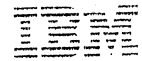


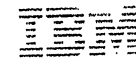
## APPENDIX A: CONTRACT WORK BREAKDOWN STRUCTURE (CWBS)

CWBSID	Level	WBS Title	REF ID/EN/SH/EN
1	1	Phase I - Start Up Phase	0001
11	2	Program Management	0001AA
111	3	Program Management Planning	
112	3	Program Management Control, Tracking and Reporting	
1121	4	Cost and Schedule Management	
1122	4	Procurement	
1123	4	Quality Assurance, Prevention of Waste, Fraud and Abuse, and Performance Reporting	
1124	4	Communication and Status Reporting	
1125	4	Financial Management	
12	2	Consumer Education	0001AD
13	2	Retailer Certification and Training	0001AE
131	3	Retailer Identification	
132	3	Retailer Education	
133	3	Retailer Certification and Support	
134	3	Retailer Training	
14	2	System Configuration	
141	3	Overall System	0001AA
1411	4	System Architecture and Concept of Operations	
1412	4	Security Planning and Configuration	
142	3	Retail Certification and Support System	0001AE
143	3	Coupon Distribution and Consumer Support System	0001AA
1431	4	Consumer Request Collection Subsystem	
14311	5	Internet Request Collection Component	
14312	5	Telephone Request Collection Component	

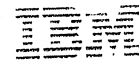
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CWBSID	Level	WBS Title	Range/Code
14313	5	Paper (Fax/Mail) Request Collection Component	
1432	4	Request Fulfillment Subsystem	
1433	4	Consumer Information/Status Subsystem	
1434	4	Consumer Exception Tracking/Reporting Subsystem	
144	3	Coupon Redemption, Payment, and Retailer Support System	0001AA
1441	4	Authorization and Settlement Request Subsystem	
14411	5	Bank Network Request Component	
14412	5	Web Request Component	
14413	5	IVR Request Component	
14414	5	E-Services Request Component	
1442	4	Settlement Verification & Reconciliation Subsystem	
1443	4	Retailer Support Subsystem	
14431	5	Retailer Call Center Component	
14432	5	Retailer Internet Component	
145	3	Dashboard and NTIA Reporting System	0001AA
15	2	Program Implementation and Operational Capabilities Demonstration	
151	3	Test/OCD Planning and Setup	0001AA
1511	4	Overall Planning	
1512	4	Retailer Certification and Support	
1513	4	Coupon Distribution and Consumer Support	
1514	4	Coupon Redemption, Payment, and Retailer Support	
1515	4	Dashboard and NTIA Reporting	
152	3	Integration Test	0001AA
153	3	Security Certification and Accreditation (C&A)	0001AA
154	3	OCD Execution Support	0001AA



CWBSID	Level	WBS Title	REP/CLIN/SIDN
1541	4	Overall OCD Support	
1542	4	Retailer Certification and Support	
1543	4	Coupon Distribution and Consumer Support	
1544	4	Coupon Redemption, Payment, and Retailer Support	
1545	4	Dashboard and NTIA Reporting	
155	3	OCD Coupon Distribution Transactions	0001AB
156	3	OCD Coupon Redemption and Payment Transactions	0001AC
16	2	Start Up Phase Support for Coupon Requests	0001AA
17	2	Operational Phase Preparation	0001AA
2	1	<b>Phase II - Operational Phase</b>	0002
21	2	Program Management	0002AB
211	3	Program Management Planning	
212	3	Program Management Control, Tracking and Reporting	
2121	4	Cost and Schedule Management	
2122	4	Procurement	
2123	4	Quality Assurance, Prevention of Waste, Fraud and Abuse, and Performance Reporting	
2124	4	Communication and Status Reporting	
2125	4	Financial Management	
22	2	Consumer Education	0002AA
23	2	Retailer Certification and Training	0002AE
24	2	System Configuration and Maintenance	0002AB
25	2	Program Operation	
251	3	Overall System Operation Support	0002AB
252	3	Retail Certification and Support	0002AE
253	3	Coupon Distribution and Consumer Support	0002AB



CWBSID	Level	WBS Title	RFI/CFR/SICR
254	3	Coupon Redemption, Payment and Retailer Support	0002AB
255	3	Dashboard and NTIA Reporting Support	0002AB
256	3	Coupon Distribution Transactions	0002AC
257	3	Coupon Redemption and Payment Transactions	0002AD
3	1	<b>Phase III - Contingent Period</b>	0003
31	2	System Operation	None
311	3	Coupon Distribution Transactions	0003AA
312	3	Coupon Redemption, Payment and Retailer Transactions	0003AB
4	1	<b>Phase IV - Close-Out Phase</b>	0004
41	2	Program Management	0004AA
42	2	System Shutdown and File Transfer	0004AA
421	3	Retail Certification	
422	3	Coupon Distribution	
423	3	Coupon Redemption and Payment	
424	3	Dashboard and NTIA Reporting	