanta campuses. Currently FDDI is the method used for the WAN. Within a 12 -18 month period, the WAN will use ATM over T-1 and the MAN will migrate to an OC-48 network.

(6)   Video Conferencing

CDC's Video conferencing (VTC) network currently consists of approximately 60 PictureTel units and 2 MCU bridges with H.320 capability. The technology is compressed digital video over 384kb private network and switched ISDN for non-CDC conference participants. A high capacity bridge with H.320 standards-based capabilities will replace current bridge technology in the near future.

D.   Scientific Workstations and Servers

CDC uses specialized servers and high end workstations for scientific applications such as molecular modeling and gene mapping and sequencing. The Contractor may be required to provide programming and other support in these areas. In addition, CDC uses all types of IT

equipment in support of laboratory instrumentation. The Contractor may be required to develop interfaces and programs for this equipment as well. Note that there are some laboratory equipment that contain computer components as an integral part of the laboratory equipment and is excluded from the scope of this contract.

E. **CDC & ATSDR Microcomputer and LAN Standards/Guidelines**

CDC has established a set of microcomputer and LAN standards and guidelines. These standards are a continuing evolution of CDC and ATSDR's IRM technology strategy for capitalizing on the most advanced information processing capabilities available in the marketplace while providing a secure, stable, and maintainable environment for all information workers. The standards and guidelines apply to new acquisitions. The standards include particular equipment and software for unique environments such as laboratories and to meet special statistical and scientific processing needs. Integrations with other nonscientific environments continue to be a paramount concern to ensure intercommunication, data sharing, effectiveness, and efficiency in meeting CDC's mission. CDC's communications technology tends to be leading edge, and is therefore subject to change as technology advances. Such changes, in themselves, shall not entitle the Contractor to any equitable adjustment in the contract's fixed fee. The Contractor shall ensure that contract personnel are trained in new technologies as they are implemented at CDC. CDC generally conducts a formal six-month review of these standards, in coordination with CIO scientific and administrative staff as required. These standards can be found at http://intranet.cdc.gov/irmo/standards/irmstd62000.htm.

C.6 RELATION TO OTHER CDC CONTRACTS

While the scope of this contract is written to avoid overlap with other existing or planned contracts in this area at CDC, some overlap of functions is inevitable.   Specific areas of potential overlap may include, but is not limited to: data center support, certain information systems design, development, and support conducted by other Contractors or original software manufacturers; development of specialized software and systems related to laboratory equipment and analytic instruments; development of customized user guides and support tools; training on certain information systems; general information technology and networking support, facility management, security and disaster recovery provided under other vehicles which could overlap in the areas of programming, microcomputer, etc. support and services, problem reporting, identification, tracking and resolution as well as development of relatively minor software interfaces, APIs, macros, etc.; development of software and data entry and coding related to special health surveys and epidemiologic studies conducted by various CDC program areas; and development of certain specialized statistical and analytic tools. The Contractor will be provided necessary information concerning related contracts after contract award so as to facilitate any necessary interaction for performance of the work of this contract.

In the event that the Contractor is unable to respond to a task order in a timely fashion, CDC may seek alternative means to meet its requirements. This is not a requirements contract; therefore, CDC users may elect to use other mechanisms to perform the work described herein. Also, in the event that the Contractor is unable to respond to a task order requirement in a timely fashion, CDC may seek alternative means to meet its requirements.

C.7 INFORMATION TECHNOLOGY INVESTMENT REVIEW PROCESS

Recent statutory requirements establish the need for Federal agencies to significantly improve their management processes for the selection and management of information technology (IT) resources. The Clinger-Cohen Act (CCA) of 1996 (formerly the Information Technology Management Reform Act), directs OMB to establish clear direction regarding investments in major information systems and to enforce

that direction through the budget process. The Clinger-Cohen Act mandates that each agency implement an IT capital investment selection and review process for major investments being made in IT. CCA also requires agencies to establish an information technology investment review process to ensure that IT investments are: 1) aligned with the agency mission, 2) prudent, 3) successful, and 4) the best use of the resources. CDC has an IT capital investment management plan and certain task orders issued under this contract may be required to undergo this review process. In addition, CDC is developing, maintaining, and facilitating the implementation of an information technology architecture. Information Technology Architecture (ITA) is the technology included in hardware and software used for information, regardless of the technology involved, whether computers, communications, micrographics, or others. The ITA project covers all CDC/ATSDR organizations, collectively referred to as Centers, Institutes, and Offices (CIOs), as a combined, single enterprise that promotes health and quality of life by preventing and controlling disease, injury, and disability.

C.8 CONTRACT TASKS TO BE PERFORMED

Independently, and not as an agent of the Government, the Contractor shall perform work as described in individual task orders. Quality, efficiency, cost effectiveness, and optimal utilization of resources are areas of paramount importance. The contractor shall perform the following services as required, using state-of-the-art approaches, integrating new methodologies, technology, and enhancements whenever possible.

The Contractor shall provide all necessary facilities, management, supervision, labor, training, equipment, materials, and supplies and all other things, including third party licensing agreements, except as specifically indicated by CDC, necessary to perform the specified services and support as defined in this Statement of Work, for all CDC locations (includes non-Atlanta based locations) as specified in this contract.

The majority of the work under this contract will be performed on-site at CDC involving substantial interaction with a wide range of professional and support staff at CDC. Support shall also be provided on a per diem, as needed basis to users of CDC or authorized state health agencies LANs in any location in the United States, or in other countries, in addition to supporting the sites specified in Attachment J.XX. Satisfactory performance includes technical knowledge and accomplishment of tasks, as well as acceptance and substantial interpersonal and professional interaction with all staff.

The Contractor shall adhere to all hardware, software, help desk, etc. core service measurements and requirements listed in J.XX, Service Level Measurements - Contractor Service Response Requirements in performance of the work.

The Contractor shall exercise its best efforts in performing the required services and shall employ and retain competent, qualified personnel who shall perform services in a complete, prompt, accurate, courteous, and efficient manner.

The Contractor shall ensure that all staff meets the physical security requirements specified by the CDC, Office of Health and Safety, Physical Security/OPS, regarding identification and access to parts of the physical facility; and Automated Information Systems Security Program (see section H). The Contractor shall ensure that all employees adhere to the Government Standards of Conduct, the nonsmoking policy at CDC and all other health, safety, parking and other requirements when performing work on CDC facilities or visiting CDC staff at CDC facilities.

The Contractor's Program Director and/or Manager, or other management personnel depending on the situation, must be available to meet with the CDC Project Officers and other Government representatives at CDC facilities. Every attempt will be made to schedule such meetings at a mutually convenient time; however, the Contractor may be required to meet in an emergency (as determined by a Co-Project Officer

or other Government representative) with little to no advance warning, e.g., within 4 hours. The Contractor shall document these meetings, as determined necessary by the Project Officers, and provide, within 3 business days, the purpose of the meeting, the problems or discussion points, the outcomes, plan of action with an appropriate schedule of occurrence, and any other information pertinent to the meeting.

When working at CDC facilities, the Contractor's regular on-site services shall be provided for an 8-hour period (excluding lunch time), as specified in the task order, between the core hours of 7:00 am and 6:00 pm, Monday through Friday, excluding Federal holidays. There may be instances depending on the task order requirements that broader time coverage will be required. In addition, due to the nature of the on-line computing environment at CDC and needs arising from emergency outages, problems, or requirements, the Contractor may be required to occasionally work outside the normal hours and days listed above. Further, in a few cases (e.g., bioterrorism needs, running the secure data network, etc.) the contractor may be required to perform regular or emergency support and services under this contract on a 24 hour by 7 days basis.

If services are interrupted to CDC/ATSDR's users, the Contractor shall immediately report the nature of the problem or reason of interruption to the provided services. In addition, the Contractor shall identify the projected resolution time to CDC's Project Officers. Subsequently the Contractor shall report steps to be taken to preclude a reoccurrence.

A.   Transition and Startup

A smooth and orderly transition of computer support between the Contractor-supported environment and the successful offeror's environment is necessary to ensure minimum disruption to vital Government business. The Government anticipates a transition period of 90 calendar days from award of the contract. However, the total transition period shall not exceed 180 days.

If applicable, the Contractor shall be responsible for obtaining any inventory used in support of this follow-on contract.

During the transition period of the contract, the existing Contractor shall continue the technical work of the existing contract(s) until such time as directed by the Contracting Officer. The Contractor should anticipate receiving task orders for new work for the basic period of performance within the first 30 calendar days after award of the contract. The Contractor shall be prepared to begin new work within 30 calendar days of contract award and be prepared to commence work on all task orders within 30 calendar days of issuance unless specified otherwise in the task order. Some work that requires delivery of specified products under the preexisting CDC programming and microcomputer services contract will continue under that contract until completed or CDC decides to transition the work to this contract.

CDC has field offices throughout the world and, if necessary, the Contractor shall provide support to those locations both nationally and internationally, excluding hazardous duty areas as defined by the U.S. Department of State.

In addition to specific information security procedures and requirements specified herein and in task orders, each Contractor employee is required to report any security breach, or suspicion thereof, to the applicable CDC Technical Monitor, Co-Project Officer or CDC Information Systems Security Officer as soon as practicable.

The contractor shall perform the following services as required, using state-of-the-art approaches, integrating new methodologies and enhancements whenever possible.

The contractor shall not recruit on Government premises or otherwise act to disrupt Government business.

Upon contract award and following a contract start-up meeting, CDC will provide the contractor with a list of designated CDC points of contact. Within fifteen calendar days of a task order award, the contractor shall inform the appropriate TM of incumbent personnel, who will not be placed on the task order.

The contractor shall have management and administrative support in place to receive task requests within two weeks after contract award. Addresses, telephone numbers, and functional responsibilities shall be provided to the PO at this time.

To allow maximum retention of corporate memory of incumbent personnel, the Government may, at transition, grandfather those personnel into positions for which they do not meet the requirements stated in Section C of this contract.

The incumbent contractor may continue performance to complete all task orders issued prior to the effective date of this contract, unless terminated earlier by the CO.

B.   Information Systems and Programming Support:

Typical programming support services which may be required under this contract include:

(1)   Management of collected data, studying and analyzing, documenting, and developing support software systems:feasibility analyses; cost/benefit or other element/benefit analyses; requirements and functions research, identification, consolidation, and analysis; development and analysis of alternatives, including alternative studies; technology, methodology, and application research and definition; economic analyses; source definition; form, fit, and function analysis and definitions; standards identification; documentation requirements research and definitions; resource research, definition, analysis, estimation, documentation; generation and discussion of alternatives, both hardware and software; system and sub-system definitions; support requirements definition and justification; security research and analyses; technical definitions; project management; and performance testing.

(2)   Modeling; prototyping (hardware and software); benchmarking; reliability, maintainability, availability, and other relevant analyses; which may involve testing, data manipulation, and documentation development; fundamental algorithm development; integration and interface requirements definitions and analyses; and system component definition and analysis.

(3)   Application Systems Development, including requirements analysis; systems analysis; system design and programming; documentation; training associated with this reqirement; system implementation and system acceptance. A variety of programming languages are used by CDC and any of these may be required. May include the development of sophisticated software for model simulation, engineering research, and statistical analysis.

(4)   Application Systems Maintenance, including maintenance of existing applications and conversion of existing applications to an equipment or operating environment different than that for which they were originally designed. As specified in task orders,

deliverables may include revised operational software, logs of changes and corrective actions taken to ensure continued operation of production systems, and updated system documentation..

(5) Interpreting requirements and developing system and detailed design documentation, such as design specifications, performance and/or functional specification, integration plans and specifications, data base specifications, data modeling, development and implementation plans, defining, integrating and implementing requirements and designs for one or more programs or systems. (See Section H for Exclusionary Language)

(6) Development of web server configurations, to include the integration of hardware, software, web site design, web content management and cybrarian support.

(7) Hardware/software/network design, prototyping, programming and testing, integration, system testing, implementation, and maintenance testing and evaluation of hardware, software, and communications to determine if the system is suitable for accomplishing a particular job or mission.

(8) figuring, installing, evaluating, customizing, and maintaining software, including, but not limited to, application, file/data base management, input/output, storage, security, and data communications/distributed data base applications, detailed systems design, programming and testing for operating systems and executive level software, regardless of the type of application being supported by the host.

(9) Developing and maintaining documentation, including text and graphics, such as system specifications, design and function specifications, program specifications, data specifications, operational procedures/instructions, user manuals, maintenance manuals, training plans and aids, security procedures, and production control procedures.

(10) Application software development, using one or more productivity tools such as applications/code generators, expert systems, spreadsheets, data base management systems, configuration management systems, project management systems, and graphics processors.

(11) Application software development using the fully integrated application development systems of I-CASE or CASE tools.

(12) Development of algorithms or other processing tools and techniques for such activities as manipulating data, converting data, performing analyses, testing and implementation.

(13) Data planning, monitoring and extrapolation, reduction, consolidation, manipulation (including reformatting, translation, duplication), creation and population of data bases, analyses (including quality analyses and ensuring data integrity), and interpolation, analytical and ancillary support to data base applications, mass storage applications, and other information applications.

(14) Independent Verification and Validation (IV&V) of requirements, specifications, designs, products, integrated units and systems, documentation, and implementations.

(15) Plan and perform software and data conversion of existing software applications from one language or system to another, and/or from one hardware platform to another.

(16)   Perform special software engineering projects including the installation and operation of specialized application and database development tools. Diagnose and solve hardware/software problems for these specialized environments. Hardware assessment which may include software to aid in the overall assessment, benchmark development, testing and analysis, and the recommendation of alternatives. (See Section H for Exclusionary Language)

(17)   Provide for database generation to include but not be limited to data input or conversion, database management systems and coordination with database management personnel.

(18)   Development and implementation of plans for the establishment, revision, or improvement of large data bases, including complex edit programs. A variety of data base and file structures may be encountered. Performance of scientific data management functions by aggregating, manipulating, collecting, abstracting, coding, analyzing, or interpreting scientific data contained within information systems and databases related to public health

(19)   Statistical programming/analysis support including the analysis of data by SAS and other statistical software programs.

(20)   Technical writing and editing to develop documentation and user guides for systems and applications developed by CDC, or produced under this contract. Additional types of manuals, reports, and other technical writing related to the scope of this contract may be required.

(21)   Provide documentation of all work performed including systems documentation, program documentation, source listings, source code, entity relationship diagrams (ERD), data flow diagrams (DFD), data and process models, and other forms of descriptive materials as specified using CASE tools or other software packages as required.

(22)   Data collection, data preparation, coding, data transcription, data entry and word processing in direct support of programming services and database management activities

(23)   Plan and perform IT security functions including but not limited to: risk analyses, vulnerability assessments, contingency planning, system accreditation, security audits, security training, analysis of physical and software security operations, both active and passive, developing anti-intrusion systems for software, virus/worm/etc. detection and neutralization, and preventive measures.

(24)   Provide computer security plans, reviews, audits, and technical consultations.

(25)   Provide orientation and training. Professional level training courses in systems, networks, or specific functional areas identified in task orders. Tasks may include courseware development, and instructing agency personnel. This may require; formal classes, substantial preparation of training materials, highly specialized subject matter instructors with specialized subject matter and teaching experience, and coordination of all required activities. Training methods may include; formal classroom training, interactive video, computer-assisted training, Internet based training, individual tutoring, and other effective methods as specified in individual task orders. Develop training curricula and supporting materials (including audiovisual materials and computer based training materials) related to the use of software, applications, and systems. This includes both development of new courses as required, and revision of existing courses as

appropriate to incorporate new hardware/software technology or procedures. Provide training classes for these or CDC-developed curricula. Training locations may be anywhere and training audiences may include non-CDC personnel such as employees of other Contractors, or state and local health officials according to the needs of the Government. Class registration will be CDC's responsibility. CDC will schedule training and coordinate with the Contractor. The Contractor shall provide a quarterly training schedule.

(26)   Provide IT facilities operation, including but not limited to such tasks as: the mounting and dismounting of tapes, system back-up, system recovery, batch job submission, production control, system monitoring, system IPL, distribution of output, loading of software, integration, tuning and monitoring of systems software, generation of systems statistics, monitoring and problem resolution of host to client connectivity and data communications, loading of paper and ribbons, and other tasks normally associated with the operation of a computer center. Operational services in the computer center are likely to be required 24 hours a day, 7 days a week or any portion thereof. Planning, developing, scheduling, and coordinating the utilization, relocation, installation, changing, expansion, rearrangement and connection/disconnection of computer systems, and networks, including ancillary data stations, cabling, and environmental considerations.

(27)   Prepare and make presentations (including audiovisual aids and software demonstrations) which will provide overviews and summaries of project/task status, system design, user interface, etc. Presentation locations may be anywhere and participants may include non-CDC personnel.

(28)   Prepare special IT system and computer-related studies/analyses which provide a detailed and comprehensive report on a set of specified objectives, requirements, and system concepts; an evaluation of alternative approaches for reasonably achieving the objectives; the identification of a proposed approach; and cost benefit analyses. The specific nature of such analyses and studies will vary in accordance with the diverse activities of the Government.

(29)   Perform data and information computer searches on various topics related to this contract. This may include scheduled repetitive searches.

(30)   Technical information support, including analysis and capture into databases of intellectual content of scientific, medical, technological, or other specialized information. Index and prepare abstract or extracts for use in information systems.

(31)   Collect and organize data and text for visual and graphic presentation and for desktop publishing applications. Tasks will include: (1) transferring files from statistical, word processing, database and administrative applications to graphics software applications; (2) entry of data and text into graphics software applications; and (3) preparation of text, charts and visual aid materials used in documents and presentation..

(32)   Provide joint application design (JAD) facilitation. Conducts group sessions with system developers, users, and functional experts of the business process to identify system requirements, functionality, interrelationships, data elements, report requirements, system interface and operation, security needs, and other system features and operations. May do system or prototype demonstrations, conceptual diagraming, screen layout visualization, flow charting, etc.

(33) Develop multimedia information system applications by using authoring and other software tools to develop interactive and presentation programs that combine text, data, graphics, sound, images, and video.

(34) Provide production support to include, but not limited to the following: develop and produce high quality, effective visual communication tools that shall be used for visual presentations (i.e. in conjunction with speeches, meetings, training courses, exhibits for public display, and/or special exhibits), and publications of documents, (i.e. research papers and agency users manuals).

(35) Provide support incidental to development of information systems and preparation, packaging and distribution of large-scale documentation products.

(36) Perform various quality assurance and quality control functions such as reviewing software code, performing tests and benchmarks for application functionality and performance, etc.

(37) Provide web page development, enhancement, and maintenance.

(38) Implement production support procedures for input data, internal processing and output disposition. Investigate and correct problems causing incorrect input or output Analyze system input data and error transactions. Develop computer processing schedules and review operational status of schedule for accuracy, timely delivery of products, and efficient utilization of resources. Establish, operate, maintain, document, and deliver records and files generated or used. Maintain a central library of source program statements, object programs and related control systems.

(39) Identifying, analyzing, and effecting resolution of hardware/software/network problems to include, but not limited to the following: trouble shooting; fault isolation; problem management; hardware/software evaluation, testing, installation, and training; configuration development and maintenance; hardware maintenance, and board replacement; implementation of software interfaces; and on call services.

(40) Specialized Workstation Support

Provide specialized workstation support using various types of source documents with differing degrees of complexity, to include, but not limited to the following: Input services on a variety of systems which may include, but is not limited to CAD, and GIS; administrative functions, such as planning and managing the delivery of services, and coordination with the Government on the receipt and the delivery of end products; design, set-up and implementing special input formats; transmit and receive data; document procedures for inputting data; control the receipt and transmission of data; data coding; data preparation and distribution; and operate computer graphics equipment, and data plotting equipment, as required by each task order.

B.   **DATA ENTRY AND KEY-PUNCHING SERVICES**

Data entry and key-punching services including: off site data entry/key-punch onto mainframe computer tapes with delivery to CDC; off site data entry/key-punch onto microcomputer diskettes or CD's with delivery to CDC; off site data entry/key-punch onto any media with delivery performed via data communications over a telephone line into a CDC computer; and on site data entry into a CDC-provided microcomputer hardware & software.

C. **USER INFORMATION/HELP DESK**:

(1)   Develop, implement, staff, and maintain a users information center/help desk activities and provide the following support services: Maintain a user information center/help desk to address issues such as hardware, software, communications, applications and program questions; assess current and new off-the-shelf software packages; provide user training program(s) for new software and/or hardware integrated into the user's current and/or proposed configuration.

(2)   Provide user support for applications and systems as specified by individual task order. Tasks may include: (1) triage problem and request calls; (2) record the details of the problem or request for service (including user name, organization, telephone number, date and time of report, and date and time of resolution) into an on-line problem tracking system as specified in the applicable task order; (3) refer problems or requests that cannot be resolved or that are not related to the scope of this contract to appropriate CDC staff as determined by the Co-Project Officer; (4) use software systems and databases, manuals, vendors and other resources to answer questions or resolve problems; (5) collect statistics on calls, problems and resolutions; (6) respond to user inquiries regarding the problem's status; (7) provide updates to the user regarding the problem's status when the projected completion time for problem resolution given the user changes by more than 50% of the projected time last given to the user; (8) monitor and document the status of the request until its resolution; (9) develop and maintain a problem resolution knowledge database; and (10) conduct follow-up surveys with callers related to quality and timeliness for user support activities.

(3)   User Support and LAN Team

The Contractor shall provide the technical skills, and tools necessary to support end user and LAN team requirements for help desk and maintenance support. The Contractor shall provide a help desk support center to handle and process service request and help calls.

(4)   Provide and Operate Help Desk, Hotline, and Problem Tracking System

The Contractor shall provide, operate, and manage a help desk and hotline solely dedicated to support of CDC and ATSDR. The hotline shall serve as a CDC-wide resource for reporting problems and requests for assistance within the scope of this contract for any user of CDC-provided systems and bar-coded equipment, hardware, peripherals, including CDC staff members, CDC contractors, or any other user of CDC equipment as deemed appropriate by the Project Officers.

(5)   Help Desk Operations and Hotline

CDC's centralized requests for service or problem resolution shall be triaged by this hotline. The help desk shall be staffed between the hours of 7:00AM and 5:00PM, Monday through Friday, excluding Federal holidays. The Contractor shall log all incoming call information to include, but not limited to, caller identification (ID), time and date of call, etc. The Contractor shall provide all data fields (to include purpose, description, etc.) to be used in logging, tracking, monitoring, and reporting calls and requests for assistance to the government in the initial transition plan. As required during the life of this contract data fields may be added or deleted (within the parameters of the Help Desk Software package) as requested by the Project Officers.

Contractor's help desk staff answering the hotline shall (1) triage problem and request calls, (2) record the details of the problem or request for service (including user name, organization, telephone number, date and time of report, and date and time of resolution) into an on-line problem tracking system maintained on the Contractor's equipment unless otherwise agreed to by the Contracting Officer, (3) refer problems or requests not related to the scope of this contract to appropriate CDC staff as determined by the Project Officers, (4) resolve problems over the telephone, if possible, (5) dispatch on-site assistance to the user's site in the major geographic area specified in Attachment J.XX, when resolution over the telephone is not possible, (6) respond to user inquiries regarding the problem's status, (7) provide updates to the user regarding the problem's status when the projected completion time for problem resolution changes, (8) monitor and document the status of the request until its resolution, (9) develop and maintain a problem resolution knowledge database, and (10) immediately notify the appropriate Technical Monitor, Project Officer, CIO IRM Coordinator, and CDC ISSO Security Officer (names to be provided upon award of a contract and as updated), of any known, reported, or suspected breeches in systems security or threats to integrity of systems and processes.

Over the course of the contract, the Contractor shall monitor the frequency of hotline usage and blockage from concurrent callers and make recommendations for expanding or reducing the number of telephone lines and coverage. The Contractor shall answer all calls to the hotline/help desk within five rings.

CDC reserves the right to conduct independent traffic studies of calls and call patterns to determine whether there are a sufficient number of telephone lines and whether the contractor's number and skill mix of staff for this function is reasonable to provide satisfactory performance.

D. **LOCAL AREA NETWORKS (LAN), METROPOLITAN AREA NETWORKS (MAN), WIDE AREA NETWORK (WAN), AND SYSTEM MANAGEMENT SUPPORT**

Managing computer systems and networks to include, but not limited to, the following: Intranets, Internet, Electronic Commerce, Electronic Data Exchange, and any other associated networking systems, including the support necessary to develop, implement and maintain such systems; provide and implement fail-safe security including incorporation of virus detection software and restart/recovery from virus attacks, and backup procedures in accordance with Government regulations; integrate, install, and burn-in computer/network components and associated functions; network installation; ensure scheduled preventive maintenance is properly and promptly performed; contact vendor for remedial emergency repairs when hardware malfunctions occur; maintain the maintenance records on the equipment; and develop operations, administrative, and quality assurance back-up plans and procedural documentation.

E. **MICROCOMPUTER CDC-WIDE REQUIREMENTS**

The CDC-Wide centralized support specified below shall be performed by a staff of Contractor employees responding to the trouble calls received by the hotline. The contractor's staff for this portion of the contract shall also include Local Area Network (LAN) and Wide Area Network (WAN) experts - - LAN Team -- for troubleshooting LAN and WAN problems on an ad hoc basis. The Contractor shall provide preventive and remedial maintenance required to meet system availability and performance requirements as specified in the individual task orders. The Contractor shall report on the status (e.g., performance degradation, upgrade recommendations, usage or excessive usage, problem resolution) of LANs to the Project Officers. The Contractor shall define and implement the problem management and resolution process to ensure appropriate

and timely problem response, resolution, and escalation. Requirements include: help desk; computing support, LAN team, hardware and software maintenance, inventory management, spare parts, repair, warranty work, and problem tracking and reporting, upgrade of technology, for all microcomputer system or system-connected components as listed in the CDC-wide standards.

(1)   User Support and LAN Team

The Contractor shall provide the technical skills, and tools necessary to support end user and LAN team requirements for maintenance support. The Contractor shall identify, isolate, track, report, and resolve end user hardware and software problems. The Contractor shall modify and maintain desktop configurations, and perform support. Support may range from simple (e.g., moving a printer from one location to another) to complex (e.g., troubleshooting entire networks). Support includes installing, uninstalling, reinstalling, adding a device, etc. The Contractor shall provide preventive and remedial maintenance required to meet system availability and performance requirements as specified in the individual task orders.

(2)   Problem Tracking System

The Contractor shall provide, operate, and manage a problem tracking system in support of CDC and ATSDR. The problem tracking system shall serve as a CDC-wide resource for tracking, reporting, monitoring, and resolving problems and requests for assistance within the scope of this contract for any user of CDC-provided systems and bar-coded equipment, hardware, peripherals, including CDC staff members, CDC contractors, or any other user of CDC equipment as deemed appropriate by the Project Officers.

(3)   Service Request Tracking and Reporting

The Contractor shall define and implement a problem management, response, and resolution process to ensure appropriate and timely problem response, resolution, and escalation. The Contractor shall provide varying levels of problem tracking, trend analysis and management reporting to the Project Officers to demonstrate the success of the contractor's operations or changes needed.

The Contractor shall create an auditable system for tracking CDC-Wide support requests which shall include the user's name, organization, telephone number, date and time of request, date and time of repair, serial and property number of the component or parent system, the make, model, and processor chip of the PC requirement service (in three separate database fields) and parts and/or labor involved in repair, maintenance, or support service. Upon completion of each service request, the Contractor shall ask the requesting CDC user or other CDC representative to sign a completion form, indicating the date and time the work was completed. The Contractor shall provide all data fields (to include purpose, description, etc.) to be used in logging, tracking, monitoring, and reporting calls and requests for assistance to the government in the initial transition plan. As required during the life of this contract data fields may be added or deleted (within the parameters of the help desk software package) as requested by the Project Officers. Attachment J.XX shows a sample list of data fields currently utilized or available to CDC and is provided for information purposes.

(4)   Callbacks for Closed But Unresolved Problems

The Contractor shall report any calls that are identified as problem resolved and closed, and the user calls back stating that the same problem exists or is still being encountered. The contractor's system shall flag these calls for special handling and reporting to CDC's Project Officers.

(5)   On-line, Interactive, Problem Tracking, Reporting, and Resolution System and Database

The Contractor shall provide an on-line problem tracking, reporting, and resolution system such as Network Associates SupportMagic which shall be accessible via Windows workstations over the CDC WAN. This system must be available to designated CDC officials on-line, real time and accept data from other CDC SupportMagic or ASCII files databases so that agency-wide data can be consolidated and summarized when required. It shall be the contractor's responsibility to consolidate and summarize these databases if requested by the Project Officers.

In addition, the Contractor shall maintain an on-line database of all requests for hardware and software repair, maintenance, installation, and configuration support which shall include, at a minimum, the user name, organization, telephone number, date and time of request, warranty status of equipment serviced, and date and time of work completed, serial and property number of the component or parent system, and parts and/or labor involved in the work. This database should be part of the on-line problem tracking and resolution system. In addition to on-line and interactive accessibility, the system must be capable of providing to the designated CDC official customized reports to CDC by organization, problem, user, or equipment/software. The Contractor shall provide all data fields (to include purpose, description, etc.) to be used in logging, tracking, monitoring, and reporting calls and requests for assistance to the government in the initial transition plan. As required during the life of this contract data fields may be added or deleted (within the parameters of the help desk software package) as requested by the Project Officers.

(6)   Problem Resolution

In addition to the on-line problem tracking data system specified above, the Contractor shall develop and maintain an on-line problem resolution system on the Contractor's equipment. This system shall be used to record user questions and appropriate answers to user questions. This system should be part of the on-line problem tracking system and information and data shall be provided to CDC upon request. The database of questions and answers shall be the property of CDC at the end of the contract. CDC, at its discretion, may provide the Contractor with questions and appropriate answers to assist in the development and operation of the database to assist the Contractor in providing ready responses to user inquiries. The Contractor shall provide all data fields (to include the purpose, description, etc.) to the government in the initial transition plan. As required during the life of this contract data fields may be added or deleted (within the parameters of the help desk software package) as requested by the Project Officers.

(7)   Consolidation of CDC-wide and Dedicated Tasks Data

The contractor's problem tracking database and reports shall be available for use by CDC to incorporate data from the individual task order on-site support if required by the CIO as well as centralized hotline user support.

(8)   Remote Support by Telephone

The Contractor shall provide telephone support as needed to CDC locations outside those areas requiring on-site (CDC-wide and dedicated tasks) support. Hardware service for these locations shall be provided by diagnosis via a telephone or written communication, when possible, and correct part(s) and installation instructions packed and shipped by the Contractor. This portion of the contract is not estimated to exceed 5% of the entire contract.

F.   **MICROCOMPUTER HARDWARE MAINTENANCE, REPAIR, AND SUPPORT**

The Contractor shall provide microprocessor hardware repair for all CDC equipment currently owned or that may be acquired throughout the course of this contract's period of performance. This includes desktop workstations, laptops, network file servers, application servers, database servers, communication servers and other processors. It also includes add-on boards of all types, all peripherals including printers, modems, external disk drives, graphics equipment, imaging equipment, CD-ROM readers, writers, etc. Attachment J.XX lists a historical summary of Service Calls by Type over the last two years.

This support is required for all locations in Atlanta and all major locations specified for on-site support. However, the maintenance response times specified in Attachment J.XX are applicable only to CDC offices in Atlanta, Hyattsville, Morgantown, Cincinnati, and Washington, D.C. Support for other locations, if there is no dedicated task order in place, shall be provided telephonically when possible, and by shipment of required spare parts or on a per diem basis when authorized by the Project Officers.

(1)   Ad Hoc On-Site Support for Remote Users

A few CDC employees are assigned to work in locations not listed on Attachment J.XX, such as Morehouse University and Emory University. The Contractor shall provide ad hoc on-site support as required to support these remote CDC locations within the Atlanta Metropolitan area. Travel costs are a reimbursable expense under this contract in accordance with FAR Part 31. If the Contractor receives a request for on-site support at a location not identified in Attachment J.XX, approval of the Project Officers must be obtained prior to providing support at that location.

CDC will provide the Contractor with a LAN point of contact (name, address, telephone number) at that location, for coordination, prior to Contractor commencing work for these types of calls and sites.

(2)   Support of Employees on Flexi-place

Support shall be provided for CDC employees working at their homes under the Government's "Flexi-place" program. The Contractor shall initially provide telephone support for "Flexi-place" employees. If telephone diagnosis and problem resolution is not possible, the equipment should be brought by the CDC employee to a designated CDC location listed in Attachment J.XX. Requests for on-site -support must be approved in advance by the Project Officers.

(3)   Installation, Assembly, and Testing Support

The Contractor shall provide initial installation support for new microcomputer systems. This includes assembling microcomputer hardware and software into user-defined or user organization standard configurations, setting up, and testing the fully functioning microcomputer system for the user. Testing will consist of running all standard diagnostics and test procedures for hardware components and ensuring software is operational.

Assembling and testing of new systems may be done either in the user's work area, if space is available, or at the contractor's facility. If assembling and testing is to be done outside the user's work area, the Contractor shall arrange for picking up hardware and software from the user, preparing and leaving a receipt with the user or property custodial officer, for items picked up, providing any necessary transportation, and delivering fully assembled and tested system to the user.

If assembly and testing are done at the contractor's facility, the Contractor shall unpack and verify that equipment is received without damage, establish that the equipment is in proper working order, develop appropriate cabling and prepare special cables as necessary, and assemble and configure complete functional office systems according to user and other CDC specifications. This same requirement exists for assembly and testing at government locations.

In all instances, the Contractor shall leave CDC users all disks, CD-ROMs, documents and records arriving with the shipment, e.g., manuals, invoice, warranty, bill of lading, and packing slip.

The Contractor shall install microcomputer configurations in CDC user offices, including assisting users in recommending electrical and telecommunication connections and planning of furniture and other ergonomics considerations. The Contractor shall provide support in reconfiguring installed systems including relocating microcomputers and peripherals, changing internal components, installing new software and upgrades, and setting switches as appropriate to meet new requirements.

Any calls for repair or services of equipment which is not identified in the CDC and ATSDR Microcomputer and LAN Standards shall be referred to the Project Officers before the Contractor responds to the request.

(4)   Equipment Repair and Spare Parts Replacement

The Contractor shall be logistically prepared to provide spare and repair parts to satisfy the contract response and resolution times identified in Attachment J.XX. The Contractor shall provide necessary logistics and technical operations to support the service requirements, and ensure quality repairs for whole unit and computer peripherals. For those locations requiring CDC Wide, on-site support, the Contractor shall repair and service equipment at the user site, when possible, or remove equipment or component to Contractor facility when necessary. Hardware service for locations outside the major areas specified for on-site support in Attachment J.XX shall be diagnosed and resolved via the telephone. When telephone diagnosis is not possible, the trouble call shall be referred to the Project Officers for disposition.

The Contractor shall use original equipment manufacturer (OEM) spares, refurbished, or trade-in/swap parts, whichever is lowest in price, unless otherwise approved by the Project Officers. Third party spare parts shall also be submitted for approval by the Project Officers.

When non-OEM parts are used, they shall be consistent and in compliance with OEM specifications to ensure operability and serviceability.

The Contractor shall inspect and test equipment after the item is repaired to ensure that all parts are functioning in a manner equal to or better than the parameters set forth in the manufacturer's specifications (to insure that the repair has been accomplished correctly and the reported condition has been corrected), all parts are securely mounted, wiring is properly routed and laced, circuit boards are secure, moving parts are free of obstructions, and the item is clean. This inspection and testing shall be completed prior to the Contractor requesting user sign-off.

(5)   Warranty Work

The Contractor shall coordinate all warranty repairs by either performing the repairs, acting as an authorized warranty representative of the equipment manufacturer, or coordinating the warranty service with the OEM or other authorized warranty provider. The Contractor should also apply and become an authorized warranty repairer of OEM that has these programs.

If warranty repair is to be made by a local vendor, the Contractor shall contact that vendor, verify warranty coverage information provided by the Government, and arrange delivery and pick-up of the item from the local vendor.

For all warranty work, the Contractor shall ensure that appropriate database information for tracking and reporting purposes, reflect the full description, property/serial number, date of requested shipment, and estimated return date.

The Contractor shall provide packing, crating and handling services for any items which must be shipped for warranty repairs.

If required by the OEM or vendor, the Government will provide proof of the warranty (date of installation, purchase order number, etc.).

In the event warranty coverage is denied by the warranty provider, the Contractor shall refer the issue to the Project Officers for resolution.

The Contractor shall report on a monthly basis, the type and kind of warranty work being done and the estimated cost savings as a result of the warranty work that is not billable to the contract. This includes identifying any parts (spare or repair) that were used in warranty repair work.

(6)   Expedited Transportation

Use of expedited transportation means in order for the Contractor to meet contract requirements must be approved in advance by the Project Officers. If needed, on-site

secure space may be provided for easy accessibility to a limited number of commonly used spare parts at CDC facilities in Morgantown, Cincinnati, Hyattsville, and Atlanta on a space available basis.

(7)   Equipment Removal Procedures

When equipment must be removed from CDC facilities for repair, the Contractor shall follow the procedures of the CDC Material Management Manual Guide and obtain an approved CDC Form 0.993 (Property Action Request) from the user or property custodian prior to removal of the equipment.

(8)   Loaner Equipment

Loaner equipment is defined as contractor-acquired Government property that can be provided to an end-user while the problem equipment is being repaired. The use of loaner equipment is an acceptable way to meet the contract's required response time, provided that there is no loss of functionality is experienced by the end-user, and that the loaner computers and file servers meet the specifications of the CDC and ATSDR Microcomputer Standards and Guidelines. Contractor acquired loaner equipment shall be treated as Government Property in accordance with the requirements of FAR Part 45, GOVERNMENT PROPERTY.

(9)   Parts Tracking and Inventory

The Contractor shall track all parts removed from CDC-owned equipment and later refurbished or swapped for equivalent parts through the manufacturer or third party repair vendor, including the associated cost for the repair or replacement. Whenever repair involves exchange of CDC bar coded parts for equivalent, the Contractor shall inform the CDC Property Office of the description and serial number of the replacement parts. The Contractor shall ensure original barcode is affixed to replacement equipment when returned.

(10)   Technical Manuals, Drawings, and Specifications

The Contractor shall comply with the applicable equipment technical manuals, drawings, and specifications as required to maintain the equipment. The original design and functional capabilities of the item being repaired shall not be changed except as authorized in writing by the Project Officers. In addition, the Contractor shall maintain a technical manual, drawing, drivers, and specifications library to assist in providing timely and responsive service to CDC.

(11)   Shipment for Repair Packing, Crating, and Handling

If shipment for vendor repair is necessary, Contractor shall provide packing, crating, and handling services. The Contractor shall inspect each repaired item and advise the Project Officers of any misidentified, incomplete, or damaged property.

(12)   Cost of Repair Prohibitive

Whenever return of the microcomputer system to good operating condition is cost prohibitive (defined for this purpose as requiring repairs that cost in excess of 50% of the original cost of the system or its currently available replacement, whichever is less) or not

technically possible, the Contractor shall advise the Project Officers or other designated contact for approval prior to commencing the work.

(13)   Repair Using Government Furnished Spare Parts

The Government may, from time to time, provide Government-furnished spare parts to the Contractor for installation and use in government equipment. When CDC stock parts are used for on-site repair, the removed parts or components are to be returned to good operating condition, at a cost of no more than 50% of the cost of a replacement part (new or refurbished whichever is less), and stored as government-owned spare parts.

If shipment for vendor repair is necessary, Contractor shall provide packing, crating, and handling services. If return to good operating condition is not possible technically or due to cost as described above the Contractor will provide the part to the property warehouse at CDC along with the property tracking information for disposition. The Contractor shall inspect each repaired item and advise the Contracting Officer of any misidentified, incomplete, or damaged property.

(14)   Contractor Damage to Government-Owned Equipment

If the Contracting Officer determines that Government-owned equipment, parts, or tools have been damaged by the Contractor, the Government reserves the right to require an adjustment in the contract's fixed fee. Fee adjustment shall be mutually negotiated between the Contractor and the Contracting Officer. If mutual agreement is not reached, any adjustment shall be unilaterally determined by the Contracting Officer and resolved in accordance with the Disputes Clause, FAR 52-233-1.

G. MICROCOMPUTER SOFTWARE SUPPORT REQUIREMENTS

(1) General Software Support:

The Contractor shall provide commercial off the shelf (COTS) software installation, integration, optimizing, operation, user orientation, problem identification, tracking, and resolution. Supported software includes, but is not limited to, the following general types of packages: word processing, spreadsheets, database, SQL, statistical, graphics, programming languages and tools, imaging, multimedia, telecommunications, calendaring, local area networks, integrated menu system, and other personal productivity tools. The Contractor shall provide technical support to CDC to operate and integrate its various networking software products and communications protocols.

The Contractor shall provide support for Novell NetWare, Windows operating systems, limited Unix, and any other networking software and communication products as may be implemented, as well as integrating those networks into CDC's wide area network environment and the Internet.

The Contractor may use on-site and off-site Contractor staff, technical manuals, software documentation, prime vendor support (as arranged by the Contractor), general microcomputer technology experience, knowledge bases, commercial bulletin boards, and other resources to resolve questions and problems. The Contractor may also seek assistance from designated CDC staff, as determined by the Project Officers, to provide assistance; however, the Contractor shall minimize such assistance.

The CDC/ATSDR Microcomputer and LAN Standards
http://intranet.cdc.gov/irmo/standards/irmstd62000.htm), updated and published semi-annually or as

needed, specifies support levels of I, II or III. The Contractor response time support requirements are tied directly to the standards as indicated in Attachment J.X entitled "Contractor Service Response Requirements." The Contractor is required to provide technical support and problem resolution for all Levels I and II commercial microcomputer software packages in use at CDC.

The Contractor will provide "best effort" technical support, and problem resolution for level III software. CDC may, at its discretion, provide the Contractor with copies of software (other than priority software) and/or documentation for packages that require general support. The Contractor may be required to support CDC-developed microcomputer software applications. In these cases, CDC will provide the Contractor the software, documentation, and training so the Contractor can provide general support for the operation of the application.

The software designated as Level I and Level II of the CDC IRM Standards is considered as "priority software" by CDC. The Contractor shall be thoroughly familiar with priority software and shall have access to information and/or resources necessary to fully support and answer question and handle problems regarding its use upon commencement of the contract. CDC may add additional software to the priority list at its discretion but no more often than semiannually. The changes to the CDC IRM Standards will be provided to the Contractor, posted on CDC's Internet and will be effective in this contract upon publication. CDC may, at its discretion, provide or authorize the Contractor to obtain a copy of the software and documentation for each package in the priority list.

The Contractor shall provide support for the most current release of software as specified in the CDC standards plus the immediate prior version to the current release.

Whenever CDC provides any software to the Contractor, the Contractor shall agree to comply with all applicable copyright laws and license agreements.

(2)   Software Copying and Distribution

The Contractor shall, as required, reproduce software on prescribed media, in accordance with software licensing and copyright limitations, for the purpose of distributing software to CDC staff, LAN administrators, or other CDC software users as specified. The Contractor is responsible for verifying the extent of software license limitations and shall not interpret any Government request as an authorization to exceed those limitations. The Contractor may be required to mail or otherwise distribute software to such recipients. The Contractor will provide media (e.g. CD-ROM, diskette) as part of this service. The Contractor may also be required to electronically distribute software across local and wide area network connections to various file servers or individual PCS, as required, within applicable licensing and copyright limitations.

(3)   Data and Information Protection

The Contractor shall protect the data and information resources of CDC when working on PC, LAN, server or related hardware or software. The Contractor will consult with the user, the user's management, the organization's LAN Administrator, CIO ISSO (Information System Security Officer), or Project Officers to ensure steps are taken to protect the data and information through such means as backing up the data before work commences.

When it is determined that sensitive or confidential data or information resides on the system, steps will be taken to ensure that the data is not disclosed or made available for disclosure(also see Section H.XX, AIS Security Requirements). For example, hard disks containing sensitive or confidential information should not be sent to other vendors or the OEM for repair, or warranty work without taking steps to preclude the disclosure of the data, such as purging, encryption, etc. In all instances where

removal of a devisce is authorized with non-public sensitive or critiacal information still on the device, such as for data recovery attempts, the ATSDR or CIO ISSO, as appropriate, and the CDC ISSO shall be notified – <u>before the action is taken</u> – by e-mail of the action including date/time, device, description of the information remaining on the drive/device, and the name of the authorizing individual. These steps should be taken in consultation with the user and user's security representative.

The Contractor shall wipe (purge) data from hard to floppy disk drives and conform to the certification procedures of CDC for excess computer equipment, as requested. The Contractor shall remove all data and software from the hard drive(s) in such a manner that the removed files can not be recovered using standard tools and methods, including unerase, sector-level read/copy, disk repair/recovery, etc. (The process(es) shall be defined and/or amended in writing, and shall be authorized by the Project Officers before being implemented.) After removal of the target files, the Contractor shall mark the device with an appropriate certification sticker, and sign and date the "Property Action Request" paperwork before the device is sent to the CDC Property Office as excess.

H. ADDITIONAL TASK ORDER SUPPORT REQUIREMENTS:

As indicated above, each CIO has its own unique support requirements. The specific support required for each CIO will be defined by the Statement of Work included in separate task orders. The nature of support required could include any work described elsewhere in the contract Statement of Work. Such support could include LAN Administration, WAN support, additional on-site user support, multimedia support, user training, video teleconferencing support and one-time "surge"requirements such as the removal, transportation and reinstallation of IT equipment associated with the relocation of a CDC organization to a different building. Some CIOs issue task orders to establish a local help desk dedicated solely to assisting users in that organization. In such instances , the level and nature of support required by the CDC Wide Help Desk and support team will vary depending upon the specific task order requirements. The Contractor shall report on the status (e.g., performance degradation, upgrade recommendations, usage or excessive usage, problem resolution) of LANs to the Technical Monitor as specified in individual task orders. In any event the Contractor shall support the microcomputer requirements (to include specialized requirements) as identified in each issued task order.

After hours emergency response may be required in performance of these task orders and the Contractor shall establish an after-hours emergency notification system for responding to emergency support requirements.

I. TRAINING FACILITY:

The Contractor shall provide a training facility, within a 10-mile radius of CDC headquarters facility, which will accommodate 30 people, with a minimum of sixteen (16) computers (2 people per computer and 1 for the instructor) and one LAN attached high speed printer. Required workstation software (most current version), as listed in CDC/ATSDR Microcomputer and LAN Standards/Guidelines. All computers and workstations must meet the configuration stated in the CDC and ATSDR Microcomputer and LAN Standards/Guidelines. The computers must be linked with a LAN that meets CDC LAN standards including CDC standard server(s) with Novell NetWare 4.x or greater and Windows NT 4.x and virus protection software.

The room must have a high quality projection system connected to the instructor's PC to display the PC screen to the class, white boards, easels, VCR, and display, and overhead projector.

The room should be equipped with videoconferencing equipment compatible with CDC's equipment to envision training classes to the non-Atlanta sites.

Hardware and software shall be enhanced, refreshed, upgraded or replaced by the Contractor as required to meet CDC/ATSDR Microcomputer and LAN Standards/Guidelines. It is anticipated that the standards may change on an semi-annual or yearly basis. Workstations/server hardware and software shall be evaluated on an annual basis for technology refreshment so that training can be provided for CDC's current and future technology environment. The training room shall comply with the specifications stated in these standards.

The room must be easily accessible to all Atlanta locations and the contractor's facility.

C.9   ORGANIZATIONAL/ADMINISTRATIVE CONSIDERATIONS

(a)   In addition to the CDC-wide support requirements, each of the Centers, Institutes or Offices (CIO's) listed in the background section has its own unique organizational structure, and it's own unique IT and IRM needs and applications. Generally, this dedicated task order support shall be provided on-site on a full- time basis. The Government will provide necessary space, furnishings, equipment, etc. for this on-site support.

(b)   CDC-Wide Technical Oversight and Project Management. Technical and project management oversight of the CDC-Wide support requirements shall be performed by the Information Resource Management Office (IRMO) through designated Project Officers.

(c)   Dedicated Tasks Technical Oversight. Technical oversight of the dedicated on-site support services for the individual CIO's to meet their unique needs will be performed by designated personnel identified as Technical Monitors within those organizations. Continuity of service and management oversight, by the Contractor, for these on-site and specialized services provided is critical. Contract and project management related issues that require Contracting Officer or Project Officer involvement shall be referred accordingly.

(d)   Contractor's Meetings. Contractor required staff or special meetings shall be scheduled at least ten business days in advance and a written notification provided seven business days in advance, to the Project Officers and Technical Monitors of the date, time, and if appropriate, purpose of the meeting. The Contractor shall ensure that an acceptable level of staff (as stated by each technical monitor) remains on-site when these meetings are being conducted. If it is determined by the Technical Monitor or Project Officers that there is a potential for lapse in required minimum service due to insufficient level of support the Contractor shall assure that no lapse occurs. It is at the contractor's discretion to schedule another or make-up meeting either at a different time or on a different date for staff remaining on-site.

(e)   Quarterly Customer Satisfaction Reviews. The Contractor shall conduct quarterly (or more frequent if requested by the Project Officers) customer satisfaction and quality of service reviews with each technical monitor. Such reviews shall be documented in writing and the results presented to the Project Officers within 7 business days of completion. As needed during the course of the contract, the structure and format, e.g., questionnaire, of these reviews may change based on feedback received from the technical monitors and project officers. Such reviews are to be conducted and completed during the first month of each quarter. The government will approve the customer survey forms used to obtain feedback.

(f)   Quarterly Status Briefings. The Contractor shall conduct quarterly briefings on a regular schedule for the Project Officers and Technical Monitors to present and review the results of the quarterly quality reviews, present the government with significant accomplishments, issues, concerns, and an overall status of the task orders and contract. The Contractor shall also present a brief synopsis of information on the administration of the contract and the

contractor's policies and procedures for the benefit of any newly designated technical monitors. Such briefings are to be video conferenced to remote sites, e.g., NCHS, Hyattsville. The Contractor shall remind all potential attendees of the quarterly briefing in writing at least five business days in advance of the scheduled briefing. In addition, the Contractor shall coordinate with the government Technical Monitors and Project Officers to assure maximum participation. The Contractor will document in writing and synopsize the information discussed in the meeting, identify any follow-up action items and present this document to the Project Officers within two business days.

(g)   Government Provided Resources. When work is performed at CDC facilities, the Government will provide necessary equipment, software, connectivity to computing resources, space, telephone service, heat, light, ventilation, electric current, etc. These facilities will be provided at no charge to the Contractor. Type and size of space to be provided will be based on availability and will vary at each site. In addition, the Contractor will be provided with government equipment and software, as shown under attachment J.27 - Government Furnished Equipment and Software.

The Government does not contemplate providing Contractor staff with any equipment, computers, printers, modems, monitors, laptop, etc. for use at the contractor's employees home. The Contractor shall provide employees the necessary resources to meet their needs if an employee requires use of equipment at home. The Contractor is required to monitor the activities of their employees to assure compliance with regulations and policies governing the use of Government Property. Any Government Property in the custody of a Contractor employee must be accountable to the contract and authorized in advance by the Contacting Officer.

If contractor's employees are required as part of their work for CDC to travel to other locations, assist at conferences, give off-site software or hardware demonstrations, or perform certain duties away from CDC, it is the contractor's responsibility to provide suitable computer equipment to the employees for that purpose.

The Contractor shall supply for all contractor site(s) their facilities normal office equipment and office supplies, such as facsimile, photocopier, and telephone system with sufficient incoming lines to allow effective help desk operations, communication and user support.

(h)   Contractor's LAN. Since LAN-based applications, client-server, and cooperative processing applications between the PC and LAN are required, the Contractor is required to have LAN(s) at the contractor's facilities which are fully compatible with and adheres to CDC's LAN Standards in support of this contract, unless an exception is granted by the Project Officers. A copy of CDC's standards is provided in attachment J.3.

CDC shall provide the connectivity to the CDC WAN (leased line, routers, software, etc.) This includes services such as NDS, Exchange, DNS, WINS, and security authentication. The Contractor shall designate a single point of contact and backup designees for the administration of each of its own LAN(s) with respect to the interface of the contractor's LAN(s) with the CDC WAN.

Except as specified in a task order, the Contractor shall provide the appropriate hardware and software, for those microcomputer and LAN software packages listed in attachments J.3 and J.27 to perform microcomputer and LAN-based maintenance, and support tasks. In additon, the contractor shall comply with the requirements of the CDC/ATSDR Guidelines and Policy Regarding Connection of External LANs.

(i)   Hardware and Software. The Contractor is responsible for keeping all hardware and software up-to-date to meet CDC-wide and task order specifications and requirements. At its discretion, the Government may furnish or authorize the acquisition of any required microcomputer software packages or specialized equipment as long as such software or equipment is to be utilized by the Contractor in performance of this contract. Specifically, attachment J.27, provides an inventory of the equipment and software that CDC anticipates allocating to the Contractor during the phase-in period of the contract.

(j)   Title. Title (ownership) of items provided by the Government or authorized to be acquired by the Contractor for use under this contract shall rest with the Government.

(k)   Inventory of Equipment and Software. The Contractor shall maintain an inventory of equipment and software in the possession of the Contractor but owned by the Government. Such inventory shall be made available upon request by the Government. CDC may adhere property bar codes on any or all Government-owned equipment and shall be permitted to conduct a physical inventory yearly upon request. All items in the possession of the Contractor but Government owned shall be turned over to the Government upon the conclusion of the contract or upon request at any time.

(l)   Contractor's Requirement for New Tools or Test Equipment. If due to the introduction of additional equipment during the course of the contract, a requirement is created for new tools or test equipment, the Contractor shall provide the Project Officers a list of such necessary tools/equipment. The tools may be provided by the Government or may be authorized for purchase by the Contractor at the Government's discretion. In either case, the items shall be accounted for as Government property in accordance with the Government Property Clause (FAR 52.245-5) in the contract.

(m)   Security Clearance Requirements. All Contractor personnel assigned to perform work specified in Section C must have at least a NACI security clearance. If assigned work on a system gives the contractor's employee access to sensitive / critical data or information as identified by the user or other CDC representative, that employee, and an alternate, must have been rated at an appropriate Public Trust Level (i.e., 5 or 6) commensurate with the criticality of the system, the sensitivity of the data as determined by CDC and the individual's degree of unaudited access.

(n)   Network Architecture consists of, but is not limited to

1.   Local Area Network - defined as a small to medium size stand-alone inter-network which does not rely on WAN connectivity to access files or applications and that all segments are located off of its own backbone. WAN connectivity may exist, however, for the funneling of information, such as electronic mail or Internet access. It may operate more than one, but no more than two network operating systems, typically Novell and/or Windows NT. It may operate in a multiple protocol environment utilizing TCP/IP and limited IPX protocol. Any operating system capable of accessing the LAN's servers and resources using the aforementioned protocols and included under CDC's standards are covered.

2.   Wide Area Network (WAN)/ Enterprise - defined as a medium to large size inter-network which relies on WAN connectivity, using high speed digital services to access files or applications on two or more geographically dispersed networks. It operates more than one network operating system, including Novell, Windows, and limited UNIX. A corporate Intranet is installed and supported as well as Internet access to the desktop. It

operates in a multiple protocol environment utilizing at a minimum TCP/IP, IPX/SPX, TCP/IP, etc.. Gateways exist to access legacy computing resources. Remote access technology is installed to support telecommuting using analog and digital (ISDN) services, at a level to provide concurrent access to a specified percentage of the total clients serviced. Future support for high-speed telecommuting is likely to include XDSL or broadband secure access. Any client operating system capable of accessing the LAN's servers and resources using the aforementioned protocols Any operating system capable of accessing the LAN's servers and resources using the aforementioned protocols and included under CDC's standards are covered.

a. Desktop Computer - computer consists of hardware and software that supports individual users at their desks. The computer includes basic office automation functionality and may include word processing, spreadsheet, presentation graphics, database, e-mail, Internet tools, anti-virus software, etc.

b. Portable Desktop - includes, but is not limited to, laptop, notebook, and handheld computers and consists of hardware and software that support individual users either at their desk or from a remote work site. The computer includes basic office automation functionality and may include word processing, spreadsheet, presentation graphics, database, e-mail, Internet tools, anti-virus software, etc.

c. Server Computer - a server computer is a shared computer that allows users to get files in a single place, on one computer. The server directs all movement of files and data on a LAN. A LAN may have individual servers for different functions (e.g., a print server, a fax server, an e-mail server).

d. Communication Devices - A communications device is one that supports both traditional and wireless network interconnectivity. This includes, but is not limited to, modems, remote access and fax servers, hubs, routers, CSU/DSUs, switches, MAUs, bridges, etc.

e. Peripherals - a peripheral is a device connected to a computer such as, printer, tape drive, scanner, CD-ROM, etc.

f. Network Printer - the network printer support component is designed to provide users with installation, maintenance, and configuration services for printers connected to local or wide area networks.

g. Video conference - video and audio equipment, peripherals, products, devices, etc. used to support video conferencing at CDC.

h. Others - any palmtop or other device capable of storing electronic information, whether personally owned or provided by the Government or contractor, which has been authorized for use in CDC's environment.

C.10 GOVERNMENT AND/OR CONTRACTOR FURNISHED FACILITIES AND EQUIPMENT

Performance may be required at either the Contractor's facility(s) (offsite) or CDC's facilities (onsite). Performance in CDC facilities may be required when close and continuous collaboration of Government and Contractor staff is needed on certain projects. The task order will specify when the work shall be performed at CDC facilities. When work is performed at CDC facilities, the Government will provide necessary equipment, software, connectivity to computing resources, space, telephones, etc. Estimates of the onsite/offsite ratios by location are provided in Section J.

Except as otherwise specified in a task order, the Contractor shall provide the appropriate hardware and software, for those microcomputer and LAN software packages listed in section C.3. and Section J, to perform microcomputer and LAN-based development, maintenance, and support tasks. Since LAN-based applications, client-server, and cooperative processing applications between the PC, LAN and mainframe are required, the Contractor is required to have LAN(s), at the Contractor's facilities that support this contract, which are fully compatible with and adhere to CDC's LAN Standards unless an exception is granted by the Co-Project Officer. A copy of CDC's standards are provided in Section J. CDC shall provide the connectivity to the CDC WAN (leased line, router, software, etc). The Contractor shall designate a single point of contact and backup designee for the administration of each of its own Local-Area Network(s) with respect to the interface of the Contractor's LAN(s) with the CDC WAN.

In general, connection to any device, LAN or computing environment outside of the CDCNet, other than through established and authorized CDCNet mechanisms, is prohibited. If such a need arises, it must be proposed by the contractor, and reviewed and authorized by the Project Officers prior to the connection being established.

The Contractor is responsible for keeping all hardware and software up-to-date to meet task order specifications and requirements. At its discretion, the Government may furnish or authorize the acquisition of any required microcomputer software packages or specialized equipment as long as such software or equipment is to be utilized by the Contractor in performance of this Contract. Specifically, Section J provides an inventory of the equipment and software that CDC anticipates allocating to the Contractor during the phase-in period of the contract. Title (ownership) of items provided by the Government or authorized to be acquired by the Contractor for use under this contract shall rest with the Government. The Contractor shall maintain an inventory of equipment and software in the possession of the Contractor but owned by the Government. Such inventory shall be made available upon request by the Government. CDC may adhere property bar codes on any or all Government-owned equipment and shall be permitted to conduct a physical inventory yearly upon request. All items in the possession of the Contractor but Government owned shall be turned over the Government upon the conclusion of the contract or upon request at any time.

Access to the mainframes, file servers, and CDC WAN for development and/or support efforts will be provided to the Contractor by the Government. When performing work at the Contractor's facility, the Contractor must provide the workstation hardware required to access these computers (e.g. microcomputers) as well as other development support tools such as printers, text editors, graphics software, etc.

The Government will provide access to the mainframe through two methods: TCP/IP Access through Blue Zone software and IPX access through SAA Gateway using Dynacomm. CDC will provide the communication software, and gateway software.

The Contractor shall supply for their facilities other normal office equipment and office supplies such as facsimile, photocopier, and telephone system with sufficient incoming lines to allow effective communication and user support.

C.11   GOVERNMENT-PROVIDED TRAINING

CDC shall provide one three (3) hour general orientation to the Contractor's staff of CDC's computing environment within 60 days of contract award. The Contractor shall ensure attendance by all Contractor staff dedicated to this contract. CDC may, at its option, videotape these sessions so the Contractor can use the videotape to provide the same orientation to subsequent staff. The Contractor's staff shall attend CDC-provided Security Training at CDC's discretion.

Certain contractor staff will "as required" attend "Safety Survival Skills" a safety orientation. Topics include regulatory requirements, employee and management responsibilities, general CDC safety guidelines, emergency response, discussion of laboratory hazards, basic Biosafety, and chemical safety. And also attend "as required" Laboratory Safety course which covers basic laboratory safety guidelines, and is a requirement for persons who periodically work in or enter CDC laboratories. In addition, there may be a requirement for certain contractor staff to be immunized.

Task orders may specify particular software tools, programming languages, databases, or system environments that are required or will be encountered. In addition to the contract personnel qualifications requirements, the Contractor must provide staff that is fully trained in the software and technology that is specified on task orders. If CDC implements new software or technology during this contract that is not identified in this RFP, the Government may authorize the Contractor to acquire training billable as an other direct cost when deemed appropriate and cost effective by the Government. CDC expects a reasonable return-on-investment on this training expense such that the Contractor will make reasonable efforts to retain the trained employee on the specified task or cross-train replacement staff at the contractor's expense.

C.12   QUALITY ASSURANCE AND TESTING

CDC has QA/QC Standards in place for on-line mainframe applications. A copy of the standards will be made available to the Contractor at contract award. CDC also has programming standards which will be made available to the Contractor within at contract award. No deviation from these standards shall be accepted without prior approval of the Government.

The Government shall review, test, and approve all Contractor-developed on-line mainframe applications and systems prior to their implementation. CDC shall also test all multiuser LAN systems for performance, traffic load, etc. The Contractor shall adhere to any client-server QA/QC, performance, and/or bench marking standards as CDC may develop.

Failure to pass QA will require consultations with the Government and possible system modification before implementation.

An example of CDC's mainframe database QA factors are:

Number of COMMANDS is issued: TOTAL I/O; MAXIMUM DURATION (the maximum time a command was selected from the Command Queue for execution in a thread until it completed processing in that thread); MAXIMUM ASSOCIATOR I/O (the maximum count of physical I/O operation to the ADABAS data storage). Total I/O should not be greater than 100. Mean I/O should not be greater than 2.0 and not less than 0.1. MAXIMUM DURATION should not be greater than 3 seconds. MAXIMUM ASSO I/O should not be greater than 25. MAXIMUM DATA I/O should not be greater than 10.

C.13   PARTICIPATION IN TOTAL QUALITY MANAGEMENT TEAMS (TQM)

CDC may require, as part of a task, participation on a TQM team. The team must be task-specific and in direct connection to the tasks being performing under this contract. The Contractor will not serve as the Team Leader or Facilitator.

C.14   ELECTRONIC DATA INTERCHANGE (EDI)

At its discretion, CDC may use EDI to conduct business transactions under this contract. The Contractor shall accept such orders and have the necessary equipment, software, and communications services to handle such orders. The Contractor will receive further specifications in the "Trading Partner Agreement" before EDI implementation.

C.15   REFERENCE MATERIALS

The Contractor shall adhere to applicable Federal Information Processing Standards (see Attachment) and all CDC technical standards (see attachments) in performance of the work, or as may be added during the life of this contract as directed by the Information Resources Management Office (IRMO). These standards and guidelines are generally updated on a semiannual basis. The attached CDC Standards are those most closely related to the performance of work under this contract. The successful offeror will be provided access to all CDC standards within one week after contract award. The government will add, delete, update, revise, and modify standards as needed based on the state of Information Technology.

The Contractor is required to comply with all the standards listed below and those added or modified during this contract as published on the internet, IRM publications, or as provided to the contractor. Additional information can be found at http://www.cdc.gov and http://www.cdc.gov/irmo/default.htm

Various CDC Technology Standards that apply to the Contractor's technology architecture in support of this contract

The standards are available on-line at http://intranet.cdc.gov/irmo/irmointra/standard.htm, http://intranet.cdc.gov/irmo/ntb/exchange/exchange.htm, http://intranet.cdc.gov/irmo/irmointra/security.htm, or for viewing in the CDC Information Center located at 1600 Clifton Rd., Room 4015, Atlanta Ga 30333.

IRMO ADABAS/Natural Standards and Procedures Manual

IRMO/MISB SDLC

CDC Computer Center Standard Operation Procedures

CDC Client-Server Standards

Biosafety Manual

Most of these resources are also being made available electronically at http://www.cdc.gov/.

The DHHS Automated Information Systems Security Program Handbook May 1994 - http://wwwoirm.nih.gov/policy/aissp.html

C.16   COMPLIANCE WITH FIP STANDARDS

All IT and telecommunications equipment, services, and related software acquired under this contract must conform to applicable Federal Information Processing Standards Publications (FIPS PUBS). Under the Information Technology Management Reform Act (Public Law 104-106), the Secretary of Commerce approves standards and guidelines that are developed by the National Institute of Standards and Technology (NIST) for Federal computer systems. These standards and guidelines are issued by NIST as Federal Information Processing Standards (FIPS) for use government-wide. NIST develops FIPS when there are compelling Federal government requirements such as for security and interoperability and there are no acceptable industry standards or solutions.   For this contract, the FIPS PUBS identified In Section J are generally applicable. FIPS PUBS, in addition to those identified in Section J, may apply to individual task orders issued under this contract. When additional FIPS PUBS do apply, they will be specified in the task order. FIPS Standards can be found at http://www.itl.nist.gov/fipspubs/0-toc.htm. In addition, NIST issues special publications found at http://csrc.nist.gov/nistpubs/ which the contractor shall comply with as appropriate.

C.17   PERSONNEL CLAUSE

The Contractor shall exercise its best efforts in performing the required services. Except as specifically addressed in the contract and/or task orders, the Contractor agrees to perform work at a level no less than generally recognized industry professional standards. The Contractor agrees to employ and retain competent, qualified personnel who shall perform services in a complete, prompt, accurate, courteous, and efficient manner. Employees must be able to perform the duties as outlined in the labor categories and modifications, additions, revisions thereto as indicated in the contract. Employees must possess good interpersonal skills to insure that no justified complaints, in the judgement of the co-project officer, are received by the co-project officer regarding interaction with organizations' personnel within CDC. Contractor staff must meet the security requirements specified by the CDC, regarding identification and access to the physical facility. Background checks are required for employees and more extensive background checks may be required for employees who have access to specific types of sensitive data and/or critical systems.

Much of the Contractor's personnel will perform work on-site at CDC involving substantial interaction with a wide range of professional and support staff at CDC. The Contractor's employees must adhere to the Government Standards of Conduct, the nonsmoking policy at CDC and all other health, safety, parking and other requirements when performing work on CDC facilities or visiting CDC staff at CDC facilities.

C.18   TASK ORDERS

A task order is a unit which supports work in a defined subject or application area, having one or more deliverable products and/or service specifically identified in work orders describing the work issued under the task order. Task orders specify and authorize work to be accomplished by the contractor to satisfy the Government's requirements. They specify the scope of work, schedule for completion, technical requirements, deliverable product(s) and/or services, performance standards, acceptance criteria for deliverable products and/or services, and the total price/cost of the work/service to be performed. The government contemplates 2 types of task orders being issued under the contract. The type of task order will be determined thru discussions between the Technical Monitor, Project Officers, Contractor, and Contracting Officer or duly authorized representative. A description of each follows:

PRODUCT TASK ORDERS may be issued to cover individual projects with specified end deliverables. The period of performance for these task orders may cross contract performance periods. Product Task Orders shall include the SOW, including deliverables, delivery schedule, estimated effort in labor hours per labor category, the associated cost ceiling, and the designated Technical Monitor.

For Product Task Orders which extend beyond the contract expiration, the contract shall govern the Contractor's rights and obligations with respect to any task order to the same extent as if the task order were completed during the contract's effective period; provided that the Contractor shall not be required to make any deliveries under this contract after more than 90 days after expiration of the contract's effective period.

TERM TASK ORDERS may be issued for on-going work where a specific end product is not identifiable. Term task orders shall include a Statement of Work describing the work, the estimated effort in labor hours per labor category, the associated cost ceiling, and the designated Technical Monitor. Term task orders cannot cross contract performance periods.

Each task order issued will indicate all applicable IT security requirements.

Technical Monitors are officials of the organization requiring the work who are responsible for technical oversight of the work. Technical Monitors may designate Technical Contacts within their organizations to provide the Contractor with additional technical contact points for day-to-day technical guidance, problem solving and liaison. Neither Technical Monitors nor Technical Contacts are authorized to make any changes to task orders or waive any contract requirements.

C.19   ORDERING

It is critical that every task order and associated work order issued by the Government under this contract clearly and unambiguously state the nature and extent of the work to be done in the task through a Statement of Work (SOW). When the exact goal or approach involved is inherently unclear at the outset, the Co-Project Officer or the ICOB may require the work to be divided among several tasks in sequence each aimed at allowing a clear and unambiguous order for the subsequent work. The critical elements in a SOW are the specification of the following:

(a)   who the users are and how they will be connected to the system

(b)   all necessary information inputs involved

(c)   all data elements and structures that must be maintained

(d)   all desired information outputs

(e)   all processes, transformations of data and user functionality desired

(f)   all access control or security requirements

(g)   all additional Government standards that are applicable beyond those specified in this contract

(h)   any anticipated travel

None of these elements may be presumed to "fall out of the work done in a task order." They must be either specified in the task or be explicitly developed as a part of the task.

Term task orders are required to have stated objectives, technical scope and location of work. Most of the questions (a) through (h) above apply to term task orders as well as to product task orders.

To ensure clear and unambiguous task orders, the Contractor shall review each task SOW and shall submit an affirmative statement to the Co-Project Officer signed by the Program Manager, or a duly authorized representative of the Contractor, stating that:

(a)   the task order appears to be complete, and is clear and unambiguous;

(b)   an accurate estimate of the resource and time requirements can be made;

(c)   the methods specified are appropriate, not in violation of CDC Client Server Standards, and within the capabilities of the Contractor; and

(d)   the security requirements are clear and are, to the best understanding of the Contractor, in compliance with the requirements of the DHHS AISSP Handbook and/or applicable CDC security policies; and

(e)   the Contractor knows of no substantial duplication of requirements or effort between the SOW and other SOWs submitted or undertaken.

If the Contractor cannot make such an affirmative statement, then the Contractor will notify the Contracting Officer or duly authorized representative in writing of any issues needing clarification. The Contractor may make a reasonable charge for the evaluation of the SOW if no previus task order has been issued. Under no circumstances may work be done on a task order for which this affirmative statement has not been submitted.

C.20   REPORTING REQUIREMENTS

(a)   The Contractor shall deliver the reports specified below, and such other reports as may be specified in individual task orders, within the time frames specified. The Contractor shall provide two copies of a monthly written narrative to the Project Officers and one copy to the Contracting Officer before the 15th of the following month, summarizing the number and type of activities as outlined below. (A concurrent electronic copy shall also be submitted to each.) The Government may require the submission of monthly reports electronically to the Contracting Officer, Co-Project Officers, and Technical Monitors. Any such reports will be submitted in WordPerfect format (at the version level specified in the CDC Microcomputer Standards) via e-mail. If reports require spreadsheet attachments, such spreadsheets will be provided in Excel or Lotus 1-2-3 format (at the version levels specified in the CDC Microcomputer Standards). The Contractor shall submit to the Project Officer and the Contracting Officer a monthly summary report including, but not limited to, the following:

All travel costs, including details of trip destinations, applicable task, and purpose of trips. All Other Direct Costs, with details of items purchased and applicable task order.

A summary listing of the status of all task orders indicating percent of period of performance elapsed and percent of funding used on each task order; total task order funding; and percent of total level of effort provided for that contract period.

Any recommendations for enhancing, managing or updating CDC's micro computing environment.

Major or recurring problem areas seen in CDC's environment.

Identification of instances during the month which involved response to an active virus, malicious code, or suspected destructive event, or which involved repairing/re-establishing proper operational environment after such an event.

Summary of any other general operational or management problem areas and recommendations.

Printed Statistical Report - The report shall include the following information derived from the on-line problem/request tracking system and other information sources as necessary:

A summary of the number of calls (problems and requests) by type of call(software problems, hardware problem, configuration request, request, installation request, LAN Admin, etc. CDC may, at its discretion request a breakout of this report by CDC organization.

A separate summary identification of the number of LAN Team service calls and activity (problems and requests) in the detail described in the paragraph above.

A statistical report for the month's service activity depicting number and percentage of calls responded to and resolved within the performance criteria specified in Section J, Attachment 1, for each call/problem category.

A statistical report of the year-to-date service activity as noted above.

A line listing of all unresolved calls for the month that exceeding 5 work days in duration.

Number of Contractor employees who attended either CDC-sponsored or outside training each month including the date attended and course/topic covered.

Contractor-provided training and user orientations performed including subject areas and number of CDC users in attendance.

(b)   The Contractor shall also submit individual monthly reports providing details on each Task Order concerning the current status of each ongoing project. The reports shall be narrative in form and shall include a summary of progress toward completion of each Task Order, problems encountered to date, including the Contractor's assessment of specific impact of such problems on estimated costs and scheduled date of completion, and any Contractor recommendations. In addition, the reports shall include the following information on each project (including modifications) for the current reporting period and cumulative reports for the time from commencement of the project through the current reporting period:

(1)   Labor hours and dollars expended on each project for the present reporting period and year to date by labor category, i.e., Program Manager, Computer Programmer III, etc.

(2)   Other direct cost items and associated costs that were authorized, e.g. software acquisition, travel.

(3)   Beginning dates for projects scheduled.

(4)   Anticipated completion date for projects.

A copy of all monthly reports will be provided to the Contracting Officer and the Co-Project Officers, as well as to the applicable Technical Monitor for each task order. Monthly reports shall be submitted no later than the fifteenth (15th) day of each month (or first working day thereafter).

(c)   The Contractor shall provide an online reporting system accessible to the Contracting Officer, Co-Project Officers, and Technical Monitors as needed.   Along with some information already specified for the hard copy reports, this online reporting system will contain data with respect to progress toward task milestones, management problems identified, corrective actions taken, staffing changes, delays for staff identification, hiring and deployment, funding of the task, funding status, monthly costs incurred to date, etc. Security by CDC userid will be applied to access by task order, CIO, etc. In addressing the capability to meet the foregoing requirements, the offeror is expected to identify an architectural approach and existing systems that would perform or comprise the baseline for developing such a system. If development is required, the approach for the development, modification, and implementation should be discussed with CDC. The offeror should provide estimates of the time required and major milestones involved for the online reporting system.

(d)   Electronic Reports

The Contractor shall provide the Project Officers and any designees with on-line access to the on-line, real time problem tracking, inventory, and problem resolution database(s) using Network Associates SupportMagic software or other problem tracking software as approved by the Contracting Officers. The Contractor will have access to a knowledge base and if it does not violate the licensing agreements, shall make that knowledge base available to authorized CDC users. Upon completion of the contract, the Contractor shall provide all of the information in the database to CDC along with a copy of the software.

(e)   Quarterly Training Schedule

Within the first thirty days of each quarter, the Contractor shall submit for Project Officer approval a training schedule to project anticipated employee training during the upcoming period. One copy of this report shall also be provided to the Contracting Officer.

(f)   Employee listing

Monthly report, as required by contract Section H.2, Contractor Security Requirements to be delivered before the 10th of each month, two copies to the Project Officers and one copy to the Contracting Officer. Electronic transmission of these reports is preferred and may be furnished in lieu of hard copy reports. In addition to the information required by Section H.2 (name, work location, employer) for all employees working on-site at CDC facilities, the report should also identify, task order assignment, CDC Technical Monitor, Contractor Task Manager, labor category, and date assigned to the contract.

(g)   Automated Information Systems Security Plan

This plan, addressed in detail in the NIST Special Publication 800-18 (see: http://csrc.ncsl.nist.gov/nistpubs/) is required to be delivered to the Government within 90 days of contract award to reflect implementation of all necessary security safeguards. The CDC Information Systems Security Officer (ISSO) has a model security plan which can be used, if another compliant version is not already in existence. One copy of this report shall be delivered to John Paul Brennan, CDC Information Systems Security Officer, two copies to the Project Officers and one copy to the Contracting Officer.

(h)   Transition Plan

The Contractor shall provide, two copies to the Project Officers and one copy to the Contracting Officer, a written transition/start up plan within 3 calendar days after contract award. This document shall address the contractor's plan to assume full contract performance within the 90 calendar days transition/phase-in period, including help desk operations and procedures, issues of staffing, facility build-out, equipment, software, space, spare parts acquisition, inventory of any Government-furnished property, and the escalation plan for resolving potential problems during this period.

C.21   PLACE OF PERFORMANCE

The Contractor shall perform work under this contract at company facilities and at CDC facilities. The extent of support required at CDC locations. CDC Wide Support on-site support is required for all Atlanta Area locations identified in Attachment J.10, the CDC Washington DC Office, the NCHS office in Hyattsville MD, and the NIOSH offices in Cincinnati, OH, and Morgantown WV. "On-site support" for

the CDC Wide line items means that the Contractor must be able to visit a location when necessary to respond to and resolve service calls within the time frames specified in the contract (Attachment J.1). It is not a requirement to physically locate a person at each facility on a permanent basis. Telephone support is required for all other CDC offices listed elsewhere in Attachment J.10. On a case by case basis, the Project Officers may determine that on-site support is necessary for additional CDC locations. When so determined by the Project Officers and authorized by the Contracting Officer, travel to that location will be chargeable to the contract as an Other Direct Cost.

Dedicated Task Order on-site support for any CDC location listed on Attachment J.10 may be required by task order. On-site support for the dedicated task order means that Contractor personnel will be required to be physically located at locations specified in the task order. Currently the Government has known requirements and existing task orders for on-site support at Cincinnati, OH, Morgantown, WV, Fort Collins, CO, Hyattsville, MD, Washington, DC and 8 different campuses in the Atlanta area.