

2. CONTRACT NO.	3. SOLICITATION NO. FERC08-RFP-80148	4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)	5. DATE ISSUED November 13, 2007	6. REQUISITION/PURCHASE NO.
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7. ISSUED BY Federal Energy Regulatory Commission 888 First Street, N.E. Room 41-31 Attn: Karen M. Curtin Washington, DC 20426	CODE	8. ADDRESS OFFER TO (If other than Item 7)
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9. Sealed offers in original and (See L-7) copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried, in the depository located in (See Section L-9) until (See Section L-9) local time, on (See Article L-9).
CAUTION - LATE Submissions, Modifications, and Withdrawals: See Section L., Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME Section L-3	B. TELEPHONE NO. (NO COLLECT CALLS) AREA CODE NUMBER EXT.	C. EMAIL ADDRESS FERC08-RFP-80148@ferc.gov
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11. TABLE OF CONTENTS							
(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
PART I – THE SCHEDULE				PART II – CONTRACT CLAUSES			
<input checked="" type="checkbox"/>	A	SOLICITATION/CONTRACT FORM		<input checked="" type="checkbox"/>	I	CONTRACT CLAUSES	
<input checked="" type="checkbox"/>	B	SUPPLIES OR SERVICES AND PRICES/COSTS		PART III – LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.			
<input checked="" type="checkbox"/>	C	DESCRIPTION/SPECS./WORK STATEMENT		<input checked="" type="checkbox"/>	J	LIST OF ATTACHMENTS	
<input checked="" type="checkbox"/>	D	PACKAGING AND MARKING		PART IV – REPRESENTATIONS AND INSTRUCTIONS			
<input checked="" type="checkbox"/>	E	INSPECTION AND ACCEPTANCE			K	REPRESENTATIONS, CERTIFICATIONS AND	
<input checked="" type="checkbox"/>	F	DELIVERIES OR PERFORMANCE				OTHER STATEMENTS OF OFFERORS	
<input checked="" type="checkbox"/>	G	CONTRACT ADMINISTRATION DATA		<input checked="" type="checkbox"/>	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	
<input checked="" type="checkbox"/>	H	SPECIAL CONTRACT REQUIREMENTS		<input checked="" type="checkbox"/>	M	EVALUATION FACTORS FOR AWARD	

OFFER (Must be fully completed by offeror)

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within **180** calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT	10 CALENDAR DAYS	20 CALENDAR DAYS	30 CALENDAR DAYS	CALENDAR DAYS
(See Section I, clause No. 52-232-8)	%	%	%	%

14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION). For offerors and related documents numbered and dated:	AMENDMENT NO	DATE	AMENDMENT NO	DATE

15. NAME AND ADDRESS OF OFFEROR	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)
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15B. TELEPHONE NO. (Include area code)	15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE – ENTER <input type="checkbox"/> SUCH ADDRESS IN SCHEDULE	17. SIGNATURE	18. OFFER DATE
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AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION
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22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION <input type="checkbox"/> 10 U.S.C. 2304(c) () <input type="checkbox"/> 41 U.S.C. 253(c) ()	23. SUBMIT INVOICES TO ADDRESS SHOWN IN: ITEM (4 copies unless otherwise specified)
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24. ADMINISTERED BY (If other than Item 7) CODE	25. PAYMENT WILL BE MADE BY CODE
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26. NAME OF CONTRACTING OFFICER (Type or print)	27. UNITED STATES OF AMERICA (Signature of Contracting Officer)	28. AWARD DATE
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IMPORTANT – Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

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SECTION A – SOLICITATION/CONTRACT TYPE

This Request for Proposal (RFP) is composed of the cover sheet, Standard Form (SF) 33, and its continuation, the terms and conditions set forth in the (x) checked sections shown in the Table of Contents, and all subsequent attachments. Any resultant contract (**except for the transition period**) will be a Cost Plus Award Fee contract.

SECTION B- SUPPLIES OR SERVICES AND PRICES/COSTS

Item	Description	Total Estimated Cost Plus Fixed Fee
0001	Transition Period*	
		Estimated Cost: \$ _____
		Fixed Fee: \$ _____
		Total CPFF: \$ _____

PAYMENT OF FIXED FEE FOR ITEM 0001: The fixed fee for Item 0001 is \$ _____, and shall not exceed **3.0%** of the total estimated contract costs less facilities capital cost of money.

*For planning purposes, the winning offeror shall be granted a total of 90 days for the transition of all work to be performed under the resultant contract. The actual dates for transition shall be determined upon award.

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SECTION B- SUPPLIES OR SERVICES AND PRICES/COSTS, continued:

Basic Schedule - Year 1: Fiscal Year 09

Item **Description**
 0002: FY2009 IT Support

Task Items:

Task	Description	Qty.	Unit
2009-1	Program Management	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2009-2	IT Operations	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2009-3	Software Engineering	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2009-4	IT Security	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2009-5	Information Management	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____

PAYMENT OF AWARD FEE FOR ITEM 0002: The award fee for Item 0002 is \$ _____, and shall not exceed ____% of the total estimated contract costs less facilities capital cost of money. The actual amount of such fee earned by the contractor shall be determined in accordance with the procedures set forth in the "Award Fee Plan, to be provided upon contract award

SECTION B- SUPPLIES OR SERVICES AND PRICES/COSTS, continued:

Option Items:

Option Item - Year 2: Fiscal Year 10

<u>Item</u> 0003:	<u>Description</u> FY2010 IT Support
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Task Items:

Task	Description	Qty.	Unit
2010-1	Program Management	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2010-2	IT Operations	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2010-3	Software Engineering	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2010-4	IT Security	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2010-5	Information Management	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____

PAYMENT OF AWARD FEE FOR Option ITEM 0003: If and to the extent exercised, the award fee for Item 0003 is \$_____, and shall not exceed ___% of the total estimated contract costs less facilities capital cost of money. The actual amount of such fee earned by the contractor shall be determined in accordance with the procedures set forth in the "Award Fee Plan, to be provided upon contract award

SECTION B- SUPPLIES OR SERVICES AND PRICES/COSTS, continued:

Option Items:

Option Item - Year 3: Fiscal Year 11

<u>Item</u> 0004:	<u>Description</u> FY2011 IT Support
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Task Items:

Task	Description	Qty.	Unit
2011-1	Program Management	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2011-2	IT Operations	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2011-3	Software Engineering	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2011-4	IT Security	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2011-5	Information Management	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____

PAYMENT OF AWARD FEE FOR Option ITEM 0004: If and to the extent exercised, the award fee for Item 0004 is \$ _____, and shall not exceed ____% of the total estimated contract costs less facilities capital cost of money. The actual amount of such fee earned by the contractor shall be determined in accordance with the procedures set forth in the "Award Fee Plan, to be provided upon contract award

SECTION B- SUPPLIES OR SERVICES AND PRICES/COSTS, continued:

Option Items:

Option Item - Year 4: Fiscal Year 12

<u>Item</u> 0005:	<u>Description</u> FY2012 IT Support
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Task Items:

Task	Description	Qty.	Unit
2012-1	Program Management	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2012-2	IT Operations	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2012-3	Software Engineering	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2012-4	IT Security	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2012-5	Information Management	_____	Hrs.
			Estimated Cost: \$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____

PAYMENT OF AWARD FEE FOR Option ITEM 0005: If and to the extent exercised, the award fee for Item 0005 is \$ _____, and shall not exceed ____% of the total estimated contract costs less facilities capital cost of money. The actual amount of such fee earned by the contractor shall be determined in accordance with the procedures set forth in the "Award Fee Plan, to be provided upon contract award

SECTION B- SUPPLIES OR SERVICES AND PRICES/COSTS, continued:

Option Items:

Option Item - Year 5: Fiscal Year 13

<u>Item</u> 0006:	<u>Description</u> FY2013 IT Support
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Task Items:

Task	Description	Qty.	Unit
2013-1	Program Management	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2013-2	IT Operations	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2013-3	Software Engineering	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2013-4	IT Security	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____
2013-5	Information Management	_____	Hrs.
			Estimated Cost:\$ _____
			Award Fee: \$ _____
			Total CPAF: \$ _____

PAYMENT OF AWARD FEE FOR Option ITEM 0006: If and to the extent exercised, the award fee for Item 0006 is \$_____, and shall not exceed ___% of the total estimated contract costs less facilities capital cost of money. The actual amount of such fee earned by the contractor shall be determined in accordance with the procedures set forth in the "Award Fee Plan, to be provided upon contract award

SECTION C – DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

Basic Contract – Fiscal Year 2009:

Item 0001 – shall be performed in accordance with the Technical Statement of Work entitled “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 6. entitled “Transition”. The Technical Statement of Work is provided as Attachment No. 1 hereto.

Item 0002 is comprised of Tasks 2009-1 through 2009-5. Individual Task Descriptions/Specification/Work Statement performance requirements are provided as follows:

Item 0002 – shall be performed in accordance with the Technical Statement of Work, entitled “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007.

Task 2009-1 - shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 1, entitled “Project Management”.

Task 2009-2 - shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 2, entitled “IT Operations”.

Task 2009-3 - shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 3, entitled “Software Engineering”.

Task 2009-4 - shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 4, entitled “IT Security”.

Task 2009-5 - shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 5, entitled “Information Management”.

Option Items:

Option Item 0003 – Fiscal Year 2010

Option Item 0003 is comprised of Tasks 2010-1 through 2010-5. Individual Task Descriptions/Specification/Work Statement performance requirements are provided as follows:

Option Item 0003 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007.

Option Task 2010-1 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 1, entitled “Project Management”.

Option Task 2010-2 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 2, entitled “IT Operations”.

Option Task 2010-3 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 3, entitled “Software Engineering”.

Option Task 2010-4 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 4, entitled “IT Security”.

Option Task 2010-5 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 5, entitled “Information Management”.

Option Item 0004 – Fiscal Year 2011

Option Item 0004 is comprised of Tasks 2011-1 through 2011-5. Individual Task Descriptions/Specification/Work Statement performance requirements are provided as follows:

Option Item 0004 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007.

Option Task 2011-1 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 1, entitled “Project Management”.

Option Task 2011-2 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 2, entitled “IT Operations”.

Option Task 2011-3 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 3, entitled “Software Engineering”.

Option Task 2011-4 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 4, entitled “IT Security”.

Option Task 2011-5 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 5, entitled “Information Management”.

Option Item 0005 – Fiscal Year 2012

Option Item 0005 is comprised of Tasks 2012-1 through 2012-5. Individual Task Descriptions/Specification/Work Statement performance requirements are provided as follows:

Option Item 0005 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007.

Option Task 2012-1 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 1, entitled “Project Management”.

Option Task 2012-2 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 2, entitled “IT Operations”.

Option Task 2012-3 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 3, entitled “Software Engineering”.

Option Task 2012-4 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 4, entitled “IT Security”.

Option Task 2012-5 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 5, entitled “Information Management”.

Option Item 0006 – Fiscal Year 2013

Option Item 0006 is comprised of Tasks 2013-1 through 2013-5. Individual Task Descriptions/Specification/Work Statement performance requirements are provided as follows:

Option Item 0006 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007.

Option Task 2013-1 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 1, entitled “Project Management”.

Option Task 2013-2 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 2, entitled “IT Operations”.

Option Task 2013-3 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 3, entitled “Software Engineering”.

Option Task 2013-4 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 4, entitled “IT Security”.

Option Task 2013-5 – if and to the extent exercised, shall be performed in accordance with the Technical Statement of Work, entitled, “Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC)”, dated November 01, 2007, and specifically Section 5, entitled “Information Management”.

SECTION D – PACKAGING AND MARKING

Basic Contract:

Item 0001 - All deliverables shall be packed and marked in accordance with best commercial practices.

Item 0002 – All deliverables shall be packed and marked in accordance with best commercial practices.

Option Items:

Option Item 0003 - If and to the extent exercised, all deliverables shall be packed and marked in accordance with best commercial practices.

Option Item 0004 - If and to the extent exercised, all deliverables shall be packed and marked in accordance with best commercial practices.

Option Item 0005 - If and to the extent exercised, all deliverables shall be packed and marked in accordance with best commercial practices.

Option Item 0006 - If and to the extent exercised, all deliverables shall be packed and marked in accordance with best commercial practices.

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SECTION E – INSPECTION AND ACCEPTANCE

Basic Contract:

CLIN 0001 - Inspection and Acceptance shall be made by the Contracting Officer's Technical Representative/s (COTR/s), and in accordance with the requirements described in the Technical Statement of Work entitled "Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC), dated November 01, 2007, and provided as Attachment No. 1 hereto, and, in accordance with an approved Transition Plan.

Item 0002– Inspection and Acceptance shall be made by the Contracting Officer's Technical Representative/s (COTR/s), and in accordance with the requirements described in the Technical Statement of Work entitled "Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC), dated November 01, 2007, and provided as Attachment No. 1 hereto.

Option Items:

Option Item 0003 – if and to the extent exercised, shall be made by the Contracting Officer's Technical Representative/s (COTR/s), and in accordance with the requirements described in the Technical Statement of Work, entitled "Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC), dated November 01, 2007, and provided as Attachment No. 1 hereto.

Option Item 0004 – if and to the extent exercised, shall be made by the Contracting Officer's Technical Representative/s (COTR/s), and in accordance with the requirements described in the Technical Statement of Work, entitled "Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC), dated November 01, 2007, and provided as Attachment No. 1 hereto.

Option Item 0005 – if and to the extent exercised, shall be made by the Contracting Officer's Technical Representative/s (COTR/s), and in accordance with the requirements described in the Technical Statement of Work, entitled "Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC), dated November 01, 2007, and provided as Attachment No. 1 hereto.

Option Item 0006 – if and to the extent exercised, shall be made by the Contracting Officer's Technical Representative/s (COTR/s), and in accordance with the requirements described in the Technical Statement of Work, entitled "Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC), dated November 01, 2007, and provided as Attachment No. 1 hereto.

SECTION F – DELIVERIES OR PERFORMANCE

Section F-1 Period of Performance

Basic Contract:

Item 0001 - shall be effective for a total of not more than ninety (90) days. The actual dates for commencement/completion shall be determined upon contract award, and upon agreement with the winning offeror. It is noted that completion of the transition period shall occur not later than September 30, 2008.

Item 0002 - shall commence upon completion of Item 0001, and shall end not later than September 30, 2009. For proposal purposes, assume a start date for Item 0002 of October 01, 2008. In the event that additional hours are required to complete Item 0002, negotiations shall be held with the winning offeror.

Option Item 0003 – if and to the extent exercised, shall commence from the period beginning October 01, 2009, and shall end not later than September 30, 2010.

Option Item 0004 – if and to the extent exercised, shall commence from the period beginning October 01, 2010, and shall end not later than September 30, 2011.

Option Item 0005 – if and to the extent exercised, shall commence from the period beginning October 01, 2011, and shall end not later than September 30, 2012.

Option Item 0006 – if and to the extent exercised, shall commence from the period beginning October 01, 2012, and shall end not later than September 30, 2013.

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SECTION G – CONTRACT ADMINISTRATION DATA

G-1 Contract Administration

Contract Number:	<u>FERC08-RFP-80148</u>
Contracting Officer:	<u>TBD</u>
Contracting Officer’s Technical Representative:	<u>TBD</u>
Contractor Representative:	<u>TBD</u>

G-2 Contracting Officer’s Authority

The Contracting Officer shall be the only individual authorized to direct and/or redirect the efforts, or in any way amend, any of the items of this RFP, or as otherwise stated in the Special Provisions or General Provisions of this RFP, or in writing by the Contracting Officer.

G-3 Functions/Limitations of the Contracting Officer’s Technical Representative/s (COTR(s))

TBD is/are hereby designated the COTR(s) who will represent the Contracting Officer in the administration of technical details within the scope of this contract. Guidance and possibly surveillance will be furnished by the COTR(s) where it is deemed to be necessary and proper.

The Contractor shall not accept any guidelines outside the scope of this contract from any third party, including business concerns being supported by this contract effort. All questions or problems regarding administration of technical details shall be directed to the COTR(s) for resolution.

The COTR(s), TBD, is/are not otherwise authorized to make any representations or commitments of any kind on behalf of the Contracting Officer or the Government. Furthermore, neither the COTR(s) nor third parties have the authority to alter the Contractor’s obligations or change the specifications in the contract. If, as a result of technical discussions with the COTR(s), it is desirable to alter/change contractual obligations or the Technical Statement of Work, changes must be issued (in writing) and signed by the Contracting Officer.

G-4 Administrative Procedures Relating to Electronic Funds Transfer Payment Method

The disbursing office has the ability to issue vendor payments via Electronic Funds Transfer (EFT) as of 01 October 1993. Under this contract you are REQUIRED to participate. It is required that your financial institution be a participating member of the National Automated Clearing House Association.

It is the responsibility of the payee to authorize the payers to forward payments in accordance with EFT methods. This authorization must be communicated in writing via the SF 3881, Payment Information Form; the Automated Clearing House (ACH) Vendor Payment System form will be provided upon request after contract award. Any Agency Information will be provided upon request. The Financial Institution information section must be filled out completely. In addition to the signature/title of bank representative, please have the ACH form notarized by the bank. This will avoid delays in processing payments. If you have an ACH form on file for another of this Contracting Activity’s contracts, a letter signed by the authorized official on the SF3881 identifying the new contract number will suffice.

G-4 Administrative Procedures Relating to Electronic Funds Transfer Payment Method, continued:

The forms or letters should be mailed to the PCO or to the address for the Government contract person identified on the SF 3881.

To assist your company in identifying its payments, an Appendix record will be included with each payment issued to your bank. An Appendix contains accounting or payment information (e.g. invoice number, discount terms). You and your bank should agree how and when the Appendix information will be provided to your company.

G-5 Billing Information

The contractor shall submit an original and two copies of an invoice to:

Office of the Chief Financial Officer,
Financial Services, Accounting
Federal Energy Regulatory Commission
888 First Street, NE, Room 42-73
Washington, DC 20426

Invoices shall contain the information required by FAR 52.232-25, Prompt Payment, including the contract number, task order number, task assignment number, and applicable contract line item numbers. Invoices for cost type task orders also shall contain the following:

1. All direct labor charges substantiated by hours, hourly rate, and dollars incurred by labor category. Straight time and premium labor charges shall be substantiated separately.
2. All other direct costs (if any) substantiated at the same level as originally proposed.
3. All subcontractor costs (if any) substantiated category as prime costs.
4. All indirect costs based on application of the indirect billing rates applied to the applicable cost bases.
5. Cumulative claimed through this billing period and claimed for this billing period against the applicable task assignments. For major/critical subcontractors, the same level of detail is required.
6. A separate statement of cost shall be completed for each task assignment that reimbursement is being requested. In addition, a consolidated statement of cost identified accordingly shall reflect the total of all tasks included in the billing.
7. Invoices shall be numbered consecutively, commencing with 1. and the billing period shall be identified.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H-1 Key Personnel

- a. The offeror agrees to assign to this contract those persons proposed with the contractor's proposal and specifically listed herein, who are necessary to fill the requirements of the contract.
- b. The Contractor agrees that during the transition period plus the first full year of support services, no personnel substitutions will be permitted unless such substitutions are requested by the Government, or necessitated by an individual's sudden illness, death or termination of employment. In any of these events, the Contractor shall promptly notify the Contracting Officer and provide the information required by paragraph (c) below.
- c. All requests for substitutions must provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the Contracting Officer to aid in the process of approving or disapproving the proposed substitute. All proposed substitutes must have qualifications that are equal or higher than the qualifications of the person to be replaced. The Contracting Officer or his authorized representative will evaluate such requests and promptly notify the Contractor of the approval or disapproval thereof.
- d. The individuals within the following job categories are considered to be key personnel for this effort.
 - 1) Program Manager
 - 2) IT Operations- Customer Support Manager
 - 3) IT Operations- Network Operations Manager
 - 4) Software Engineer Manager
 - 5) IT Security Manager
 - 6) Information Management Manager

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H-2 Exercise of Options

The Government may, at any time on or before twelve (12) months after contract award, require the Contractor to furnish all or any part of the following Option CLIN Items and/or Option Task Items for delivery at the total estimated cost plus award fee set forth herein. The options shall be exercised, if at all, by written notice signed by the Contracting Officer and provided to the Contractor within the option period specified below:

<u>Option Item:</u>	<u>To be Exercised Not Later Than:</u>
0003	September 30, 2009
0004	September 30, 2010
0005	September 30, 2011
0006	September 30, 2012

H-3 Government Furnished Property

The Government shall provide all hardware and software (including any unique hardware/software) required in the normal performance of duties, as set forth in the Technical Statement of Work, to include all office space to support on-site staff. A complete inventory of equipments is provided under the FERC Documentation Library.

H-4 Personal Identity Verification of Contractor Personnel (Sep 2007)

The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (**HSPD-12**), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

Contractor Personnel are defined as those employees either: (a) permanently assigned to the FERC, or; (b) other personnel routinely on-site.

The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

A. Clearance Requirements for Contractor Personnel:

1) Authority: Because Contractor personnel may have access under this contract to sensitive agency data and computer equipment subject to strict security controls, and/or may have access to a Federal facility/building, the clearance procedures set forth in this section are necessary and shall be used to determine the suitability of such individuals for such purposes, under the following authorities: the Federal Information Security Management Act, Title III of Pub. L. No. 107-347, which requires agencies to develop security plans for the operation of Federal computer systems that contain systems that contain sensitive information, and NIST Publication SP 800-4 (1992) (Computer Security Considerations in Federal Procurements); the Privacy Act, 5 U.S.C. 552a, which requires agencies to establish procedures and safeguards to protect agency systems of records pertaining to individual; and Office of Personnel Management (OPM) regulations, relating to background investigations of contractor personnel, 5 C.F.R. Part 736.

H-4 Personal Identity Verification of Contractor Personnel (Sep 2007), continued:

Contractor employees may begin work on any day of the week, as directed by the COTR, but will not have access to information technology (e.g., username and password) until processed through the FERC Security Office.

2) Applicability: The procedures in this section shall apply to all individuals fulfilling any of the requirements set forth in this contract.

B. Procedures:

The COTR shall provide each such individual with a copy of the procedures set in this section before or at the time that such individual applies for clearance.

1) Fingerprinting and Forms submission: Each individual employed or otherwise retained by the Contractor to perform work under this contract shall be fingerprinted at the FERC's Security Office, and shall also submit to the designated Contracting Officer's Technical Representative ("COTR") one completed Optional Form ("OF") 306 ("Declaration for Federal Employment," answer Questions 1,7-12, 15, and 16a only). The Contractor shall be responsible for all costs associated with completing the forms required by the FERC's Security Office. Completed forms shall be submitted to the COTR, without alteration or changes to said forms, at least 10 working days before the individual may begin work or be given access to any agency records, data, or information in connection with this contract. Contractor processing occurs on Wednesdays only. Contractor employees may begin work on days other than Wednesdays but will not be issued contractor badges nor will be granted unlimited access to FERC facilities and systems.

2) Additional Forms: In addition to the above forms, individuals employed or retained by the Contractor to fulfill contract positions or duties for 180 days or more, and any individual designated to fulfill certain sensitive contract positions or duties as determined by the FERC's Security Officer, shall be required to submit to the COTR, one SF85 or SF85P (and any additional investigative forms) based on a risk determination by the FERC Security Officer that shall take into account the sensitivity level of the contract position or duties assigned to the individual, the individual's access, if any, to nonpublic or confidential information, and any other relevant considerations. The individual must submit these additional forms to the COTR at least 5 working days before such individual is scheduled to start work or to obtain access to agency records, data, or information under the contract.

3) Background investigations: The FERC Security Office shall screen all forms for any adverse or derogatory information, as denoted, for example, by a "yes" to questions 8-12, by additional information in Block 15 on the OF306, or by information on any additional forms that may be required, as discussed above. If the individual has any adverse or derogatory information, the FERC shall conduct a background investigation before s/he is permitted to begin work or be given access to agency records, data, or information under this contract. The background investigation may be conducted in cooperation with or with the assistance of other relevant government agencies or entities, including, but not limited to, OPM, including referral to appropriate law enforcement authorities in the event of material falsification or other evidence of unlawful conduct. To the extent agency records pertaining to these background investigations are subject to the Privacy Act, such records shall be maintained and used in accordance with the applicable Privacy Act system notice(s) pertaining to the agency's personnel background investigations.

H-4 Personal Identity Verification of Contractor Personnel (Sep 2007), continued:

(Note: Neither the maintenance of such records in the above-described system(s), nor the fact that this contract requires individuals to complete certain forms or submit to background investigations that may also apply to FERC employees, shall be deemed to render such an individual a Government or FERC employee in any manner).

If, as a result of a background investigation, significant adverse or derogatory information is found that may result in an unsuitability determination, the FERC Security Officer shall notify the COTR and the relevant individual. The individual will be notified in writing (Statement of Reasons) of the derogatory information and shall have 30 days to respond or dispute the results of the investigation. If the FERC Security Officer, after receiving the individual's response, still determines that the individual is unsuitable to fulfill the contract position or duties in question, the individual will be notified in writing of that final determination and disqualification.

- 4) Suitability Determinations: The Government shall have and exercise full and complete control over these suitability determinations. The Government may, as it deems appropriate, authorize and grant temporary access and/or interim clearance to employees of the Contractor. However, the granting of temporary access and/or interim clearance to any such individual shall not be considered as assurance that a fully favorable suitability determination will follow as a result or condition thereof, and the granting of either temporary access and/or interim clearance shall in no way prevent, preclude or bar the withdrawal or termination of any such access or clearance by the Government. Failure of an individual to follow the required procedures by this contract may result in suspension/termination of such individual's FERC clearance/access.

- 5) Previous approval. If a Contractor employee has already been credentialed by another agency through the Office of Personnel Management (OPM), and that credential has not yet expired, further investigation may not be necessary. The contractor shall provide the COTR with documentation that supports the individual's status.

- 6) Contractor Personnel Changes. During performance of this contract, the contractor will keep the COTR apprised of changes in personnel to ensure that performance is not delayed by compliance with credentialing process. Identity cards that have been lost, damaged, or stolen must be reported to the COTR and the FERC Security Office within 24 hours. Replacement will be at the contractor's expense and may not be charged as either a direct or indirect cost to the contract. If re-issuance of expired credentials is needed, it will be coordinated through the COTR.

- 7) Return of Credentials. At the end of contract performance, or when a contractor employee is no longer working under this contract, the contractor will ensure that all identification cards are returned to the COTR. Fail to return identity cards may hold up final invoice payment.

- 8) Reimbursement of Cost for Security Investigations. All costs associated with the required security clearances, including the required OPM investigation shall be assumed by the winning offeror. The FERC will be credited for all such costs via a credit to the first invoice following the completion of any/all investigations.

H-4 Personal Identity Verification of Contractor Personnel (Sep 2007), continued:

9) Additional Security Requirements:

A. Contractor information systems subject to the Federal Information Security Management Act of 2002 (FISMA). All agency information systems, see 44 U.S.C. 3505(c), operated by or on behalf of the Government by a Contractor or subcontractor containing Federal data shall be subject to the requirements of the FISMA, including routine testing without advance notice to or approval of the Contractor or its subcontractors. See 44 U.S.C 3544(b).

B. Handling of third-party requests for access to records. In the event that the Contractor receives any subpoena or other voluntary or mandatory request for access to data first produced under this Contract, the Contractor shall immediately notify the COTR and the PCO, so that the Government may intervene or take any other steps it deems necessary to protect its interests.

C. Data Breaches. As part of the requirement explained elsewhere in this document for the contractor to comply with all contractual and Federal information security, privacy and confidentiality requirements applicable to the operation, maintenance or support of a Federal information system, the contractor shall be required to prevent and remedy data breaches and to provide the FERC with all necessary information and cooperation, and to take all other reasonable and necessary steps and precautions, to enable the FERC to satisfy its data breach reporting duties under applicable law, regulation, or policy in the event, if any, that a breach occurs. Special attention should be paid to OMB Memorandum 06-19 (July 12, 2006), particularly the extremely urgent reporting time frames included therein for certain breaches, as well as to any other subsequent laws, regulations, or policy governing data breaches that may arise during the performance of the contract. The Information System Security Plan required elsewhere in this document shall include policies and procedures necessary to ensure the timely detection of and reporting to the FERC of data breaches, as well as safeguards to prevent and mitigate the risk of, as well as to remedy, such breaches, if any.

H-5 – Section K – Representations, Certifications, and Other Statements of Offer

Section K entitled Representations, Certifications, and Other Statements of Offer is not provided in full text under this Request for Proposal, nor is it incumbent upon any potential offeror to submit a completed Section K with offer documentation. In accordance with the requirement for each offeror to provide a current, accurate, and complete Section K when completing Central Contract Register (CCR) registration, it is the intention of the contracting officer to access the CCR for retrieval of Section K for each individual offeror, upon selection to the competitive range.

SECTION I – COST REIMBURSEMENT – GENERAL

- a. a. The following contract clauses of the Federal Acquisition Requisition (FAR) (12005 Edition), the full text of which will be made available upon request, as hereby incorporated in this contract by reference with the same force and effect as if set forth in full.

Title and Date	FAR Text
Definitions (Jul 2004)	52.202-1
Alternate I (May 2001)	
Gratuities (APR 1984)	52.203-3
Covenant Against Contingent Fees (APR 1984)	52.203-5
Restrictions on Subcontractor Sales to the Government (SEP 2006)	52.203-6
Anti-Kickback Procedures (JUL 1995)	52.203-7
Cancellation, Rescission and Recovery of Funds For Illegal or Improper Activity (JAN 1997)	52.203-8
Price or Fee Adjustment for Illegal or Improper Activity (JAN 1997)	52.203—10
Printing/Copying Double-Sided on Recycled Paper (AUG 00)	52.204-4
Central Contract Registration (JUL 2006)	52.204-7
Personal Identify Verification of Contractor Personnel (Sep 2007)	52.204-9
Protecting the Government’s Interest when Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (SEO 2006)	52.209-6
Material Requirements (AUG 2000)	52.211-5
Audit and Records – Negotiation (JUN1999)	52.215-2
() Alternate I (JAN 1997)	
() Alternate II (APR 1998)	
() Alternate III (JUN 1999)	
Order of Precedence-Uniform Contract Format (OCT 1997)	52.215-8
Allowable Cost and Payment (DEC 2002)	52.216-7
Utilization of Small Business Concerns (MAY 2004)	52.219-8

Title and Date	FAR Text
Notice to the Government of Labor Disputes (FEB 1997)	52.222-1
Contract Work Hours and Safety Standards Act - Overtime Compensation (JUL 2005)	52.222-4
Walsh-Healey Public Contracts Act(Dec 1996)	52.222-20
Prohibition of Segregated Facilities(Feb 1999)	52.222-21
Equal Opportunity (MAR 2007) () Alternate I (FEB 1999)	52.222-26
Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam War, and Other Eligible Veterans (SEP 2006)	52.222-35
Affirmative Action for Workers with Disabilities (JUN 1998)	52.222-36
Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (SEP 2006)	52.222-37
Notification of Employee Rights Concerning Payment of Union Dues or Fees (DEC 2004)	52.222-39
Drug-Free Workplace (MAY 2001)	52.223-6
Toxic Chemicals Release Reporting (AUG 2003)	52.223-14
Privacy Act Notification (APR 1984)	52.224-1
Privacy Act (APR 1984)	52.224-2
Restrictions on Certain Foreign Purchases (FEB 2006)	52.225-13
Notice and Assistance Regarding Patent Copyright Infringement (AUG 1996)	52.227-2
Insurance–Liability to third Persons (Mar 1996)	52.228-7
Limitation on Withholding of Payments (APR 1984)	52.232-9
Interest (Jun 1996)	52.232-17
Assignment of Claims (Jan 1986) (X) Alternate I (Apr 1984)	52.232-23

Title	FAR Text
Prompt Payment (OCT 2003)	52.232-25
() Alternate I (FEB 2002)	
Submission of Electronic Funds Transfer Information with Offer (MAY 1999)	52.232-38
Disputes (JUL 2002)	52.233-1
() Alternate I (Dec 1991)	
Protest After Award (Aug 1996)	52.233-3
() Alternate I (Jun 1985)	
Applicable Law for Breach of Contract Claim (OCT 2004)	52.233-4
Notice of Intent to Disallow Costs (Apr 1984)	52.242-1
Bankruptcy (Jul 1995)	52.242-13
Stop-Work Order (Aug 1989)	52.242-15
() Alternate I (Apr 1984)	
Subcontracts (Aug 1998)	52.244-2
Competition in Subcontracting (Dec 1996)	52.244-5
Government Property (Cost Reimbursable, Time and Material, or Labor-Hour Contracts) (MAY 2004)	52.245-5
() Alternate I (MAY 2004)	
Use and Charges (Deviation) (AUG 2005)	52.245-9
Commercial Bill of Lading Notification (Apr84)	52.247-1
Preference for US-Flag Air Carriers (JUN 2003)	52.247-6
Termination (Cost Reimbursement) (Sep 1996)	52.249-6
() Alternate I (Sep 1996) (construction)	
() Alternate II (Sep 1996) (Contract with Fed Agency/S/L govt.)	
() Alternate III (Sep 1996) (Fed Agency/S/L govt. – construction)	
(X) Alternate IV (Sep 1996) (T&M/LH only)	
() Alternate V (Sep 1996) (T&M with Fed Agency/S/L govt.)	
Excusable Delays (Apr 1984)	52.249-14
Solicitation Provisions Incorporated by Reference (FEB 1998)	52.252-1
(www.arnet.gov)	

Title	FAR Text
Clauses Incorporated By Reference (Feb 1998)	52.252-2
Computer Generated Forms (Jan 1991)	52.253-1

b. The following contract clauses of the Federal Acquisition Regulation (FAR) (2005 Edition), the full text of which will be made available upon request, are hereby incorporated in this RFP or Contract by reference with the same force and effect as if set forth in full when the clause is preceded by an “X” in the “Effect” Column (clauses preceded by “N/A” are inapplicable to this RFP or Acquisition):

Effect	Title and Date	FAR Text
X	Limitation on Payments to Influence Certain Federal Transactions (SEP 2005)	52.203-12
X	Personal Identity Verification of Contractor Personnel (NOV 2006)	52.204-9
N/A	Changes or Additions to Make-or-Buy (Oct 1997) () Alternate I (Oct 1997) () Alternate II (Oct 1997)	52.215-9
X	Price Reduction for Defective Cost or Pricing Data (OCT 97)	52.215-10
X	Price Reduction for Defection Cost or Pricing Data – Modifications (Oct 1997)	52.215.11
X	Subcontract Cost or Pricing Data (Oct 1997)	52,15-12
X	Subcontract Cost or Pricing Data-Modifications (Oct 1997)	52.215-13
X	Integrity of Unit Prices (OCT 1997) () Alternate I (OCT 1997)	52.215-14
X	Pensions Adjustments/Asset Revisions (OCT 2004)	52.215-15
X	Facilities Capital Cost of Money (JUN 2003)	52.215-16
N/A	Waiver - Facilities Capital Cost of Money (Oct 1997)	52.215-17
X	Reversion or Adjustment of Plans for Post-Retirement Benefits (PRB) Other than Pensions (JUL 2005)	52.215-8

Effect	Title and Date	FAR Text
X	Notification of Ownership Changes (Oct 97)	52.215-19
X	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data (Oct 1997) () Alt I (Oct 1997) (see proposal instructions for format) () Alt II (Oct 1997) (see instructions for ACO/ Auditor Address) () Alt III (Oct 1997) (applies if submission by Electronic media is required) () Alt IV (Oct 1997) (SF 1411 not required; Information other than cost or pricing data is required)	52.215-20
X	Requirements for Cost or Pricing Data or Information Other than Cost or Pricing Data – Modifications (OCT 1997) () Alt I (Oct 1997) (see proposal instructions for format) () Alt II (Oct 1997) (see instructions for ACO/ Auditor Address) () Alt III (Oct 1997) (applies if submission by Electronic media is required) () Alt IV (Oct 1997) (SF 1411 not required; Information other than cost or pricing data is required)	52.215-21
N/A	Fixed Fee (Mar 1997)	52.216-8
X	Incentive Fee (Mar 1997)	52.216-10
N/A	Cost Contract – No Fee (Apr 1984) () Alternate I (APR 1984)	52.216-11
N/A	Cost Sharing Contract – No Fee (Apr 1984) () Alternate I (APR 1984)	52.216-12
N/A	Ordering (OCT 1995) “Such Orders may be issued from _____ through _____ (insert dates)	52.216-18
N/A	Order Limitations: Multiple fill-ins required. See Section (OCT 1995)	52.216-19
N/A	Definite Quantity (OCT 1995) Fill-in: _____ Govt. will Insert date after which the Contractor is not required to make Deliveries.	52.216-20
N/A	Requirements (OCT 1995) Fill-In: _____ (Govt. insert data after which the Contractor is not required to make deliveries () Alternate I (APR 1984) () Alternate II (APR 1984)	52.216-21

Effect	Title and Date	FAR TEXR
N/A	Indefinite Quantity (OCT 1995) Fill-in: _____ (Govt. insert	52.216-22
	Data after which the Contractor is not required to make	
	Deliveries.	
N/A	Single or Multiple Awards (OCT 1995)	52.216-27
N/A	Multiple Awards for Advisory and Assistance Services	52.216-28
	(Oct 1995)	
X	Small Business Subcontracting Plan (SEP 2006)	52.219-9
	() Alternate II (OCT 2001)	
X	Liquidated Damages-Subcontracting Plan (Jan 1999)	52.219-16
N/A	Small Disadvantaged Business Participation	52.219-25
	Program-Disadvantaged Status and Reporting (OCT 1999)	
X	Payment for Overtime Premiums (July 1990)	52.222-3
	The overtime premium is <u> \$0 </u>	
X	Convict Labor (JUL 2003)	52.222-3
X	Notification of Visa Denial (JUN 2003)	52.222-29
N/A	Hazardous Material Identification and Material Safety Data	52.223-3
	(JAN 1997) (Contractor fill-in is required: _____)	
N/A	Pollution Prevention and Right to Know	52.223-5
	Information (AUG 2003)	
N/A	Waste Reduction Program (AUG 2000)	52.223-10
N/A	Duty Free Entry (Feb 2000)	52.225-8
N/A	Utilization of Indian Organizations and	52.226-1
	Indian-Owned Economic Enterprises (Jun 2000)	
N/A	Notice of Disaster or Emergency Area Set-Aside (AUG 06)	52.226-4
	Fill-in: _____ (Govt. insert definite geographic boundaries	
N/A	Restrictions on Subcontracting Outside of Disaster or	52.226-5
	Emergency Area (AUG 2006)	
N/A	Patent Indemnity (Apr 1984)	52.227-3
N/A	Patent Rights – Retention By the Contractor	52.227-11
	(Short Form) (Jun 1997)	

Effect	Title and Date	FAR TEXR
N/A	Patent Rights – Retention by the Contractor (Long Form) (Jan 1997)	52.227-12
N/A	Patent Rights – Acquisition by the Government (JAN 1997)	52.227-13
N/A	Additional Bond Security (Oct 1997)	52.228-2
N/A	Workers’ Compensation Insurance (Defense Base Act) (Apr 1984)	52.228-3
N/A	Taxes – Foreign Cost – Reimbursement Contracts (MAR 90)	52.229-8
X	Cost Accounting Standards (APR 1998)	52.230-2
X	Disclosure and Consistency of Cost Accounting Practices (Apr 1998)	52.230-3
X	Consistency Cost Accounting Practices (Aug 1992)	52.230-4
N/A	Cost Accounting Standards – Educational Institution (Apr 1998)	52.230-5
X	Administration of Cost Accounting Standards (Apr 2005)	52.230-6
N/A	Limitation of Cost (Apr 1984)	52.232-20
X	Limitation of Funds (Apr 1984)	52.232-22
X	Protection of Government Buildings, Equipment, And Vegetation (Apr 1984)	52.237-2
X	Privacy or Security Safeguards (AUG 1996)	52.239-1
X	Penalties for Unallowable Costs (MAY 2001)	52.242-3
N/A	Certification of Final Indirect Costs (Jan 1997)	52.242-4
X	Subcontracts for Commercial Items (MAR 2007)	52.244-6
N/A	Special Test Equipment (Feb 1993)	52.245-18
N/A	Higher Level Contract Quality Requirement (Feb 1999)	52.246-11
N/A	Certificate of Conformance (APR 1984)	52.246-15

Effect	Title and Date	FAR Text
X	Limitation of Liability (FEB 1997)	52.246-23
N/A	Commercial Bill of Lading Notations (FEB 2006)	52.247-1
N/A	F.O.B. Origin (FEB 2006)	52.247-29
N/A	F.O.B. Origin, Contractor's Facility (FEB 2006)	52.247-30
N/A	Preference for Privately Owned U.S. Flag Commercial Vessels (FEB 2006)	52.247-64
N/A	Report of Shipment (RESHIP) (FEB 2006)	52.247-68
N/A	Value Engineering (Feb 2000)	52.248-1
	() Alternate I (Apr 1984)	
	() Alternate II (Feb 2000)	
	() Alternate III (Apr 1984)	
N/A	Termination for Convenience of the Government (Educational and Other Nonprofit Institutions) (SEP 1996)	52.249-5
X	Termination (Cost Reimbursement) (MAY 2004) (X)Alternate IV	52.249-6
X	Government Supply Sources (Apr 1984)	52.251-1
N/A	Interagency Fleet Management System Vehicles And Related Services (Jan 1991)	52.251-1

Cost Reimbursement Services:

The following contract clauses of the Federal Acquisition Regulation (FAR) (2005 Edition), applicable to Cost Reimbursement Service contracts, are hereby incorporated in this contract by reference with the same force and effect as if set forth in full:

Title and Date	FAR Text
Authorization and Consent (Jul 1995)	52.227-1
(X) Alternate II (APR 1984)	
Changes – Cost Reimbursement (Aug 1987)	52.243-2
() Alternate I (Apr 1984)	
(X) Alternate II (Apr 1984)	
() Alternate III (Apr 1984)	
() Alternate IV (Apr 1984)	
Inspection of Services – Cost Reimbursement (APR 1984)	52.246-5

Cost Reimbursement Services, continued:

The following contract clauses of the Federal Acquisition Regulation (FAR) (2005 Edition), applicable to Cost Reimbursement Service contracts, are hereby incorporated in this contract by reference with the same force and effect as if set forth in full when the clause is preceded by an “X” in the “Effect” column (Clauses preceded by “N/A” are inapplicable to this acquisition):

Effect	Title and Date	FAR Text
X	Option to Extend Services (NOV 1999)	52.217-8
X	Service Contract Act of 1965, as Amended (JUL 2005)	52.222-41
N/A	Statement of Equivalent Rates for Federal Hires (May 1989)	52.222-42
N/A	Waste Reduction Program (AUG 2000)	525.233-10
X	Continuity of Services (JAN 1991)	52.237-3
N/A	Contractor Inspection Requirements (Apr 1984)	52.246-1
X	Inspection of Supplies-Cost Reimbursement (Mar 2001)	52.246-3
X	Certificate of Conformance	52.246-15
X	Limitation of Liability – Services (Feb 1997)	52.246-25

SECTION J – LIST OF ATTACHMENTS

Attachment No. 1 – Technical Statement of Work for Information Technology Support Services for the Federal Energy Regulatory Commission (FERC), dated November 01, 2007

Exhibit A – Cost and Pricing Data Spreadsheet Template

Exhibit B – Evaluation Factors Addendum – Offeror Response to Evaluation Factors

Exhibit C – Past Performance Questionnaire

Exhibit D – Service Level Requirements, dated November 01, 2007

SECTION K - REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFER – PLEASE REFER TO SECTION H-4.

SECTION L – INSTRUCTIONS CONDITIONS AND NOTICE TO OFFERORS

L-1 Provisions Incorporated By Reference

The following provisions of the Federal Acquisition Regulation, the full text of which will be made available upon request, are hereby incorporated by reference into this Request for Proposals and have the same force and effect as if set forth in full:

Title and Date	FAR Reference
Instructions to Offerors – Competitive Acquisitions (FEB 2000)	52.216-1
Place of Performance (OCT 1997)	52.215-6

L-2 Type of Contract (APR 1984) (FAR 52.216-1)

The Government contemplates award of one Cost Plus Award Fee, Level of Effort type contract.

L-3 Government Points of Contact

For purposes of this competition, the Government Primary Point of Contact is Karen Curtin; (202) 502-8150. The Secondary Point of Contact is Kevin Woody; (202) 502-6715.

L-4 Close of Business

For purposes of receiving offers, the close of business of this establishment is 3:00PM EST.

L-5 Pre-Bidders Conference

The Government will present a pre-bidders conference for purposes of providing general information and responses to any administrative questions offered by the attendees at that time. In addition, tours of Commission facilities that are relevant to this Competition will be provided after the conference. Offerors are instructed to submit a list of no more than three attendees to the Office of Procurement via email at FERC08-RFP-80148@ferc.gov not later than Thursday, November 15, 2007, 3:00PM EST. **Failure to submit an attendance email by the stated deadline will preclude you from attending. There will be no exceptions. There will be no personnel substitutions once an offeror's list is submitted.** The pre-bidders conference will be held on Monday, November 19, 2007 10:00AM, Commission Meeting Room, 2nd floor. There is a limit of three attendees per offeror.

L-6 Questions/Clarifications

All questions or clarification regarding this solicitation must be submitted via email not later than December 05, 2007, 3:00PM EST. All questions and the subsequent answers will be released via the FERC Internet Website, specifically the FERC IT Competition, located at www.ferc.gov. Answers to all reasonable questions will be provided in one inclusive document that will be made available to all potential offerors. Question/Clarifications will be submitted to:

FERC08-RFP-80148@ferc.gov

L-7 Point of Contact information

Each offeror shall submit to the PCO the name, telephone number and email address of one employee to serve as Point of Contact for this solicitation. This information shall be provided to the PCO not later than Thursday, November 15, 2007, 3:00PM, EST. Point of Contact information may be submitted with the Prebidder's conference attendee information, and shall be identified as such.

L-8 FERC Documentation Library

For purposes of responding to this Request for Proposal, the FERC Documentation Library containing all relevant documentation will be available for pickup not later than November 27, 2007. The Library **will not** be housed at www.ferc.gov. Rather, each potential offeror will be required to sign a Certificate of Non-Disclosure; whereupon a CD containing the FERC Documentation Library will be issued. All receivers of the CD shall return the CD when so instructed by the PCO, and shall certify that any/all copies have been destroyed. Failure to return the CD may render your offer non-responsive and therefore unavailable for award. The Library is to be utilized for informational purposes only and serves to support the Technical Statement of Work. The Technical Statement of Work is the lead requirements document and takes precedent over all documents contained in the FERC Documentation Library. Current requirements are reflected the Technical Statement of Work and associated documentation.

L-9 Delivery of Offers

Offers to this solicitation must be hand delivered not later than **Tuesday, January 22, 2008, 3:00EST** to the following address:

Federal Energy Regulatory Commission
888 First Street, N.E.
Suite 41-31
Washington, DC 20426
Attn: Karen Curtin (202) 502-8150

In the event Ms. Curtin is not available, call the following alternate Points of Contact:

Kevin Woody (202)502-6715
Troy Cole (202) 502-6161

Only the three (3) points of contact listed above can receive information related to this solicitation.

Offers delivered in the following forms will **NOT** be considered:

Electronic Mail
Facsimile
Magnetic Disk without complete supporting paper copy.

L-10 Order of Precedence (Oct 1997) (FAR 52,215-8)

Any inconsistency in this solicitation or contract shall be resolved by giving precedence in the following order:

- (a) The schedule (excluding the statement of work)
- (b) Representations and other instructions
- (c) Contract clauses
- (d) The Statement of Work
- (e) Other documents, exhibits, and attachments

L-11 Cost Breakdown

Cost breakdowns are required for the Basic Contract and each of the Option years, with appropriate supporting data. A model spreadsheet, referred to as the Cost and Pricing Spreadsheet Template is provided as Exhibit A to this RFP and shall be utilized in the preparation of the cost breakdown sheets. The cost breakdown for each CLIN Item shall provide a separate spreadsheet for each Task Item within each CLIN Item along with an accompanying CLIN Item Total spreadsheet.

Failure to provide the cost breakdown information by CLIN Item and all subsequent tasks within each CLIN Item, and/or failure to utilize the provided spreadsheet could result in rejection of your offer. Additional instructions are provided in Section L-18 below.

L-12 Work Breakdown Structure

A Work Breakdown Structure (WBS) is provided herein. It is noted that the Work Breakdown Structure conforms to the numbering sequence of the Technical Statement of Work. Offerors are directed to prepare the Technical Proposal in accordance with the WBS. Failure to utilize the WBS may result in your proposal being judged as non-responsive and thus not eligible for award.

- 1. Program Management
 - 1.1. Program Administration
 - 1.2. Policy and Compliance Support
- 2. IT Operations
 - 2.1. Product Integration & Administration
 - 2.2. Network Operations & Maintenance
 - 2.3. Network Engineering
 - 2.4. IT Support
- 3. Software Engineering
 - 3.1. Software Development and Integration
 - 3.2. eLibrary Operations
- 4. IT Security
 - 4.1. Cyber Security
 - 4.2. Systems Assurance
 - 4.3. Privacy
- 5. Information Management
- 6. Transition

L-13 Communication Prior to Award

Offerors are hereby instructed **NOT** to contact the Contracting Officer's Technical Representative (COTR) or any member of the Technical Evaluation Board regarding this procurement. Such communication during the evaluation, negotiation, and selection phase of this acquisition may violate the prohibitions against receiving procurement information (41 USC Section 423) and will jeopardize any resultant award. Only the individuals designated in Block 10 of Page 1, SF-33 of this solicitation shall be contacted.

L-14 Service of Protest (AUG 1996) (FAR 52.233-2) (Variation)

- a. Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgement of receipt from the Procuring Contracting Officer provided below:

Karen M. Curtin (PCO)
Federal Energy Regulatory Commission
888 First Street N.E.
Room 41-31
Washington, DC 20426

- b. The copy of any protest shall be received in the office designated above on the same day a protest is filed.

L-15 Pre-Award Survey

The Government reserves the right to conduct a pre-award survey or to require other evidence of technical, production, managerial, financial, and similar abilities to perform prior to award of a contract.

L-16 Proposal Preparation

- a. General Proposal Requirements

(1) The offeror's proposal shall contain all pertinent information in sufficient detail to permit evaluation.

(2) In presenting material in the proposal, the offeror will follow the general rule that quality of information is significantly more important than quantity. In this respect, the maximum number of pages allowed is to be strictly observed. Pages in excess of the limitation will not be read or evaluated.

(3) Each offeror's response to the solicitation will reflect in detail the method, process, and/or other aspects or Factors proposed for performance of the effort specified in this solicitation. Only relevant material is to be included; however, the degree of such detail and the depth of the offeror's analysis will be important factors affecting the Government's judgment as to the offeror's comprehension of the effort to be performed. References which are cited to support analysis must be included as part of the proposal. The proposal must be prepared in accordance with the instructions and format given herein. The Government reserves the right to find unacceptable proposal that fails to comply with these instructions.

(4) Proprietary Information. Should the proposal contain data or information that the offeror considers to be proprietary, such data or information shall be conspicuously identified and labeled with appropriate restrictive markings.

b. Specific Requirements

- (1) All proposed work must be contained in a single proposal that complies with the page limitations provided under this Request for Proposal. **THE GOVERNMENT RESERVES THE RIGHT TO DECLINE TO EVALUATE ALL OR PORTIONS OF PROPOSALS THAT DO NOT CONFORM TO THESE REQUIREMENTS.** The Government will consider only one proposal from any prime contractor.
- (2) The offeror's Technical/Management Proposal shall be limited to 60 pages.
- (3) The offeror is required to return one (1) full and complete copy of this RFP with an original signature on the SF33. Proposals shall be prepared in 5 volumes on standard 8 1/2 " X 11" paper, single-spaced, single-sided with foldouts as required. If foldouts are used, each 8 1/2" X 11" section of the foldout will be counted as one single page, and no single foldout is to exceed 17" X 11". The type shall be Times New Roman utilizing a font of 11. There is no print type or size limitation on the cost volume. The original and appropriate number of copies of all volumes shall be furnished as indicated below:

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Volume	Title	Page Limit	No. of Paper Copies*	No. of CDs
I	Required Documentation - Forwarding Letter from Offeror - One completely filled out RFP inclusive of: (1) proposed amounts under Section B of the RFP (2) one signed signature page, SF 33 (3) Small & SDB Subcontracting Plan, if applicable, or statement why plan is not required	None	1	N/A
II	Executive Summary	5	10	10
III	Technical/Management Proposal (all criteria will be scored) Part A – Technical Proposal Part B – Management Proposal Part B-1 Evaluation Factors Appendix** Part B-2 White Paper Appendix*** Part C – Oral Presentations(no more than 20 slides)****	60 15 NONE	10	10
IV	Relevant Experience and Personnel Part A - Past Performance Part B - Resumes of Key Personnel	N/A	10	10
V	Cost Proposal (one original)	100	10	10

*In addition to the paper copies provided above, each offeror shall furnish the number of required Computer Disks (CDs), delineated in the above chart. Each disk shall contain the prescribed volume/s and shall be marked: Volume II through Volume IV, or, Volume V. It is noted that Part B-2 might be too voluminous to fit on the CD containing Volume II through Volume IV. In such a case, provide a separate CD containing Part B-2. **It is imperative that the offeror provides Volume V – Cost Proposal on a SEPARATE CD. Failure to do so could disqualify the potential offeror from consideration for award.**

**Part B-1 Evaluation Factors Appendix does not contribute to the 60 page maximum allowable page response to Part A Technical Proposal.

***Part B-2 White Paper Appendix does not contribute to the 60 page maximum allowable page response to Part A Technical Proposal.

**** Part C – Oral Presentations Documentation does not contribute to the 60 count page limitation of the Technical/Management Proposal. Oral Presentation Slides shall not be submitted at the time of offer. Rather, those selected for the competitive range will be contacted and asked to submit Oral Presentation Slides. Scheduling for Oral Presentations shall occur at the time of request for Oral Presentation Slides.

L-17 Minimum Qualification Criteria

In order for a proposal to be considered, offerors must meet and certify in their forwarding letter, the minimum qualification criteria listed below. Failure to meet the requirement set forth in this section shall result in rejection of the proposal as non-responsive.

1. Foreign ownership in whole or in part by citizens of any country prohibited from doing business with the Federal Government automatically disqualifies any potential offeror.

L-18 Proposal Preparation – Specific Guidance.

The Government will perform concurrent but separate evaluations of each Technical and Management Proposal, Cost/Price Proposal, and Relevant Experience and Past Performance Proposal. Previously submitted data and information gathered during the normal course of business with any potential offeror will not be considered part of the proposal. Omissions and /or inaccurate or inadequate information could have a negative effect on the overall evaluation.

Since the Government will evaluate each part separately, proposals must include the physical separate volumes established under Section L-16, with each volume subject to the listed page limitations and number of copy requirements. (Page limitations include appendices and attachments.)

The Technical and Management Proposal shall be such as to enable Government personnel to make a thorough evaluation of the offeror's capabilities in accordance with the requirements of this RFP. The proposal shall be specific, detailed, and complete to clearly and fully demonstrate that the offeror has a thorough understanding of the requirements of the Statement of Work (SOW). Statements that the offeror understands, "Can or will comply with the Statement of Work or parts thereof" are considered inadequate, as are phrases such as "standard procedures will be employed," "Well known techniques will be used," or "the offeror concurs".

It is realized that not all of the technical factors can be detailed in advance; however, the technical proposal must be sufficient to show how it is proposed to comply with the SOW. The proposal will be evaluated based on the clarity and completeness of the techniques, procedures, and analyses each offeror proposes to satisfy the SOW requirements, the risks associated with the proposed effort, and the reduction of said analysis to descriptive words and phrases. The technical proposal shall detail the offeror's willingness to devote his resources to the proposed work with the proposed diligence.

In order that the technical/management proposal may be evaluated strictly on the merit of the material submitted, no cost/price information is to be included in the technical/management proposal.

In completing the Technical/Management proposal, the offeror shall also identify the use of any technology that is proprietary and that will ultimately be incorporated into any resultant contract. The offeror must fully explain its proprietary technology/information and discuss how it will meet the requirements outlined in the Statement of Work in a manner that the Government can verify.

Volume I – Required Documentation

- Forwarding Letter from Offeror
- One completely filled out RFP inclusive of:
 - (1) Proposed amount in Section B of the RFP
 - (2) one signed signature page, SF33
 - (3) Small & Small Disadvantaged Business Sub-Contracting Plan, if applicable, or statement why Plan is not required.

Volume II – Executive Summary

(no cost information shall be included in this volume)

Volume III – Technical/Management Proposal

(no cost information shall be included in this volume)

Part A – Technical Proposal:

The offeror’s technical proposal shall reflect the offeror’s preferred strategies, methodologies and procedures for assuring that the requirements of the Technical Statement of Work (SOW) and the Request for Proposal (RFP) are met. Specific evaluation Factors and Subfactors for the Technical portion of the Technical Proposal are provided in descending order of importance in Section M – Evaluation Factors for Award.

Part B – Management

The offeror’s technical proposal shall reflect the offeror’s preferred strategies, methodologies and procedures for assuring that the requirements of the Technical Statement of Work (SOW) and the Request for Proposal (RFP) are met. Specific Evaluation Factors and Subfactors for the Management portion of the Technical Proposal are equal in importance in Section M – Evaluation Factors for Award.

Part B-1 Evaluation Factors Appendix

Exhibit B hereto serves as a supplement to the Offeror’s Proposal and is intended to provide the government evaluators with a cross reference for identifying those pages and paragraphs of the offeror’s proposal that address the requirements of the Evaluation Factors and Subfactors identified in Section M – Evaluation Factors for Award. Exhibit B provides each offeror with the unique opportunity to direct the government evaluators to those sections of the offeror’s proposal that best illustrate the offeror’s ability and willingness to perform the prescribed work. Exhibit B lists the Evaluation Factors and corresponding Subfactors for the Technical/Management Proposal. Offerors are directed to utilize this template in order to expedite evaluations as well as to direct the evaluators to those sections of their proposal that best describe the offeror’s abilities as related to specific evaluation factors and subfactors. It is noted that this Appendix will serve to expedite the process of scoring and is not intended to provide a means to avoid reading the full volume and/or the full proposal. Offeror’s are therefore encouraged to accurately delineate the specific page/s and paragraph/s that best represent abilities, expertise, and qualifications.

It is noted that failure to utilize the template provided and/or provide the Appendix as Part A-1 of the Technical Proposal may render the offeror as non-responsive and therefore not eligible for award.

Part B-2 White Paper Appendix

The White Paper Appendix serves as a supplement to the Offeror's Technical/Management Proposal, and is intended to provide the offeror with a place to submit pre-existing documentation referenced within the Technical/Management Proposal. The White Paper Appendix serves to supplement the Technical/Management Proposal's 60-page limitation. An example of pre-existing supplemental documentation would include the Offeror's CMMI Procedures, or other corporate processes, procedures or tools documentation to be utilized in the administration or function of this effort. No documentation may be prepared for purposes of utilizing Part B-2. The White Paper Appendix is not to be used for purposes of expanding the Technical/Management Proposal, nor is it intended for purposes of providing attachments, appendices or other supplemental information that would normally be included in the technical proposal. The White Paper Appendix should be considered an optional section that is utilized in a supplemental fashion. There is no page limitation to Part B-2, nor does Part B-2 count against the 60 page limitation of Part B – Technical/Management Proposal.

Part C – Oral Presentations

The offeror shall prepare an oral presentation for the Government that shall consist of not more than 20 slides. This slide presentation **is not** required on proposal submittal date. Rather, the Government will provide a two- week notification prior to oral presentation, to all offerors chosen for the competitive range. All slide presentations will be due on the same date, and within one week of notification. The offerors will then be notified of their specific date/time for oral presentations to the Government. Specific date/time for oral presentations will be determined randomly.

Cost information shall not be included as part of the oral presentation. Alternative proposals will not be presented during oral presentations. **The actual oral presentation is limited to one hour.** Additional time will be provided for the presentation of any Discussion Questions issued by the government in response to individual proposals. Additional time will also be provided for informal, and spontaneous discussions between the government and the offeror.

The Government may release individual discussion questions to those offerors considered as having a reasonable chance for award. Discussion questions may assist the government in determining the competitive range. (It is noted that receipt of discussion questions does not guarantee selection to the competition range.)

Volume IV – Relevant Experience and Personnel

Part A – Relevant Experience – Past Performance Questionnaires

Relevant experience shall be evaluated utilizing Past Performance Questionnaires completed by the offeror's references. Exhibit D provides the questionnaire the Government evaluation team requires for evaluation purposes. Offerors are instructed to complete Sections 1 through 8 prior to forwarding the selected references. The offeror is directed to request that each reference complete the remaining Sections of the Past Performance Questionnaire and forward via email to the PCO, at the following email address: FERC08-RFP-80148@ferc.gov. Please instruct each potential reference to utilize the subject line of the forwarding email in order to identify for what company the past performance is being submitted.

Offeror's are required to provide for receipt of not less than four (4) completed past performance questionnaires. It is recognized that the offeror cannot guarantee the potential response of any reference request. As a result, the offeror is encouraged to make every effort to assure that the Government receives a minimum of four completed past performance questionnaires. In the event that the PCO receives more than the required four completed questionnaires, all questionnaires received **after** the required four responses will not be evaluated, but will be made part of the official record for this competition.

Part B – Key Personnel

The SOW requirements delineate the total number of personnel required to perform under this contract, and also provide the offeror with the information necessary to determine what level of effort is required for the administration of this effort, or what is commonly referred to as supporting personnel, bearing in mind that all contract work will be performed at Government facilities. The offeror shall describe the personnel being proposed to fill the requirements of Section H-1 Key Personnel. The offeror shall submit resumes for proposed key personnel including eligible subcontractors and consultants (not to exceed two pages in length per person). The offeror must ensure that any proposed subcontractors and/or consultants meet all evaluation criteria. Resumes shall detail their education in terms of types of degrees, certifications, etc., and the extent to which the personnel proposed possess the required technical and administrative experience similar to what will be required of the successful offeror under the resultant contract. The resume should also include the identification of the specific position the employee is proposed to occupy. Additionally the offeror must certify that the personnel identified are currently in its employ (or have signed personnel agreements) and are available to undertake the work. Failure to provide such certification and/or letters of intent may result in disqualification of the offeror's proposal from further consideration for award. In addition, it is recognized that the individuals filling Key Personnel positions often times represent that offeror's most qualified and most sought after employees. As such, all responsible offerors will ensure that those employees (or future employees) proposed as Key Personnel, will be committed to this effort for a period of not less than one full year of service plus the transition period, (which totals a minimum of 15 months). While it is understood that employers cannot control the departure of individual employees, each responsible offeror shall submit a statement under Part B – Key Personnel that states that the offeror will not remove any key personnel within the first year of the effort plus transition, unless the employee resigns from the company, or, unless the government requests removal and replacement. Failure to provide this statement under Section B – Key Personnel may render your offer non-responsive and therefore unavailable for award. Only resumes of key personnel who will actually perform work under the contract are to be submitted. This section will not count against the page limitation cited for the technical/management volume. Offeror's will be required to provide the services of any/all of the key personnel in order to fully participate in the Transition Phase of the contract, provided under CLIN 0001 of Schedule B. For purposes of this RFP, plan on July 01, 2008 as the required date for Key Personnel employment. In the event that the Transition Phase date is changed, all subsequent negotiations will be held with the winning offeror.

Assignment of Key Personnel

The offeror will briefly document how it will assign individuals to the key personnel billets of this effort. This will include the individuals, how their expertise relates to the requirements, a plan for replacement of key personnel (if it were to become necessary), and the appropriateness of the management organization to the assignments.

Corporate Personnel

The offeror's willingness to devote his resources to the proposed work with appropriate diligence will be outlined. This will include a statement describing the proposed administrative assignments of the work associated with this effort within the offeror's organization. The offeror will indicate the organizational units to be assigned responsibility for the management of the proposed program and the supporting relationship of other corporate administrative units. The offeror will submit a brief management plan indicating the controls which would be exercised to effect timely response and cost effectiveness in any resultant contract. Offeror's plan for cost and schedule control will be included. The offeror shall specify the total number of personnel required to perform under this contract, and implementation and management of requirements, including organization and corporate participation in management decisions. The offeror shall indicate corporate support via a diagram delineating the management link to the offeror's onsite manager, and a brief description of the ease of access to the corporate management chain for the offeror's onsite program manager as well as applicable government personnel such as the Chief Information Officer, Deputy Chief Information Officer and the Director of Procurement.

Volume V – Cost Proposal

(this Volume must be separate from Volumes I through IV)

The offeror's cost proposal shall contain the proposed cost to the Government for performing the work described by the Statement of Work and the attached, as proposed in the offeror's technical and management proposal, and is limited to 100 pages, inclusive of the required Cost and Pricing Data Spreadsheet Template. The offeror shall submit sufficient cost data to establish that the proposed mix of labor represents a realistic and complete understanding of the requirements of this solicitation and the Statement of Work. The offeror should ensure that the labor mix proposed is fully supported and is consistent with the technical proposal.

Changes, and/or additional data submitted to the Contracting Officer after the initial cost proposal submission and up to the completion of negotiations shall be serially numbered and dated, and shall be maintained on a log. A copy of the log shall be submitted to the Contracting Officer upon request.

An offeror's proposal is presumed to represent his best effort to respond to the solicitation. Any inconsistency, whether real or apparent, between promised performance and cost or price should be explained in the proposal. For example, if the contractor intends to use new and innovative production techniques, their impact on cost or price should be explained; or, if a corporate policy decision has been made to absorb a portion of the estimated cost, that should be stated in the proposal. Any significant inconsistency, if unexplained, raises a fundamental issue of the offeror's understanding of the nature and scope of the work required and of the ability to perform the contract, and may be grounds for rejection of the proposal. The burden of proof as to cost credibility rests with the offeror.

For the purpose of this contract, the negotiated value shall be at the Task level, and the offeror shall provide a complete cost element breakdown including direct and indirect rates with associated bases for each Task within all CLIN Items. The cost information shall utilize the Cost and Pricing Data Spreadsheet Template.

Utilization of the Cost and Pricing Data Spreadsheet Template

The offeror shall utilize the Cost and Pricing Data Spreadsheet Template (provided as Exhibit _ to the RFP) for each of the CLINs and associated Tasks provided under Section B - Supplies or Services and Prices/Costs. The Cost Proposal is separate and distinct from the Technical Proposal and thus does not count against the 60 page Technical Proposal page limitation. However, the Cost Proposal is limited to 100 pages, which includes utilization of the required Cost and Pricing Data Spreadsheet Template. The model spreadsheet requires a labor rate for each labor category. The model spreadsheet provides the base labor rate plus any escalation, plus Overhead, G&A, FCCM, (and any other direct or indirect rates) and/or award fee and also shows the application of these rates to the proposed hours for each position, thus yielding the costs per position for each CLIN. (The offeror shall identify other factors, if any, which are included in the direct labor rates (i.e., escalation factors, promotion factors, etc.).

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Organization of Cost Proposal

The offeror shall organize the Cost Proposal in accordance with the following numeric outline, for consistency and continuity purposes.

- 1.1 Terms and Conditions (if any) of Offeror.
- 1.2 Contract Line Items (utilization of Cost and Pricing Spreadsheet is mandatory)
 - 1.2.1 Summary spreadsheet of total estimated Cost Plus Fixed Fee (CPFF) for Item 0001 and Cost Plus Award Fee for Items 0002 through 0006
 - 1.2.2 Summary spreadsheet of Cost Plus Fixed Fee (CPFF) for Item 0001
 - 1.2.3 Summary spreadsheet of total estimated CPAF of Item 0002
 - 1.2.3.1 Summary spreadsheet of total estimated CPAF of each Task Item; 2009-1 through 2009-5 of CLIN Item 0002
 - 1.2.4 Summary spreadsheet of total estimated CPAF of Option Item 0003
 - 1.2.4.1 Summary spreadsheet of total estimated CPAF of each Task Item 2010-1 through 2010-5 of Option CLIN Item 0003
 - 1.2.5 Summary spreadsheet of total estimated CPAF of Option Item 0004
 - 1.2.5.1 Summary spreadsheet of total estimated CPAF of each Task Item; 2011-1 through 2011-5 of Option CLIN Item 0004
 - 1.2.6 Summary spreadsheet of total estimated CPAF of Option Item 0005
 - 1.2.6.1 Summary spreadsheet of total estimated CPAF of each Task Item; 2012-1 through 2012-5 of Option CLIN Item 0005
 - 1.2.7 Summary spreadsheet of total estimated CPAF of Option Item 0006
 - 1.2.7.1 Summary spreadsheet of total estimated CPAF of each Task Item: 2013-1 through 2013-5 of Option CLIN Item 0006.

1.3 Supporting Documentation

- 1.3.1 Explanation of Direct Labor Categories
- 1.3.2 DCAA Forward Pricing Rate Agreements (if applicable)
- 1.3.3 Direct and Indirect Rate History
- 1.3.4 Funding Profile
- 1.3.5 Miscellaneous

Best Value Evaluation

Best Value- Relationship between Cost or Price and Technical and Management and Past Performance Strength.

This RFP will result in a "best value" source selection. Best value means that the Government will perform a cost/technical trade-off analysis in order to select the most advantageous offer to the Government. The determination of best value will be made by comparing the differences in the value of performance capability factors with the differences in the costs proposed. The Government will not make an award at a significantly higher overall cost to the Government to achieve only slightly superior performance capability features. The Government will make this assessment through the development of trade-off analyses and other analytic studies that involve the assessment of benefits of superior performance capability features - for example, economic benefits clearly attributable to increased productivity; probability of successful contract performance; unique and innovative approaches or capabilities - versus added costs. Overall cost to the Government may become the ultimate determining factor for award of the contract as proposals become more equal based on the other factors. The degree of equality between offerors' proposals will be measured by the quality, significance, and applicability of the superior features proposed. The Government reserves the right to award to the lowest priced offeror. The Government reserves the right to award based upon initial offer.

Cost/price realism and cost risk are of significant importance in the overall contract award decision. Therefore, offerors are reminded that award will be made to that offeror whose proposal provides the combination of features that offers the greatest overall value to the Government.

The cost and business portion of offerors' proposals will not be assigned quantitative scores. The Information contained in the Cost/Price Proposals will be analyzed and evaluated to determine validity, realism and reasonableness of each cost proposed, and to assist in determining the cost risk and most probable cost to the Government, including options.

The purpose of this cost realism analysis will be to determine if:

- a. The offeror's proposed costs are realistic for the work to be performed;
- b. The proposed costs demonstrate that the offeror understands the Government's requirements; and;
- c. The proposed costs are consistent with the various elements contained in the technical proposal and other portions of offeror's business proposal.

Based upon this cost realism analysis, an assessment will be made of the most probable cost to the Government when awarding the contract to a particular offeror.

L-19 Minimum Acceptance Period

One hundred twenty (120) calendar days shall be considered the offer acceptance period unless a longer period is inserted by the offeror. However, proposals offering less than one hundred twenty (120) calendar days for acceptance by the Government from the date set for opening of offers in Block 9 of the SF-33 may not be considered.

L-20 Anticipated Award Date

Award is expected to take place on or about May 01, 2008.

L-21 Letters of Commitment – Key Personnel

- (a) All proposed key personnel require written, signed (by the employer or contingency hire), and dated letters of commitment. These letters of commitment do not have to be included in the proposal. Letters of commitment from current employees of the offeror must state that, if the offeror is awarded a contract under this solicitation, they: (1) will remain employed by the Offeror; and (2) will work on the resultant contract.
- (b) Letters of commitment from contingency hires, which are defined as persons not currently employed by the Offeror but who have executed a binding commitment for employment with the Offeror if the Offeror receives award under the subject solicitation, must comply with the requirements of paragraphs (a)(1) and (a)(2) of this clause and must reflect agreement on salary, benefits and position.
- (c) New hires, which are defined as specified or unspecified persons to fill empty billets who are neither current employees nor contingent hires of the offeror may not be proposed for any “Key Personnel” labor category.

L-22 Non Exclusive Subcontractor Requirements

The offeror is hereby precluded from preventing any/all subcontractors from signing letters of intent with more than one potential offeror. Evidence of such practices may render an offeror as non-responsive and unfit for award.

SECTION M – EVALUATION FACTORS FOR AWARD

M-1 Basis for Award

The Government intends to award a contract resulting from this RFP to the responsible offeror who presents a proposal that is determined to be the best value (technical, management, cost/price, and other factors considered) to the Government.

The Government reserves the right to award to the lowest priced offeror.

M-2 Award without Discussions

The Government may award a contract on the basis of initial offers received, without Oral Presentations and/or discussions. Offerors are urged to ensure that their proposals are submitted with the most favorable terms in order to reflect their best possible potential, since less than the best potential could result in exclusion from consideration for award.

M-3 Evaluation Factors for Award

This section contains the specific evaluation factors for award of a contract pursuant to this Request for Proposal (RFP).

EVALUATION FACTORS AND SUB-FACTORS

The Executive summary will not be scored. However, differences between the Executive Summary and the graded portions of the proposal, if any, will be reported in the evaluation findings.

The Technical Proposal, Management Proposal, and Relevant Experience and Past Performance will receive qualitative (adjectival/color coded) scores. The Oral Presentation evaluation will be used in both the technical and management proposals evaluations.

The Cost proposal will be reviewed and analyzed in depth but will not be scored.

Evaluation Factors and Degree of Importance

The Technical and Management Proposal factors are equal in importance and are each more important than the Relevant Experience and Past performance factors. All factors combined are more important than cost.

Award will be made to that offeror whose proposal is determined to be the Best Value to the Government, cost and other factors considered. The Government will perform a cost/technical/management/past experience trade-off analysis in selecting the most advantageous alternative to the Government. The Government reserves the right to award to the lowest priced bidder.

VOLUME I – Required Documentation

The information contained in Volume I is required contractual documentation and is not subject to evaluation. Failure to provide a complete Volume I in accordance with the instructions provided in Section L- 16 will result in the offeror's proposal to be considered unresponsive.

VOLUME II – Executive Summary

The information contained in Volume II represents a synopsis of the offeror's complete proposal and is not subject to evaluation. Failure to provide a comprehensive Volume II in accordance with the instructions provided in Section L-16 above will result in the offeror's proposal to be considered unresponsive.

VOLUME III -- Technical & Management Proposals - Mission Suitability

The following mission suitability factors within the Technical and Management proposals will be evaluated to determine the relative merits of the offerors' proposals and are presented in outline form below, with adequate verbal descriptions of each evaluation factor beginning with Section Part A below.

Part A- Technical Proposal - Understanding the Requirement

Factor A-1 Understanding of scope and proposed technical approach

Part B- Management Plan and Approach

Factor B-1 Management Approach, Organization and Key Personnel Resumes

Factor B-2 Management Processes

Factor B-3 Transition Plan

Part C- Oral Presentation and Discussion

PART A – Technical Proposal - Understanding the Requirement

Part A will be evaluated on the degree to which the offeror demonstrates an understanding of FERC's mission and programmatic needs for information technology support and solutions.

FACTOR # A-1 - Understanding of scope and proposed technical approach

The Government will evaluate the offeror's overall understanding of the requirement as demonstrated by the thoroughness, overall soundness, integration of technical support, and consistency of all parts of the proposal including cost realism and cost reasonableness. Cost realism and cost reasonableness, determined through analysis of labor categories and labor hours are considered indicators of an offeror's understanding of the scope and resources required for performance of the contract.

Factor A-1 shall be evaluated using the following sub-factors for scoring purposes:

Sub-factors 1, 2, and 3 of factor A-1 are of equal importance

SUBFACTORS:

1. A clear understanding of the overall technical requirement.

The Government will evaluate the offeror's overall understanding of the requirement as demonstrated by the thoroughness, overall soundness, integration of technical support, and consistency of all parts of the proposal.

2. The offeror's specific methodologies and procedures to be utilized in accomplishing the activities reflected in the SOW.

The Government will evaluate the offeror's method and strategies to be utilized in meeting the requirements outlined in the statement of work.

3. Appropriateness of personnel categories and number of labor hours by major WBS.

The Government will evaluate the offeror's staffing plan, inclusive of all labor categories and associated labor hours, which will be considered as an indication of the offeror's understanding of the scope and resources required for performance of the contract.

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PART B - Management Plan and Approach

Part B will be evaluated on the suitability and completeness of the offeror's proposed management approach and organization relative to the nature of this contract. Part B shall be evaluated using the following Factors for scoring purposes.

Factors B-1, B-2 and B-3 are of equal importance

FACTOR # B-1 Management Approach, Organization, and Key Personnel Resumes

The Government will evaluate the offeror's corporate strategies and methodologies for providing management, leadership, and formal quality control measures. The Government will evaluate the degree to and manner in which technical support from corporate resources can be provided to the on-site staff; the offeror's ability to effectively recruit qualified personnel in order to respond rapidly to changing requirements; and the offeror's ability to retain valuable contract employees to prevent the negative impact of frequent turnover.

Factor B-1 will be evaluated using the following sub-factors for scoring purposes:

Sub-factors 1 to 5 of Factor B-1 are of equal importance

SUBFACTORS:

1. Autonomy and Authority of Program Manager

The Government will evaluate the appropriate authority and responsibilities of the Program Manager including corporate structure, any teaming arrangements, and corporate policies that may influence the operation of the contract.

2. Project Organization Structure and Labor Mix including Subcontract Relationships.

The Government will evaluate the suitability of the offeror's proposed organizational structure, including the number of staff per area, the appropriate authority and responsibilities of key personnel, and the lines of communications among contract organizational elements (inclusive of any potential subcontractors), as well as between the offeror and the FERC.

- a. Project organization structure and number of staff and labor mix.
- b. Lines of responsibilities and authority
- c. Lines of communications with the Government
- d. In the event that subcontractors are proposed, the Government will evaluate subcontractors organization and tasking

3. Human Resources Management

The Government will evaluate the offeror's human resources management plan, including staff training programs; the offeror's retention rates; and the offeror's recruiting processes and procedures. The Government will also evaluate staff flexibility and work load management techniques.

4. Approach to Quality Assurance

The Government will evaluate the effectiveness of the offeror's approach to an integrated and cost-effective program, including the methodology and quality control mechanisms used to manage the contract, procedures for problem resolution, and the establishment and enforcement of performance standards.

5. Key Personnel Resumes

The Government will evaluate the offeror's Key Personnel resumes in order to determine the suitability of the personnel proposed as key for work on this contract. The relevance, number and strength of the key personnel proposed both individually and collectively will be evaluated. Recent relevant experience, individual and collective skills, competence and full-time commitment will all be considered.

FACTOR # B-2 – Management Processes

The Government will evaluate the offeror's processes, compensation plan, and corporate resources. Factor B-3 will be evaluated using the following sub-factors for scoring purposes.

Sub-factors 1 -3 are in descending order of importance.

SUBFACTORS

1. Corporate Resources

The Government will evaluate the offeror's corporate resources in order to determine the relevance, strength, and availability of corporate resources (staff, facilities, etc.) that will be applied to this contract to the benefit of the Government, including the quality and pool of qualified personnel, not proposed for this contract and the usefulness of applicable corporate resources available to support staff assigned to this contract.

2. Corporate Commitment to a Small Agency

The Government will evaluate the offeror's ability to create a realistic direct line of communication from the FERC to the highest level/s of the corporate management chain. The Government will evaluate the offeror's specific methodologies and practices that support a management plan derived to promote direct access and assure real time corporate response.

3. Processes and Compensation Plan

The Government will evaluate the offeror's proposal to assure it reflects a sound management approach to the requirements of the Statement of Work. In addition, in cases where the offeror proposes uncompensated overtime for professional/exempt employees, the Government will assess the reasonableness of the offeror's response to the possible degradation of the level of technical and quality of performance.

FACTOR #B-3 Transition Plan.

The Government will evaluate the offeror's transition plan, based upon the Government's overall assessment of the offeror's probability of success from the point of transition from the incumbent contractor to full responsibility for the requirements of the Statement of Work. Specifically, the offeror shall provide an orderly phase-in, described in the Technical Statement of Work, Attachment 1, hereto. The quality of the proposed transition plan will be evaluated for ways in which disruption to the user community served by any potential contract will be minimized as the contractor assumes full responsibility, without adding undue cost to the Government.

PART C - Oral Presentations and Discussions

As part of the evaluation of proposals, the Government may hold discussions with each contractor for purposes of determining each offeror's understanding and familiarity with the Government requirements of the statement of work. The offeror may be requested at a later date to prepare an oral presentation of not more than 20 slides.

The following factors will be utilized for evaluation purposes only. Oral Presentations may be utilized for the purpose of scoring the Technical and Management Portions of the offeror's proposal. Oral Presentations will not be individually scored.

- a. Effective project management plan and structure for performance;
- b. Understanding of the requirements in the statement of work;
- c. Technical competence and general suitability conveyed by key personnel;
- d. Proposed approach for achieving a balanced program including quality assurance and information technology security protection.

The Government may make award without oral presentations and discussions.

Reminder: Cost information shall not be included as part of the oral presentation. Alternative proposals shall not be presented. The Government will submit discussion questions derived from proposal review to the offerors not later than 5 days prior to presentations. The Government requires each offeror to respond to their individual discussion questions at the end of their oral presentation.

VOLUME IV- Relevant Experience and Past Performance

The Government will evaluate the offeror's relevant experience and past performance in the management of similar projects. Past Performance Questionnaires are evaluated on a pass/fail basis. Negative past performance evaluations, or evidence of less than acceptable past performance may necessitate additional inquiry by the Evaluation team/s and could render an offeror outside of the competitive range and therefore unavailable for award. In addition, the Government reserves the right to conduct independent assessment/s of past performance. The following factors will be used in evaluating the past performance questionnaire:

1. Technical understanding and technical capability as demonstrated by the size, scope, complexity, and results achieved in the completion of actual contracts/task orders similar to those expected under this contract.

2. Innovative approaches developed and implemented by the offeror to address similar efforts and technical/managerial challenges, along with the results received.
3. Continuity of service provided including the degree of staff turnover and the ability to fill vacant positions in a timely manner.
4. Ability to deliver the required services at an agreed-to price or cost.
5. Ability to manage its subcontracting responsibilities.
6. Ability to cooperate with the Government Technical Representatives as well as other vendors and contractors.

VOLUME V – Cost Proposal

Cost is an important factor in determining the **best value** to the Government. The offeror's cost proposal will be evaluated but not scored. Option years shall be added to the basic year for evaluation purposes. Evaluation of option(s) does not obligate the Government to exercise said option(s).

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Attachment No. 1
Technical Statement of Work for Information Technology Support Services for the Federal
Energy Regulatory Commission (FERC),
Dated November 01, 2007



Technical Statement of Work

FERC FY08 - RFP80148

Federal Energy Regulatory Commission
Office of the Executive Director

November 01, 2007

1. Program Management

1.1. Program Management

Background and Scope

Management of information technology (IT) Resources for the Federal Energy Regulatory Commission (FERC) is performed by the Office of the Executive Director (OED). The Executive Director (ED) oversees and directs the executive and administrative operations of the Commission including IT, serving as the agency Chief Information Officer (CIO). This contract provides IT support services to the FERC and is administrated by the ED and his Deputy Chief Information Officer (DCIO).

The Program Management Task shall provide the management and administrative activities to support the functional tasks under this contract for the OED and ensure that IT support across all tasks is conducted in a disciplined, well-managed, and consistent manner and that quality solutions are delivered on time and within budget, and are sustained efficiently.

1.1.1. Requirements

1.1.1.1. Functions

Program Management. The Program Management task shall:

- Provide mission support solutions, ensuring that solutions are owned by the IT support staff;
- Provide IT support staff subject to the FERC's approval, complying with FERC policies and procedures for site access and badging;
- Monitor and level resources across tasks and ensure proper staffing levels;
- Minimize staff turn-over;
- Ensure comprehensive knowledge capture and smooth transition during all staff turn-over;
- Apply corporate resources;
- Identify and apply non-corporate expertise and best-practices;
- Manage sub-contractors and non-Government Furnished Equipment (GFE) suppliers;
- Improve effectiveness and balance workload;
- Provide financial management, planning, control, and cost reduction;
- Report and invoice costs by task, sub-task, project, and resource or expenditure;
- Establish and enforce management controls and quality assurance;
- Enforce compliance with FERC policies and procedures, Federal regulations and guidance, and industry best-practices;
- Ensure manage-by-project is used for all activities and resources on all tasks;
- Report major issues and risks to the DCIO in real-time;

- Manage risk across tasks;
- Monitor and report schedule and budget variance across tasks;
- Monitor and report Service Level Agreement (SLA) requirement status for the Program Management Task and across tasks;
- Promote open communication, transparent decision making, cooperation, and customer service;
- Provide proactive leadership, strategic recommendations, and innovative solutions;
- With the DCIO, establish, maintain, and communicate a clear set of short-term, mid-term, and long-term priorities;
- Serve as the custodian for all GFE and contract-supported IT infrastructure and maintain up-to-date property accounting records using the FERC property accounting system;
- Assist the DCIO in executing the FERC Capital Planning and Investment Control (CPIC) Process by initially assessing CPIC requests for completeness, alignment with the FERC Enterprise Architecture (EA) and industry best practices, business value, scope and complexity, practicality and cost, and reasonableness of alternatives analysis. In cooperation with the DCIO, assist FERC program staff in understanding how IT solutions may or may not have the potential to solve business problems and in establishing clear high-level business requirements. Document assessments and provide hand-off to the Information Management, Software Engineering, or IT Operations tasks as appropriate. Apply program contract staff as needed given approval by the DCIO;
- Assist the DCIO or Director, Division of Policy and Compliance in ensuring that FERC management of IT resources complies with Federal statutes, regulations, directions and guidance and industry best practices by providing drafting support, analysis, and review of FERC policies and procedures, preparing for and coordinating DCIO responses to internal and external compliance reviews and audits (including FISMA, A-123, Financial Statement IT portion, and others as required) and reviewing compliance and audit information request responses drafted by program contract resources and DCIO staff. Apply program contract staff as needed given approval by the DCIO;
- Ensure participation by all key personnel (as non-voting members) on the FERC CPIC Deputy CIO Investment Board and the Configuration Control Board (CCB);
- Ensure proper maintenance and operation the FERC CM Library, a central library of documents and software;
- Ensure all tasks provide support as outlined in the FERC Continuity of Operations (COOP) Plan, August, 2007;
- Operate and maintain the FERC Law Library, coordinating acquisition and distribution of serial publications and permanent collection purchases; maintaining library collections and the inter-agency loan program; overseeing staff access to materials; serving as a reference source for FERC staff; and maintaining Chairman, Commissioner, and Solicitor collections.

1.1.1.2. Certifications and Standards

The Program Manager and all key personnel are a High Risk positions. All other Program Management Task positions are Low Risk.

1.1.1.3. Deliverables

- Program Dashboard (hosted in SharePoint);
- Weekly Management Team Meetings with Task Managers, the DCIO, and DCIO Division Directors (Task Monitors);
- Weekly Status Report across all tasks;
- Monthly Budget Status and Actual Cost Report;
- Quarterly Performance Review Meetings;
- Annual Budget Planning Meetings.

1.1.2. Current Operating Environment

The Federal Energy Regulatory Commission (FERC) is an independent regulatory agency within the Department of Energy that promotes dependable, affordable energy through sustained competitive markets. The Commission's legal authority comes from the Hepburn Act of 1906, the Federal Power Acts of 1920 and 1935, the Natural Gas Act (NGA) of 1938, the DOE Organization Act of 1977, the Natural Gas Policy Act (NGPA) of 1978, the Public Utility Regulatory Policies Act of 1978, the Energy Policy Act of 1992, and the Energy Policy Act of 2005.

FERC regulates the following industries:

- Gas
 - Certificates construction and operation of pipeline and storage facilities and authorizes the siting of liquid natural gas facilities;
 - Oversees the construction and operation of pipeline facilities at U.S. points of entry;
 - Regulates the transmission and sale of natural gas for resale in interstate commerce;
- Electric
 - Regulates the transmission and wholesale sales of electricity in interstate commerce;
 - Oversees the issuance of certain stock and debt securities and mergers;
 - Has back-stop authority to site transmission lines;
 - Ensures grid reliability;
 - Orders grid access by unregulated transmission utilities;
 - Reviews rates set by the Federal power marketing authorities;
 - Certifies qualifying small power production and cogeneration facilities;
- Oil
 - Regulates the transmission of oil by pipeline in interstate commerce;
- Hydroelectric

- Licenses, inspects, and monitors private, municipal and state hydroelectric projects;

and also:

- Oversees environmental matters related to natural gas, oil, electricity and hydroelectric projects;
- Administers accounting and financial reporting regulations and conduct of jurisdictional companies.

For further information regarding the FERC's mission and organization please refer to www.ferc.gov.

GFE. Workstations, peripherals, and workstation software for contract staff are provided by FERC. General Support System (GSS) and application system infrastructure and software are provided by FERC.

1.1.3. Current Capacities and Volume

The current FERC organization is comprised of approximately 1300 employees, with most stationed at 888 First Street, NE in Washington D.C. and approximately 25 to 30 stationed at each of the five regional offices: Atlanta, Chicago, New York, Portland, and San Francisco. All receive IT support services through this contract. In addition, approximately 70 non-IT support contract staff stationed at Headquarters (HQ) receive IT support services. FERC hours of operation are Monday thru Friday, 8:30am to 5:00pm, eastern time. General IT support services are provided to FERC staff 7:00am to 6:00pm, eastern time. Specific activities as described in this SOW or supporting SOPs as well as infrastructure or system maintenance activities that shall be performed during non-business hours are performed before 7:00am or after 6:00pm and/or on weekends and holidays as needed.

1.1.4. Supporting Information (the listed name matches the filename for the document in the FERC Documentation Library, FDL)

- FERC CPIC Process
- FERC Continuity of Operations (COOP) Plan, August, 2007

2. IT Operations

The OED Division of IT Operations is responsible for providing the overall IT delivery and support services to the Commission. The objective of the division is to integrate new technology that efficiently supports the Commission's business demands in a cost effective manner and maintain a stable and secure IT environment that protects and presents the information that facilitates the FERC's mission. The IT Operations Task combines six general areas of support:

- **IT Support Services**
 - **IT Support Center** – provides IT end-user support and training to FERC employees and limited Commission application support to the public.
 - **Client Support Services** – provides client hardware and software delivery, installation and break-fix support.

- **IT Operation and Integration Services**
 - **Product Integration & Administration** – provides integration and administration of desktop hardware and enterprise-wide software.
 - **Network Monitoring and Management** – creates transparency into the LAN/WAN, hardware, and software to provide early warnings signs, assist in performance base lining, and guide accurate resource provisioning.
 - **Network Support Services** – provides operational support and business continuity with hardware and software components that comprise the FERC's back-office devices and network.
 - **Network Delivery Services** – integrates innovative technology in a controlled and intelligent manner that continuously fosters business alignment and a cost-conscious framework.

Government business requirements changes at a rapid and dynamic pace. FERC recognizes the value of a quality IT program which serves as an enabler for the business to quickly react to new objectives. The increased reliance on IT in all facets of the Commission's business makes a quality IT program a high priority.

2.1. IT Support Services

2.1.1. IT Support Center (ITSC)

The IT Support Center carries a heavy burden of being the primary point of contact for all of the Commission's technical support. Customers technical support experiences will primarily be defined by their calls to the ITSC. Technology can be a great enabler, but when it is not functioning correctly or not understood, it is an incredible hurdle. Key factors in a successful support center are the ease of access, the speed with which the call for help was answered, and the ease in describing and resolving the problem. To accomplish these fundamental objectives at FERC takes fluid communication, seasoned support staff, and solid management.

The ITSC support technicians shall provide problem resolution in such areas as PC-based computers and associated peripherals, custom and COTS software, LAN and WAN connectivity and resource access, and telecommunications. The support center also provides one-on-one and classroom technical training. The ITSC serves as a one-stop shop for all IT needs.

2.1.1.1. Requirements

Telephone Operator and Directory Services

The Contractor shall provide telephone operator services (7:00am - 6:00pm) for the FERC's main 800 service numbers as well as other lines that terminate at the operator position(s), and:

- Provide a strategy to update telecommunications files and databases in accordance with FERC operating procedures to include the FERC Telephone Directory files and the Directory on the LAN;
- Provide a strategy to update the Telephone Directory files from directory change requests, separation/clearance forms from departing personnel, and from completed change management systems actions;
- Maintain up-to-date Telephone Directory files to ensure all changes have been made and the FERC Telephone Directory;
- Prepare the FERC Telephone Directory for publication using the FERC's resources and established procedures.

Incident and Problem Management

- The contractor shall maintain a strategy for major and minor unplanned system outages and:
 - Provide a continuous communication strategy for DCIO and customers for the following:
 - When the outage occurred;
 - What system resources have been impacted;
 - To what level the system resources have been impacted;
 - Communication of when system resources have been reestablished;

- Provide a communication strategy to ensure ITSC staff and technical staff resolving the issue are in lock-step with status, time to resolve, and resolution;
- Provide a strategy to ensure FERC VIPs receive the highest level of customer service in the event of a system outage;
- Maintain a strategy for capturing information in the FERC's call management system (Helpdesk, Touchpaper);
- Maintain a strategy for performing knowledge capture for future problem resolution.
- The contractor shall maintain a strategy for managing all technical issues in the FERC's call management system and:
 - Provide efficient classification of logged call management tickets;
 - Provide a flexible medium for reporting against tickets logged in the call management system;
 - Provide a clear stratification of information to be captured for each type of customer incident or contact captured, that may include:
 - User Information;
 - Communication Type;
 - Incident Description;
 - Client Communication;
 - Resolution Description;
 - Maintain an efficient ticket routing process to the appropriate technician to resolve the issue (in or out of the ITSC);
 - Provide a strategy that will ensure all tickets logged are updated routinely and often until the ticket is resolved;
 - Provide a total ticket ownership strategy that will ensure tickets are resolved and closed in a timely manner;
 - Maintain a consistent training program for new technical support staff;
 - Provide a strategy for After Hours Support (Monday – Friday 6PM to 10PM, Weekends and holidays 8AM to 10PM) to DCIO-designated personnel with a limited scope. For example:
 - Training questions on FERC supported applications;
 - Network account lockouts;
 - Password resets;
 - FERC email access issues.

IT Resource Center

The contractor shall assist FERC customers with specialized IT services requests and maintain a hardware loaner program, supporting clients with specialized graphics, scanning, and data replication requests and maintaining an inventory of laptops and assorted peripherals for client checkout. The contractor shall:

- Provide support during normal business hours (7:00 a.m. to - 6:00 p.m.), including staff assistance and advice to walk-in FERC users in the utilization of special purpose systems such as high resolution graphics, data/media conversions, and special software;
- Provide a strategy to track and report on inventory availability, to include, but not limited to, items checked out, return dates, and user information;

- Provide a strategy to ensure all customers are comfortable with the usability of the IT resource being checked out;
- Provide a strategy to ensure that ITSC inventory items are clean, in good working order, and current (patches, antivirus and hot-fixes);
- Provide a strategy that will ensure the inventory is up-to-date and aligned with the FERC technology refresh program;
- Provide a communication strategy that will ensure customers return IT resources in a timely manner.

IT Training

The contractor shall develop and provide technical training in the use of software and hardware associated with the FERC's current and future computing environment. This task includes developing and conducting IT related training courses and implementing alternative methods of training and shall provide:

- Training Course Development
 - When requested by the FERC Task Monitor, the contractor shall develop training courses to educate users and IT managers in the use of software and hardware in use by FERC. These courses are intended for specific levels of user expertise. The courses shall incorporate both hands-on experience and the use of software documentation;
 - Course outlines and lesson plans shall become the property of the Government and shall contain all information described in the Technical Direction;
- IT Training
 - The Contractor shall conduct training in a manner that equips the FERC employees and public with the knowledge, tools, skills, and confidence to use the subject matter in their daily work. At the request of the FERC Task Manager, the contractor shall revise courses, as appropriate, to make them more pertinent to the daily customer work, incorporate new hardware/software technology or procedures, include FERC specific exercises, and provide independent exercises that address individual competencies;
 - Training shall be held in an approved Government facility in the Washington, DC, area and Regional Offices using equipment, software, communications, and documentation (when available) similar to that found in the user's work place. The contractor shall provide training as scheduled by the FERC Task Monitor. Notice of scheduling changes will be provided by the FERC Task Monitor;
 - When requested by the FERC Task Monitor, the Training Staff shall be required to travel to the Government approved site. The Training Specialist shall recommend the number of days needed for the training to be completed. A travel plan which includes the length of the trip, the approved

dates of training, and an estimated cost including the airfare, meals, lodging, and incidentals shall be delivered to the FERC Task Monitor 30 days prior to the delivery of the training;

- Alternative Training Methods
 - At the request of the FERC Task Monitor, the contractor shall employ alternative methods to the standard training courses. This shall be accomplished by using the methods listed below. At the request of the FERC Task Monitor, the Training Specialist shall:
 - Provide one-on-one training for users who are unable to attend class;
 - Offer specialized training when divisions or offices have specific needs;
 - Attend and participate in training conducted by outside vendors. The Contractor Training Staff shall be responsible for conducting specific training after the outside vendor has completed the course;
 - Provide demos to the FERC user community as requested by the FERC Task Manager;
 - Coordinate online training resources.

Regional Office Support – Atlanta, GA

The ~20 staff members of the Atlanta Regional Office (ARO) shall be provided with on-site IT support. The services provided to the ARO shall comply with the SOPs and SLAs being followed in the FERC's HQ. Technical support to the ARO, shall include, but not be limited to the following areas:

- Telephones;
- Video Teleconferencing;
- Local Area Network;
- Workstations;
- Citrix/Remote Access Support;
- General Support.

2.1.2. Client Support Services

The Client Support Services team also carries a large responsibility of ensuring quality and courteous customer support. The team's goal shall be to provide proper management of all client-side hardware. The contractor shall maintain an efficient installation process for new hardware and maintain a thorough and expedient break-fix process. This shall be achieved through a well-trained and qualified staff, up-to-date policies and procedures, and attention to detail.

FERC participates in Tier Two of the Dell Warranty Parts Direct Program. The program provides FERC with 24x7 dedicated Dell technical support and labor reimbursements for warranty work

performed on Dell equipment. For FERC to maintain its participation in the program, the support team must have at least two Dell Warranty Parts Direct Certified Technicians. It is a requirement that FERC continue its participation in the Dell program at the Tier Two level. This shall be a contractor managed program and shall provide:

- Hardware Installation Support
 - Maintain up-to-date policies and procedures that accurately reflect the day-to-day responsibility of the team;
 - Provide a strategy for a hardware refresh schedule for PCs and monitors at FERC Headquarters (HQ) and the five Regional Offices (ROs). The current refresh schedule is five years for PCs and six years for monitors;
 - Provide a strategy for the installation of PCs, laptops, peripherals, network printers, fax machines and all associated software;
 - Provide a strategy for the decommissioning of hardware that includes the cleansing of data from PCs retired from production;
 - Provide an efficient and timely strategy to support the hardware installation for the FERC's regional office clients;
 - Provide a strategy for the relocation of PCs, laptops, peripherals, network printers and fax machines when necessary;
 - Provide a strategy for the maintenance of all stock hardware items. Also ensure stock levels are maintained to facilitate quick installation;
- Hardware Maintenance and Break-fix Support
 - Maintain all incident requests in the call management system. All tickets shall be thoroughly documented and kept up-to-date;
 - Maintain an on-site repair facility stocked with test equipment, spare parts, consumables, and loaner equipment sufficient to maintain FERC PC and LAN equipment;
 - Provide a strategy for the controlled, accountable, reportable, and secure interaction with hardware inventory;
 - Maintain a relationship with vendors to ensure an efficient and quick exchange and ordering of equipment;

- Provide a strategy for the maintenance of appropriate hardware consumables. Also ensure stock levels are maintained to facilitate quick hardware repairs;
- Provide a strategy for the efficient and prompt response and remediation of hardware break-fix issues at HQ and the ROs;
- Provide a strategy to perform knowledge capture for unique technical solutions;
- Provide a strategy for the remedial maintenance of LAN printers, fax machines and high-speed scanners.

2.1.2.1. Certifications and Standards

- IT Support Services
 - HDI Support Center Manager Certification (Task Manager);
 - HDI Support Center Analyst.
- Client Support Services and Network Support Services
 - 2 Dell Warranty Parts Direct Technicians;
 - CompTia A+ certification.

2.1.2.2. Deliverables

- Task Management
 - Weekly status report;
 - Quarterly performance review meeting;
 - Annual budget planning meeting;
 - Quarterly-Updated Standard Operating Procedures;
- Operational
 - Weekly trouble ticket trend report;
 - Weekly tasking trend report;
 - Weekly Client Services Support inventory report;
 - Weekly IT Resource Center inventory report;
 - Weekly hardware installation report;
 - Reports in intervals for each SLA as detailed in the contract Service Level Agreement.

2.1.2.3. Current Capacities and Volume

- For information on recent activities and managed inventory, please refer to the FDL. Included in this library you will find the following:
 - FERC Trouble Ticket History Report;
 - Current IT Resource Inventory;
 - Current Client Support Services Inventory;
 - Supported Blackberries.

2.1.2.4. Supporting Information

- The FERC's current SOP's for the functions outlined in the sub-task can be found in the FDL. The SOPs are as follows:
 - Executive Level Support;

- Client Support Services (Formally known as PC Staging);
- IT Support Center;
- IT Resource Center;
- Telephone Operator;
- Touchpaper.

2.2. IT Operation and Integration Services

This task is responsible for maintaining a stable, up-to-date and secure network environment. Technology is continuously evolving to provide new and efficient ways of maintaining a secure and stable network environment. The task shall perform research and design to develop innovative ideas and concepts that will shape the future technical architecture.

The task shall provide operations and maintenance and engineering functions on the FERC's LAN/WAN network for all associated hardware and software which includes data storage, servers, network infrastructure and telecommunications. The FERC's core network components reside at HQ. The task is also responsible for maintaining the FERC's Alternate Computing Facility (ACF) which is located in Germantown, MD. The ACF provides Business Continuity for the FERC's mission critical applications.

2.2.1. Product Integration and Administration

The Product Integration and Administration Team have an overall responsibility for maintaining an efficient and secure client-side hardware and software configuration. The team integrates all new client-side hardware to include personal computers (PCs), monitors, local and LAN printers, scanners and all other specialized client-side peripheral devices. The team is also responsible for the integration of all custom and commercial-off-the-shelf (COTS) software.

The team centrally manages all PC operating systems and respective applications. The PC operating system shall be appropriately patched and maintained with applicable hot fixes and service packs. Applications shall be kept up-to-date with the appropriate version and securely patched. The team maintains an up-to-date locked down PC operating system.

2.2.1.1. Requirements

This task shapes the client-side operating environment. There are hundreds of COTS and custom applications, multiple PC images, and routine releases of application/OS security patches which need to be tightly organized for timely delivery to the desktop. Additionally, the task provides tier three level support to the IT Support Center for those technical issues related to operating system functionality and applicable COTS software packages.

All tasking shall be issued and managed through the FERC's call management system. The tasks will be issued by the Product Integration and Administration government team lead. Each project will be evaluated individually by the team lead to determine appropriate due dates. The task shall provide the following:

Custom and COTS Software Integration

- Centralized Software Deployment
 - Develop software implementation schedules;
 - Perform a security review of software products;
 - Package software for centralized deployment;
 - Test package deployment on all production PC model types;
 - Develop all applicable supporting documentation for each product being integrated
 - Develop a software profile that outlines vendor and deployment-specific information;
 - Develop a Configuration Change Notification (CCN) that delineates technical deployment information and quantifies risk;
- Manual Software Deployment
 - Develop software implementation schedules;
 - Perform a security review of software products;
 - Perform manual test installation on all production PC model types;
 - Develop all applicable supporting documentation for each product being integrated
 - Develop a software profile that outlines vendor and deployment specific information;
 - Develop a Configuration Change Announcement (CCA) that delineates application-specific information;

Hardware Integration

- New Client-side Hardware PC, Laptop and Peripheral Integration
 - Develop hardware evaluation and test schedules;
 - Perform a technical evaluation on hardware devices;
 - Perform security reviews of hardware products and respective supporting software;
 - Develop all applicable supporting documentation for each product being integrated
 - Develop a product recommendation;
 - Develop a hardware profile document;
 - Develop a hardware installation guide;
 - Develop a Configuration Change Announcement (CCA) that delineates specific device information which is sent out to the CCB;
- Upgraded Client-side Hardware PC, Laptop and Peripheral Integration
 - Develop hardware evaluation and test schedules;
 - Perform technical evaluations on hardware devices;
 - Perform security reviews of hardware products and respective supporting software;
 - Develop all applicable supporting documentation for each product being integrated
 - Develop a hardware profile document;
 - Develop a hardware installation guide;
 - Develop a Configuration Change Announcement (CCA) that delineates specific device information which is sent to the CCB;

PC Operating System Integration

- New OS Image Development
 - Develop OS build schedules;
 - Perform hardware and OS compatibility evaluations;
 - Build OS images for respective hardware devices;
 - Perform security reviews of image builds and respective supporting software;
 - Perform applicable tests to ensure image loading and application deployment;
 - Develop all applicable supporting documentation for each product being integrated
 - Develop an OS image build document (how to build);
 - Develop an image content document (what is contained within);
 - Develop a Configuration Change Announcement (CCA) that announces the release of a new image for a PC or Laptop to the CCB;

- Update OS Image Development
 - Develop OS update schedules;
 - Update OS images for respective hardware device(s);
 - Perform security reviews of image builds and respective supporting software;
 - Perform applicable tests to ensure image loading and application deployment;
 - Develop all applicable supporting documentation for each product being integrated
 - Develop image content document (what is contained within);
 - Develop a Configuration Change Announcement (CCA) that provides notification of the release of an image for a new PC or Laptop to the CCB.

2.2.1.2. Deliverables

- Task Management
 - Weekly status report;
 - Quarterly performance review meeting;
 - Annual budget planning meeting;
 - Quarterly Updated Standard Operating Procedures;
- Operational
 - Monthly patch deployment reports;
 - Weekly application deployment reports;
 - Reports in intervals for each SLA as detailed in the contract Service Level Agreement.

2.2.1.3. Current Operating Environment

Currently, all centrally deployed applications are packaged into an MSI. The MSI is then deployed via Microsoft Active Directory (AD) or Microsoft System Management Server (SMS) to the PC. The routine maintenance to AD and SMS and overall health of the systems shall be the responsibility of the contractor.

The requirements for this task shall be clearly detailed in Standard Operating Procedures (SOPs). SOPs shall accurately articulate what and how to accomplish required tasks that govern day-to-day operations. All documentation required for this task shall be kept current, maintained in a central knowledgebase, and shall have a standard format.

2.2.1.4. Current Capacities and Volume

For a list of enterprise-wide deployed applications, please refer to the FDL and reference FERC Enterprise-wide Applications.

2.2.1.5. Supporting Information

- FERC Image Build;
- FERC Incremental Update.

2.2.2. Network Service Support

The goal of Network Service Support is to sustain an efficient, stable and secure network environment with the FERC's existing IT resources. This shall be achieved through a well thought out concept of operation strategy that drives day-to-day activities and detailed configuration management plans that comply with all applicable government mandates.

The concept of operations shall detail how activities are performed to keep all network hardware and software up-to-date and secure. The activities can range from routine patching and emergency break-fix to enabling the FERC's ACF due to a site failure. The task shall provide:

- Configuration Management
 - Maintain a strategy for the identification and control of all network devices;
 - Maintain a strategy to ensure all network resources are up-to-date with the appropriate firmware/patches/hot-fix levels;
 - Maintain functional knowledge of vendor service level agreements and third party vendor points of contact;
 - Maintain up-to-date configuration guides for applicable systems that provide a clear and concise illustration of associated IT resources;
 - Maintain a network hardware refresh strategy and schedule that is in line with industry best practices and vendor-stated service life;

- Change Management
 - Comply with all applicable configuration management standards during maintenance or break-fix activities;
 - Comply with all CCB policies associated with the integration, maintenance, and break-fix activities for hardware and software issues;
 - When receiving or decommissioning network hardware, comply with all FERC Transfer of Property (TOP) requirements;
 - Maintain and consistently execute an effective and timely communication strategy with DCIO for the integration and maintenance of existing network resources;
 - Update and resolve all applicable tasks and trouble tickets in the FERC's call management system;

- Problem and Incident Management
 - Maintain a strategy that will ensure all network issues are thoroughly diagnosed to determine the underlying cause of the incident, and efficiently resolved;
 - Maintain a strategy that leverages information from incident root cause analysis to perform proactive problem prevention;
 - Maintain a strategy for documenting incident root cause and resolution for knowledge capture and future incident resolution;
 - Maintain and consistently execute an effective and timely communication strategy with DCIO in the event of a network issue resulting or not resulting in a service loss;
 - Maintain an effective and efficient strategy for the utilization of the FERC's ACF resources;
 - Maintain an effective and efficient strategy for the restoration of the FERC's headquarter data center network resources in the event that ACF facility resources are utilized;
 - Provide 24x7 after business hours on-call engineering support. In the event there is a service outage after normal business hours, the contractor shall make a best effort to restore services.

- Integration Management
 - Configure all devices with the respective standard configuration baseline;
 - Perform security reviews of devices and supporting software;

- Develop required CCB documentation for product implementation;
- Ensure all necessary security components/mechanisms have been properly configured to comply with applicable security standards and policies when integrating new IT resources;
- Comply with all required installation notifications as outlined in the CCB guidelines;
- Ensure all associated system configurations guides are up to date;
- Data center Support Services (HQ & RO)
 - Capacity & Environment Management
 - Maintain all associated policies and procedures that govern data center activities;
 - Maintain up-to-date schematics that accurately depict data center footprint;
 - Maintain up-to-date electrical schematics and logs which articulate a device-to-circuit relationship;
 - Maintain up-to-date logs of data center devices and their respective power requirements and heat distribution;
 - Maintain and manage an efficient data center footprint when the installation of new hardware is required;
 - Maintain and manage rack elevations, space and capacity plans;
 - Ensure the data center is kept clean and organized;
 - Maintain all Uninterruptible Power Supply (UPS) systems in the floor switch closets and five regional offices;
 - Maintain up-to-date records of power distribution unit (PDU) circuit configuration and capacity;
 - Cable Plant Management
 - Maintain up-to-date policies and procedures;
 - Maintain a capacity plan for IP and fiber ports;
 - Maintain a cable management plan to include a labeling convention;
 - Maintain an inventory of stock of supplies to support day-to-day operations;
 - Access Management
 - Maintain up-to-date policies and procedures;
 - Maintain an authorized access list that is routinely reviewed and up dated;
 - Maintain all necessary access logs.

2.2.3. Network Monitoring and Management

It is the FERC's goal to maintain an enterprise network monitoring and management program that will facilitate in maximizing system uptime through the collection, presentation and archiving of data on all network devices and applications. The monitoring and management program shall capture values for end-to-end, per-link, and per-element characteristics. The data shall then be correlated and presented to provide both real-time actionable intelligence (reports) for immediate analysis and the ability to preserve historical data for future trend analysis. All of this data shall be easily accessible and simply presented to FERC system administrators and managers.

A network monitoring and management program is a powerful tool for operating and tuning the network environment and providing valuable statistics for future technology architecture designs. The FERC sees the value in an accurate and dependable network monitoring and management program that can deliver the right information to the right person at the right time. The task shall provide:

- Network Management
 - Maintain all associated policies and procedures that govern the day-to-day operations of the network management program;
 - Maintain a network management strategy to collect, maintain and present performance data on network devices and software applications for the purpose of trend analysis, network resource provisioning, performance base-lining, capacity management and network architecture redesigns;
 - Maintain a management strategy that improves the availability of business application and network devices;

- Network Monitoring
 - Maintain all associated policies and procedures which govern the day-to-day operations of the network monitoring program;
 - Accurately collect and quickly deliver data to aid in troubleshooting events and security incidents;
 - Maintain a monitoring strategy that provides alerts and status on critical application services or hardware performance thresholds prior to a service being rendered unavailable;
 - Maintain a DCIO management dashboard which provides real-time visibility into the network's overall health;
 - Maintain a strategy for integrating new network resources and determining the appropriate level of monitoring required;
 - Maintain an efficient, accurate and timely information delivery strategy for appropriate alerts and statuses to network engineers.

2.2.4. Network Service Delivery

The objective of Network Service Delivery goal is to continuously shape future network architectures, integrate new solution sets into the network environment, and serve as an expert advisor, tier three, to the support services team on escalated network issues.

Network Service Delivery shall be intimately in tune with all aspects of the network to include provisioned resources (applications, infrastructure, hosts, storage, telecom and security), performance capabilities, resource integration and scalability. Network Service Delivery is the custodian that shall stratify, categorize, organize and optimize resources for the appropriate apportionment and alignment of technology to best support the Commission's business in a cost-effective manner. The task shall provide:

- Service Level Management
 - Ensure future IT solution sets are in line with the agreed upon IT business support expectations in a cost-effective manner;
 - Develop and maintain baseline configurations for all network devices;
 - Develop a concept of operations plan which drives day-to-day service delivery and maintenance for existing and newly integrated network resources;
 - Continuously monitor and improve the delivery of IT services to support the Commission's business;
 - Ensure cost-effective management of IT assets that supports DCIO in planning and executing business objectives;
 - Maintain a strategy that continuously evaluates and appropriately aligns network resources with the business in a cost effective manner leveraging DCIO's Quality of Service (QoS) tiers;
- Capacity Management
 - Develop and sustain a strategy that continuously evaluates and monitors all network resources to ensure adequate provisioning;
 - Provide strategic planning and direction that facilitates a target technical architecture which details network resource requirements for out years (minimum two years);
 - Provides strategic direction in the event of network resource crises;
- Availability Management
 - Evaluate network trend data to optimize performance and increase security;
 - Evaluate network trend data to ensure that network performance expectations are continuously met;
- Project Management for IT Services
 - Develop and sustain integration project schedules for new IT resources;
 - Ensure effective cost and schedule management for integrating new IT resources;
 - Ensure the appropriate provisioning of contractor resources for the successful implementation of new IT resources;
 - Ensure all integration projects comply with applicable DCIO CCB guidelines, IT resource baselines, and security policies;
- IT Service Continuity Management
 - Maintain a Business Continuity strategy that leverages the FERC's primary data center and the ACF resources to meet set Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) for FERC QoS tiered applications;

- Develop and maintain a concept of operations which details the chain of events that initiates the FERC's ACF resources in the event of site failure or catastrophic event.

2.2.4.1. Certifications and Standards

- Network Support Services
 - SNIA Certified Storage Engineer (SCSE);
 - EMC Storage Proven Professional
 - Specialist Level (EMCSA);
 - CISCO Certifications
 - Cisco Certified Security Professional (CCSP);
 - MCSE Windows 2003;
 - VMWare Certified Professional
 - VMware Infrastructure 3;
- Network Delivery Services
 - IBM Certified Specialist -- eServer p5 and pSeries Administration and Support for AIX 5L V5.3;
 - SNIA Certified Storage Architect (SCSA);
 - MCSE Windows 2003;
 - Cisco Certified Network Professional (CCNP);
 - Cisco Certified Design professional (CCDP).

2.2.4.2. Deliverables

- **Task Management**
 - Weekly status report;
 - Quarterly performance review meeting;
 - Annual budget planning meeting;
 - Quarterly Updated Standard Operating Procedures;
- **Operational**
 - Monthly incident report;
 - Monthly email spam reports;
 - Daily morning status report on overall health of the network and critical application functionality;
 - Reports in intervals for each SLA as detailed in the contract Service Level Agreement.

2.2.4.3. Current Capacities and Volume

Information on the FERC's current technical architecture is located in the FDL in the Technical Standards document. The Technical Standards document has a detailed list of information on the following:

- Servers;
- Server Virtualization;
- Messaging;
- Enterprise Backups;
- Operational Monitoring;
- Storage
 - SAN;
 - Archiving;

- AIX Platforms;
- Windows Platforms;
- Infrastructure;
- Telecommunications.

2.2.4.4. Supporting Information

The supporting information for this task is located in the FDL. The following supporting documentation has been provided:

- FERC QoS Tiers and Applications.

3. Software Engineering

3.1. Software Development and Integration

Background and Scope

The Office of the Executive Director (OED) provides the FERC with custom-developed enterprise software solutions and integrated custom-developed/COTS solutions. The Contractor Team shall provide software engineering support in the form of planning, development, maintenance and enhancement of existing and future software application solutions.

One major system currently in phased deployment is FERC Online. FERC Online is the integrated receipt, storage, disposition, publication, and dissemination of documents and information related to the conduct of FERC business with regulated industries and the public. Specifically, FERC Online is comprised of the following FERC E-Government applications:

- eFiling; the electronic filing of documents in agency docketed proceedings;
- eService; provides for the electronic legal service by the Commission of documents to parties in Commission proceedings;
- eSubscription; allows public and staff to subscribe to FERC proceedings and automatically receive documents;
- eLibrary; the FERC's electronic document management system, providing staff and the public with access to over three million documents;
- eForms; provides an integrated interface for customers to file structured data;
- eReports (Electric Quarterly Reports, EQR); provides an interface for customers to file structured electric power market transaction data;
- eTariff; will provide an interface for regulated entities to file tariff filings and the associated tariffs with the Commission and will provide the public with improved access to those tariffs;
- <http://www.Ferc.gov>; the Commission's site is organized for specific categories of FERC constituents based on usability

testing and provides timely content and related FERC events via Calendar of Events;

- Activity Tracking Management System (ATMS); an integrated, Commission-wide activity tracking management system that supports the Commission's Business Plan;
- Virtual Agenda (VA); provides electronic scheduling, document management, and status reporting and electronic voting for decisional documents to be considered by the Commission in open meetings or by notational process;
- ePublication; supports publication of Commission issuances.

Other non-major systems currently under O&M include DAMS (dam safety inspection tracking), HACS/OGE (generates bills for collection of fees from regulated entities), ALJS (an administrative law judge tracking system targeted for replacement by ATMS), OEP-IT (a hydro license compliance tracking system targeted for replacement by ATMS), APS (parking allocation tracking), FAMIS Publish Issuance Workflow (an OpenText LiveLink based workflow for publishing Commission issuances targeted for replacement by ePublication and/or SharePoint), FERNet (Commission intranet).

The Software Engineering task also provides database administration for all custom-developed solutions, integrated custom-developed/COTS solutions, and COTS/GOTS packages as well as SharePoint administration and technical consulting.

3.1.1. Requirements

3.1.1.1. Functions

Task Management. The Task Manager shall:

- Report major issues and risks to the Task Monitor in real-time;
- Monitor and level resources across projects;
- Monitor and report schedule variance across projects;
- Monitor and report budget variance across projects;
- Monitor and report SLA status;
- Enforce standards, procedures, and quality across projects;
- Promote open communication, transparent decision making, cooperation, and customer service;
- Provide proactive leadership, strategic recommendations, and innovative solutions;
- Participate (as a voting member) on the Systems Engineering Configuration Control Board (SECCB).

Operations and Maintenance (O&M). Perform systems development O&M for the following systems:

- www.ferc.gov;
- eLibrary;
- eRegistration/eService/eSubscription/eFiling;
- FOLA;
- eForms and EQR;

- ATMS;
- VA;
- ePublication;
- DAMS;
- Legacy Systems O&M (HACS/OGE, ALJS, APS, OEP-IT, FAMIS/Publish Issuance Workflow);
- Web Posting. Perform web posting for the following systems:
 - www.ferc.gov;
 - FERCNet Intranet (limited to Homepage, related publications section, and additional technical support as requested by the system owner and approved by the task monitor).

Systems Development. Continue major release development activities for the following systems:

- ATMS Phase 3;
- eTariff;
- ePublication;
- VA Release 3.

Technology Refreshment, eLibrary. Review the current eLibrary architecture and identify a technology refreshment strategy with activities beginning no later than FY10 and major expenditures beginning no earlier than FY10. (Note: the following technology refreshment is currently in process and expected to be completed no later than March, 2008: optical storage (OSAR hosted on an optical jukebox) is being migrated to content addressable storage (CSAR hosted on EMC Centerra with remote replication); web and indexing servers are being migrated to virtual servers running VMWare; document cache and system storage are being migrated to an EMC Symmetrix storage array with offsite replication; the full-text index is being migrated from Verity K2 to Autonomy IDOL; the web search interface pages are being migrated from Active Server Pages to C##.net.).

Functional Enhancement, eLibrary. Perform an impact analysis and functional enhancement strategy to address the following enhancements: document access control by userid/group and document, docket number, docket prefix, library, and document class/type (document access control is currently by userid/group, library, and security classification); simplified search interface; easier viewing and retrieving of compound documents (multi-part, mixed security, mixed media); improved viewing and retrieval of large format documents; integration with or preparation for integration with an external, DOD 50.15 compliant records management system to enable transfer or destruction of documents; improved image enhancement functions; improved auditing and logging. (Note: implementation of the following improvements is underway and expected to be completed no later than June, 2008: scanning of color documents.).

Database Administration. Perform Database Administration for systems under O&M or major release development and COTS products

(Touchpaper, Sunflower, Websense, Nexidia, Citrix, SMS and others as needed).

SharePoint Administration. Perform SharePoint Administration including maintenance of current sites and deployment of new sites approved through the FERC Capital Planning and Investment Control (CPIC) process.

Systems Architecture. Promote, maintain, and document a coherent Systems Architecture across all application systems.

Development/Test Environments. Maintain a stable and secure development environment and assist Systems Assurance configuration management staff as needed in maintaining test environments (integration test and acceptance test).

Technical Consulting. Support or provide the following:

- CPIC Business Case Development on an as-needed basis when requested by the task monitor;
- Technical consulting on an as-needed basis when requested by the task monitor;
- MS Office template/scripting/macro development on an as-needed basis when requested by the task monitor.

3rd -Level Customer Support. Provide 3rd -Level (tier three) Customer support for all systems under O&M.

Disaster Recovery Application Support. Support each approved Disaster Recovery Plan (DRP) for all systems under O&M or, for systems for which there is not an approved DRP, as approved by the task monitor.

CMMI Level 3 Procedure Maintenance. Updated and maintain CMMI Level 3 procedures and the FERC SDLC as needed.

3.1.1.2. Certifications and Standards

CMMI Level 3. All O&M and major release development activity shall comply with previously-certified CMMI Level 3 procedures or a tailoring or deviation request approved by the Systems Assurance Control Board (SACCB).

PMI. The Task Manager and Project Managers shall have PMI PMP certification unless waived by the task monitor.

ADA 508. O&M and major release O&M user interface changes or new interfaces shall comply with ADA Section 508.

FERC Systems Development Lifecycle (SDLC) Version 3. O&M and major release development activity shall comply with the FERC SDLC Version 3 or a tailoring or deviation request approved by the task monitor and the SACCB.

DBA Certification. DBA staff shall have Oracle DB Certification and SQL Server Certification (MCDBA) unless waived by the task monitor.

Filenet Certification. Staff performing Filenet O&M for eLibrary shall have IBM ECM Filenet certification unless waived by the task monitor.

Developers and SharePoint administrators shall have MCTS, MCPD, MCAD, or MCSD certification unless waived by the task monitor.

Architects shall have an MCA certification unless waived by the task monitor.

The Task Manager, DBA Staff, and any staff granted administrator access to a production configuration component are High Risk Positions. All other positions are Medium Risk Positions.

3.1.1.3. Deliverables

Task Management

- Project Dashboard (hosted in SharePoint);
- Weekly Status Meetings;
- Monthly EVM/SLA Performance Review Meetings;
- Quarterly Performance Review Meetings;
- Annual Budget Planning Meetings.

Project-Specific

- Project deliverables as delineated in the CMMI Level 3 procedures;
- Project deliverables as delineated the FERC SDLC Version 3;
- Project deliverables as delineated in an approved Project Management Plan (PMP);
- Configuration Management migration requests and configuration change requests, notifications, and announcements.

3.1.2. Current Operating Environment

Target Server Architecture. Systems shall be deployed on or migrated to target server architecture quality of service (QoS) tiers on the criticality of the system. Refer to FERC QoS Tiers and Applications in the FDL.

Service Architecture. Communications and interfaces between systems and major components are provided through Service Oriented Architecture (SOA). Refer to the SOA Overview document published in the FDL.

Development, Test, and Production Environments. Refer to the system-specific SDD or System Overview documents published in the FDL.

Legacy Architecture. Refer to the System Overview documents published in the FDL.

GFE. Developer Workstation(s). Each developer is provided with a development workstation with Microsoft Visual Studio tools and special-purpose software identified in each system SDD and a test workstation with a standard FERC user image and any special purpose client software identified in each system SDD.

3.1.3. Current Capacities and Volume

	Users	DB Size	Number of Tables	Code-Base	Objects	Screens	Reports
www.ferc.gov	Public Facing, 9000 daily site visits, 36000 daily page hits				5102 pages		
eLibrary	Public Facing	22GB	82	3MB	188	317	23
eRegistration	Public Facing	Shared FOLDB 29GB	Shared FOLDB 295	128KB	168	14	
eService	Public Facing	Shared FOLDB 29GB	Shared FOLDB 295	577KB	40	2	
eSubscription	Public Facing	Shared FOLDB 29GB	Shared FOLDB 295	89KB	16	3	
eFiling	Public Facing	Shared FOLDB 29GB	Shared FOLDB 295	3MB	40	20	2
FOLA	10	Shared FOLDB 29GB	Shared FOLDB 295	874MB	490	10	5
eForms	8000	48GB	446	374KB	37	572	444
ATMS	1200	Shared FOLDB 29GB	Shared FOLDB 295	14MB	1229	74	109
VA	800	Shared FOLDB 29GB	Shared FOLDB 295	2MB	217	40	17
ePublication	n/a						1

DAMS	300	1GB	206	1.5GB	695	85	51
HACS/OGE	10	100MB		9MB	40	20	12
ALJS	70	82MB	64	596KB	26	113	99
APS	5	300KB	21	102KB	20	23	11
OEP-IT	400	150MB	29	3MB	19	25	36
FAMIS Publish Issuance Workflow	450						

3.1.4. Supporting Information. Index of Documentation (the listed name matches the filename for the document in the FDL)

- FERC SDLC Version 3;
- CMMI Level 2 Procedures;
- www.ferc.gov System Overview;
- www.ferc.gov Usability Review;
- eGov Services Survey Results;
- eLibrary Functional Requirements Document (FRD);
- eLibrary System Design Document (SDD);
- eRegistration/eService/eSubscription/eFiling FRDs;
- eRegistration/eService/eSubscription/eFiling SDDs;
- eRegistration/eService/eSubscription/eFiling Project Management Plans (PMPs);
- ePublication Task Statement;
- FOLA FRD;
- FOLA SDD;
- eForms SDD;
- eTariff FRD (Note: does not reflect changes in project approach—the North American Energy Standards Board (NAESB) is currently facilitating the definition of a cross-industry XML standard for the submission of tariff information to FERC. The project will be re-planned as that process nears completion.);
- eTariff SDD (Note: does not reflect changes in project approach—the North American Energy Standards Board (NAESB) is currently facilitating the definition of a cross-industry XML standard for the submission of tariff information to FERC. The project will be re-planned as that process nears completion.);
- DAMS FRD;
- DAMS SDD;
- ATMS FRD;
- ATMS SDD;
- ATMS Phase 3 PMP;
- ATMS Phase 3 Task Statement;
- VA FRD;
- VA SDD;
- VA Release 3.0 Task Statement;
- ePublication FRD;

- ePublication SDD;
- FAMIS Publish Issuance Workflow System Overview;
- SharePoint System Overview and Current Site Index;
- HACS/OGE System Overview;
- ALJS System Overview;
- OEP-IT System Overview;
- APS System Overview;
- Sample Migration Request;
- Sample Configuration Change Notification.

3.2. eLibrary Operations

Background and Scope

The Office of the Executive Director (OED) provides the FERC with services for the storage and publication of public, internal, and confidential information and records management. The Contractor Team shall maintain and operate the systems and facilities that deliver those services to FERC and the public. Specifically, the Contractor Team shall perform document processing, registry, and 1st and 2nd –level customer support functions using and administrating the eLibrary electronic document management system (EDMS), operating the Public Reference Room (PRR) facilities, and operating the FERC Records Maintenance Center (RMC).

3.2.1. Requirements

3.2.1.1. Functions

Task Management. The Task Manager shall:

- Report major issues and risks to the Task Monitor in real-time;
- Monitor and level resources across projects;
- Monitor and report schedule variance across projects;
- Monitor and report budget variance across projects;
- Monitor and report SLA status;
- Enforce standards, procedures, and quality;
- Maintain and update as needed Standard Operating Procedures (SOPs) and Operational Logs;
- Promote open communication, transparent decision making, cooperation, and customer service;
- Provide proactive leadership, strategic recommendations, and innovative solutions.

Document Processing. The Contractor shall perform the following:

- Receive, docket, and distribute paper submissions;
- Review and accept or reject (for filing) eFiled documents;
- Receive, docket, and distribute CD/DVD submissions;
- Scan documents and control image quality;
- Index documents and control index quality;

- Retrieve, digitize, index, and post legacy microform documents; using the following, or improved, SOPs: Processing and Batch Up of Hard Copy Filings, Form 715 Processing, Mass Mailings, Wicks & Wilson Configuration, Converting Microfilm Documents Into eLibrary, Front Desk Procedures, Process eFilings, Processing No-Action Letters, Scanning & QC of Documents, Manually Completing Capture Path, No rescan for docket changes, Replace_Reorder_Insert Pages, Recovering from a Scrambled Screen in Capture, Recombine when Session Interrupted, Cleansing WORD Docs-Future Release Date, Consent Item SOP, Draft text for security changes, eFiling Indexing QC, ELibrary annotations when replacing a deleted document, ePublication Exception Handling, Steps to Take When a Document is Released Early, Processing Transcripts with a Delayed Release, Monitoring flow of eIssuances from Workflow into eLibrary, Posting FERC PDF Failures.

Registry. The Contractor shall perform the following:

- Document issuance and distribution;
 - Maintain FERC Service Lists and Mail Lists;
 - Review and eFiling, eService, and eSubscription undeliverable email and postal mail and update/maintain contact information;
- using the following, or improved, SOPs: Posting Issuances Issuance Distribution, Maintaining Mail Lists_Printing Labels, Researching Mail Addresses, Processing undeliverable email messages.

System Administration. The Contractor shall:

- Perform system administration using the following, or improved, SOPs: De Facto SOP for Security Changes, Handling Requests for Document Deletions, New HP Procedures, Procedures for Creating an SOP, Using TouchPaper Reports Function, Producing Scheduled Status & Workload Reports, Working Trouble Tickets;
- Monitor operational status and availability, report outages and service interruptions to support staff, and participate in outage planning;
- Identify and provide detail regarding application system bugs and proposed enhancements and new requirements;
- Perform user acceptance testing of application system releases and major configuration changes.

Records Management Support. The contractor shall:

- Provide records management analysis;
- Provide Records Maintenance Center (RMC) Operation, performing physical record organization, classification, inventorying, archival, transfer, destruction, retrieval, and duplication using the following, or improved, SOPs: RMC Coverage, Handling Requests for NON-PUBLIC Documents, Receiving and Storing Program Office Records, RMC Procedures Manual, Assigning and Tracking RMC SF-135 Accession Numbers.

Public Reference Room (PRR) Operation. The Contractor shall:

- Operate the FERC Public Reference Room in accordance using the following, or improved, SOPs: Public Reference Room Procedures, PRR Transcript Processing;
- Perform billing and fee collection for charged services (duplicating and mailing).

1st 2nd and 3rd –level Customer Support. The Contractor shall:

- Provide 1st and 2nd-Level eLibrary customer support for FERC staff and PRR staff (eLibrary document search, retrieval, and printing assistance) using the following, or improved, SOPs: Consent Item SOP, EIS Checklist, Processing Environmental Impact Statements, Form 715 Processing, Procedures for Preparing CD, Receiving Environmental Impact Statements, Printing Large Formats at Multiple Plotters, Handling Requests for NON-PUBLIC Documents;
- Provide 1st and 2nd-Level Public Reference Room customer support (physical document research, retrieval, duplication, and distribution) for the public and staff;
- Provide 3rd-Level eGov services customer support (answering processing or business issues, consulting with FERC staff when necessary).

3.2.1.2. Certifications and Standards

All positions are High Risk Positions.

3.2.1.3. Deliverables

Task Management

- Operational Status Dashboard (hosted in SharePoint);
- Weekly Status Meetings;
- Monthly EVM/SLA Performance Review Meetings;
- Quarterly Performance Review Meetings;
- Annual Budget Planning Meetings.

Operational Logs. The Contractor shall maintain the following operational logs:

- Document Processing (receipt, docketing, distribution, indexing, quality checking, publishing, archiving);
- Physical Record Storage;
- Physical Record Retrieval;
- 2nd-level Customer Support Customer requests.

Operational Reports. The Contractor shall provide the following operational reports:

- eLibrary Operations Status Report;
- Summary of Issuances;
- RMC Weekly Report;
- PRR Weekly Report.

3.2.2. Current Operating Environment

Refer to the eLibrary SDD in the FDL.

3.2.3. Current Capacities and Volume

In FY07:

- 30,532 paper documents submissions were processed (the maximum processed on one day was 263);
- 34,170 large format (greater than 8.5X11) pages were processed (the maximum processed on one day was 795);
- 3,307 CD/DVD submissions were read, indexed, and published (the maximum processed on one day was 68);
- 21,027 eFiling documents were processed (the maximum processed on one day was 260);
- 11,146 paper issuance documents were processed (the maximum processed on one day was 137);
- 10,898 electronic issuance documents were processed (the maximum processed on one day was 93);
- 11,360 issuance distributions were processed;
- 1,054 staff requests for eLibrary customer support were fulfilled;
- 4,103 public/staff requests for PRR customer support requests were fulfilled;
- 340 requests for RMC document retrievals were processed (in addition to some number of the eLibrary customer support and PRR requests that required RMC retrieval);
- 777 record archive archival actions were completed totaling 1,851 boxes.

(Note: eFiling 7.0 will be released in January of 2008 and will significantly expand the population of documents that can be eFiled as an alternative to filing in paper. The number of documents eFiled is expected to increase significantly and the number of documents filed in paper is expected to decrease significantly. Also Note: most documents are received late in the day.)

As of 11/1/2007:

- 3,022,315 documents were stored in eLibrary;
- 1,532,036 documents were stored on microform and referenced in eLibrary (of those, 945,952 had been digitized and 149,630 had been both digitized and stored in eLibrary; 2,487 microform rolls remain to be digitized);
- The size of the eLibrary document repository was 2.6 terabytes;
- The number of boxes of permanent archived records stored at NARA was 22,844;
- The number of boxes of permanent records stored at FERC-contracted storage facility (Recall Total Information Management) was 8,058;
- The number of boxes of temporary records and permanent records stored in the FERC RMC was 1,600.

3.2.4. Supporting Information. Index of Documentation (the listed name matches the filename for the document in the FDL):

- Processing and Batch Up of Hard Copy Filings;
- Form 715 Processing;
- Mass Mailings;
- Wicks & Wilson Configuration;
- Converting Microfilm Documents Into eLibrary;
- Front Desk Procedures;
- Process eFilings;
- De Facto SOP for Security Changes;
- Handling Requests for Document Deletions;
- New HP Procedures;
- Processing No-Action Letters;
- Procedures for Creating an SOP;
- Using TouchPaper Reports Function;
- Producing Scheduled Status & Workload Reports;
- Working Trouble Tickets;
- Consent Item SOP;
- EIS Checklist;
- Processing Environmental Impact Statements;
- Form 715 Processing;
- PROCEDURES FOR PREPARING CD;
- Receiving Environmental Impact Statements;
- Printing Large Formats at Multiple Plotters;
- Handling Requests for NON-PUBLIC Documents;
- Scanning & QC of Documents;
- Manually Completing Capture Path;
- No rescan for docket changes;
- Replace_Reorder_Insert Pages;
- Recovering from a Scrambled Screen in Capture;
- Recombine when Session Interrupted;
- Cleansing WORD Docs-Future Release Date;
- Consent Item SOP;
- Draft text for security changes;
- eFiling Indexing QC;
- ELibrary annotations when replacing a deleted document;
- ePublication Exception Handling;
- STEPS TO TAKE WHEN A DOCUMENT IS RELEASED EARLY;
- Processing Transcripts with a Delayed Release;
- Monitoring flow of eIssuances from Workflow into eLibrary;
- Posting FERC PDF Failures;
- Public Reference Room Procedures;
- PRR Transcript Processing;
- Posting Issuances;
- Issuance Distribution;
- Maintaining Mail Lists_Printing Labels;
- Researching Mail Addresses;
- Processing undeliverable email messages;
- RMC Coverage;
- Handling Requests for NON-PUBLIC Documents;

- Receiving and Storing Program Office Records;
- RMC Procedures Manual;
- Assigning and Tracking RMC SF-135 Accession Numbers;
- FERC Secretary of the Commission Instructions for eFiling
- eLibrary Operations Status Report;
- eLibrary Summary of Issuances Report;
- PRR Workload Report;
- PRR On-Time Performance Report;
- RMC Workload Report.

4. IT Security

4.1.1. IT Security

Background and Scope

The Office of the Executive Director (OED) provides the FERC with secure IT services and infrastructure, minimizing exposure to threats, mitigating risks, protecting assets and privacy information, and maintaining configuration management. The contractor team is responsible for providing FERC with information security program support services.

4.1.2. Requirements

4.1.2.1. Functions

Task Management. The Task Manager shall:

- Report major issues and risks to the Task Monitor in real-time;
- Monitor and level resources across projects;
- Monitor and report SLA status;
- Promote open communication, transparent decision making, cooperation, and customer service;
- Provide proactive leadership, strategic recommendations, and innovative solutions;
- Participate (as a voting member) on the Systems Engineering Configuration Control Board (SECCB) and the Systems Assurance Configuration Control Board (SACCB).

Cyber Security Program. The Contractor shall continue development and implementation of the FERC Cyber Security Program, including but not limited to:

- Developing and implementing cyber security policies, plans, and guidelines;
- Providing, implementing, and maintaining a FERC Cyber Security Program Plan (CSPP) describing FISMA and NIST compliant processes and procedures that shall be followed to ensure appropriate IT security;
- Establishing a FERC baseline for security performance, developing and implementing policy, and improving security governance processes;

- Identifying new federally-mandated and best-practice processes, procedures, and controls and planning their implementation in the FERC environment;
- Providing policy drafts, manuals, procedures, technical analyses, assessments, technical papers, and briefings;
- Managing the cyber security policy and documentation library;
- Developing and deliver cyber security training.

Security Compliance. The Contractor shall provide services to ensure security compliance to include but not limited to:

- Developing the annual IT security report required under the Federal Information Security Management Act (FISMA);
- Preparing for and supporting the annual FISMA audit;
- Maintaining the FERC FISMA Plan of Action and Milestones (POAM), including action items identified from all external and internal audits and all internal risk assessments and other activities;
- Preparing responses to OMB information requests and requests from other authorities as required;
- Conducting, according to FISMA requirements and NIST guidelines with tailoring appropriate for a small agency, the FERC Certification and Accreditation (C&A) program.

Network Security and Security Technical Support. The Contractor shall provide network security services and technical support to include but not limited to:

- Providing daily and long-term assessments of the risk to Information Technology (IT) systems and processes;
- Ensuring that adequate security commensurate with identified risk is maintained;
- Conducting reviews of network security practices to understand the risk to agency systems and recommend necessary steps to mitigate risk;
- Analyzing system and application vulnerabilities provided to FERC via FedCIRC, CIAC, and other vehicles and provide recommendations and procedures to ensure the timely implementation of protection and/or mitigation of risk from vulnerabilities;
- Maintaining a security vulnerability tracking database linked with the POAM to ensure problem resolution;
- Working collaboratively all FERC and contract staff to ensure infrastructure protection;
- Auditing firewall, intrusion detection, spam filtering, and all other systems and recommending improvements to infrastructure, configuration, policies, and procedures;
- Reviewing and analyzing all proposed IT infrastructure changes for security risk and recommending remedial actions;
- Administering the IT Security Change Control Board (ITSCCB).

Privacy. The Contractor shall support FERC with the compliance of safeguarding Personally Identifiable Information (PII). Support includes, but is not limited to:

- Developing, promoting, and supporting the organization's privacy programs;

- Reviewing and implementing privacy regulations and legislation and ensuring that FERC maintains appropriate documentation (i.e. PIAs, SORNs) regarding its compliance with information privacy laws, regulations, and policies to the extent needed to fully comply with OMB privacy directives and memoranda;
- Developing and maintaining procedures and guidelines on handling FERC-Controlled PII;
- Developing and delivering privacy awareness training for all FERC Personnel.

Configuration Management. DCIO Configuration Management provides central management and oversight in the development and implementation of a Configuration Management (CM) program. The Contractor shall be responsible for performing CM activities including, but not limited to:

- Administering a CM program applicable to all projects and tasks;
- Updating and maintaining the FERC CM Plan;
- Initiating, controlling, tracking, and auditing changes, deviations, and waivers to CM processes;
- Conducting configuration audits and reviews as needed and/or when directed by the Task Monitor;
- Administering enterprise-wide configuration management tools;
- Maintaining and operating the FERC CM Library, a central library of documents and software;
- Migrating configuration items into test and production environments;
- Administering the DCIO CCB and the Configuration Change process.

4.1.3. Certifications and Standards

The Task Manager and all staff shall hold one or more of the following certifications:

- Certified Information Systems Security Professional (CISSP);
- Systems Security Certified Practitioner (SSCP);
- Certification and Accreditation Professional (CAP);
- Microsoft Certified Systems Engineer: Security (MCSE: Security);
- Cisco Certified Security Professional (CCSP);
- Certified Information Security Manager (CISM);
- Certified Information System Auditor (CISA);
- Certified Information Security Manager (CISM);
- GIAC Security Expert (GSE);
- GIAC Systems and Network Auditor (GSNA);
- GIAC IT Security Audit Essentials (GSAE).

The Task Manager, CM Staff, and any staff granted administrator access to a production configuration component are High Risk Positions. All other positions are Medium Risk Positions.

4.1.4. Deliverables

- FERC Cyber Security Program Plan (CSPP), provided within 30 days of contract start, updated semi-annually;

- CSPP dashboard with daily program status and risks and overall program status (hosted in SharePoint);
- CERT and CIAC alert response recommendations and response reports;
- Incident reports;
- Certification & Accreditation package with all related documents.

4.1.5. Current Operating Environment

- The DOE Computer Incident Advisory Capability (CIAC) monitors FERC Internet traffic activities and provide security alerts and information advisory based on the known vulnerabilities and malicious sites.
- As a small agency, FERC is required to submit FISMA compliance reports to OMB annually.

4.1.6. Current Capacities and Volume

- Currently, FERC maintains 8 certified and accredited systems that include the General Support System (GSS) and 7 major applications (MAPS, eLibrary, FERC Online, Ferc.gov, ATMS, DAMS and Virtual Agenda);
- The FERC privacy officer maintains a total of 4 Privacy Impact Assessments (PIAs) that include one public PIA for Ferc.gov and 3 non-public PIAs;
- The Cyber Security team at FERC receives an average of 12 security bulletins and alerts per week from DOE Computer Incident Advisory Capability (CIAC) and the DHS US-Cert.

4.1.7. Supporting Information. Index of Documentation (the listed name matches the filename for the document in the FDL):

- FERC Security Program Policy;
- Certification & Accreditation Policy Methodology;
- Limited Personal Use of Government Office Equipment;
- FERC Incident Response Handling Procedures;
- FERC System Administration Privilege Review (SOP);
- Physical Access Review (SOP);
- Password Policies and Procedures;
- FERC Userid Access Authorization Process;
- Unified Asset Categorization Methodology;
- Removal of Personal Information;
- Non-FERC Issued Laptop Policy;
- Privacy Impact Assessment Policy & Procedures;
- Configuration Change Request/Notification (CCR/N) Procedure Manual;
- Privacy Impact Assessment Questionnaire;
- Privacy Impact Assessment Form;
- FERC Configuration Management Plan.

5. Information Management

5.1. Information Management

Background and Scope

The development and implementation of an Enterprise Architecture (EA) is required by law under the Clinger-Cohen Act and OMB Circular A-130. The FERC intends to follow the Federal CIO Council's guidance contained in the document entitled, The Federal Enterprise Architecture Framework (FEAF).

The FERC has initiated an EA effort and an information management framework that allows the Commission to better support its business activities with current and future information technologies. The FERC has successfully created important aspects of the IT architecture, utilizing best practice processes found in the architecture efforts of other Federal agencies and published guidance.

The FERC now requires EA consultative support to move its successful efforts to a new phase. In this new phase, the FERC requires sufficient EA guidance for its business users and stakeholders to show the business value and cost-reduction benefits of building information technology solutions based on an EA.

5.1.1. Requirements

The FERC has developed a technology architecture that represents the current state architecture in great detail. The architecture is sound in its organization, but needs to mature with the accuracy of the data within. The FERC is very interested in a strategy that will ensure all required data is collected and inputted into the modeling tool with efficiency and accuracy.

The Contractor shall develop an SOP that will detail the team's roles, responsibilities, and governing policies and procedures. The Contractor shall provide the capability to develop custom reports to service special reporting requirements.

Assessment and Review. The Contractor shall review the status of the FERC's EA activities conducted to date and provide an analysis and recommendation for enhancing the products in light of the need to create repeatable and auditable EA products and processes. The review shall include an assessment of the maturity of the FERC's EA.

Enhance EA Elements. The Contractor shall enhance the EA framework elements represented in terms of the following architectural views:

- The Technology Architecture consists of hardware, software and the set of IT services for business applications;
- The Business Architecture identifies, defines, and organizes all of the information needed to perform the enterprise business operations and the relationships among that information. All data needed to support business functions should be captured in the Business Architecture.

Develop Target Architecture, Gap Analysis and Migration Plan. The Contractor shall enhance the FERC's EA in the following areas:

- Develop the FERC's Target Architecture by reviewing the current infrastructure baseline and determining an evolution strategy that will meet the technology support requirements of the FERC's business activities. Obsolete technologies shall also be identified;
- Develop a Gap Analysis that will identify technology dependencies associated with achieving the Target Architecture;
- Develop a Migration Plan that will identify the appropriate sequence of addressing the dependencies and provide a high-level implementation plan and a high-level estimate of resources required to achieve the Target Architecture.

5.1.1.1. Deliverables

- Task Management
 - Weekly status report;
 - Quarterly performance review meeting;
 - Annual budget planning meeting;
 - Quarterly Updated Standard Operating Procedures;
- Operational
 - Weekly report detailing architecture changes.
 -

5.1.2. Current Operating Environment

FERC currently utilizes the Trough architecture modeling tool Metis. Due to the tool's limited reporting capabilities, the model is exported out of Metis and imported into an MS SQL database. Crystal Reports is then utilized against the SQL database for customized reporting capabilities.

5.1.3. Supporting Information

The supporting information for this task is located in the FDL. The following supporting documentation has been provided:

- FERC EA Model Proposed CCN Changes;
- FERC EA Model Technical Reference Guide;
- FERC EA Reporting System SDD.
- Information Management Reports.

6. Transition

The contractor shall provide an orderly phase-in. At a minimum, schedules shall include at least:

- 6.1. Finalized Phase-in Plan - 15 days after Award
- 6.2. 100% of Work Performed - 90 days after Award (90% of staff on site)

Exhibit A Cost and Pricing Data Spreadsheet Template

The Cost and Pricing Data Spreadsheet Template, to be utilized in the preparation of the offeror's Cost Proposal. The file shall be provided as an Excel File.

	EXHIBIT A		
Government Spreadsheet Template			
CLIN ITEM:			
Labor Category	Labor Rate	Labor Hours	Total Cost
TBD			
TBD			
TBD			
TBD			
TBD			
SubTotal Labor			
Fringe		%	
Subtotal			
Overhead		%	
Total Labor			
Other Direct Costs			
TBD			
TBD			
TBD			
Total ODC			
Subtotal			
G&A		%	
Subtotal			
Award Fee		%	
FCCM			
TOTAL CPAF			

Exhibit B Evaluation Factors Addendum - Offeror Response to Evaluation Factors

PART A – TECHNICAL PROPOSAL
FACTOR A-1 Understanding of scope and proposed technical approach
The Government will evaluate the offeror’s overall understanding of the requirement as demonstrated by thoroughness, overall soundness, integration of technical support, and consistency of all parts of the proposal, including cost realism. Cost realism, determined through analysis of labor categories and labor hours is considered one indicator of an offeror’s understanding of the scope and resources required for performance of the contract.
Proposal Page(s) and Paragraph Reference(s):

PART A – TECHNICAL PROPOSAL
FACTOR A-1 SUBFACTOR 1. A clear understanding of the overall technical requirement.
The Government will evaluate the offeror's overall understanding of the requirement as demonstrated by the thoroughness, overall soundness of approach, integration of technical support, and consistency of all parts of the proposal.
Proposal Page(s) and Paragraph Reference(s):

PART A – TECHNICAL PROPOSAL
FACTOR A-1, Subfactor 2. The offeror’s specific methodologies and procedures to be utilized in accomplishing the activities reflected in the SOW.
The Government will evaluate the offeror’s method and strategies to be utilized in meeting the requirements outlined in the statement of work.
Proposal Page(s) and Paragraph Reference(s):

PART A – TECHNICAL PROPOSAL
FACTOR A-1, Subfactor 3. Appropriateness of personnel categories and number of labor hours by major WBS.
The Government will evaluate the offeror's staffing plan, inclusive of all labor categories and associated labor hours, which will be considered as an indication of the offeror's understanding of the scope and resources required for performance of the contract.
Proposal Page(s) and Paragraph Reference(s):

PART B – MANAGEMENT PROPOSAL

FACTOR B-1 Management Approach, Organization and Key Personnel Resources

The Government will evaluate the offeror's corporate strategies and methodologies for providing management, leadership, and formal quality control measures. The Government will evaluate the degree to and manner in which technical support from corporate resources can be provided to the on-site staff; the offeror's ability to effectively recruit qualified personnel in order to respond rapidly to changing requirements; and the offeror's ability to retain valuable contract employees to prevent the negative impact of frequent turnover.

Proposal Page(s) and Paragraph Reference(s):

PART B – MANAGEMENT PROPOSAL
FACTOR B-1 Subfactor 1. Autonomy and Authority of Program Manager
The Government will evaluate the appropriate authority and responsibilities of the Program Manager including corporate structure, any teaming arrangements, and corporate policies that may influence the operation of the contract.
Proposal Page(s) and Paragraph Reference(s):

PART B – MANAGEMENT PROPOSAL

FACTOR B-1, Subfactor 2. Project Organization Structure and Labor Mix including Subcontractor Relationships.

The Government will evaluate the suitability of the offeror's proposed organizational structure, including the number of staff per area, the appropriate authority and responsibilities of key personnel, and the lines of communications among contract organizational elements (inclusive of any potential subcontractors), as well as between the offeror and the FERC, including, but not limited to:

- a. Project organization structure and number of staff and labor mix.
- b. Lines of responsibilities and authority
- c. Lines of communication with the Government
- d. In the event that subcontractors are proposed, the Government will evaluate the subcontractor's organization and tasking.

Proposal Page(s) and Paragraph Reference(s):

PART B – MANAGEMENT PROPOSAL
FACTOR B-1, Subfactor 3. Human Resources Management
The Government will evaluate the offeror’s human resources management plan including staff training programs; the offeror’s retention rates; and the offeror’s recruiting processes and procedures. The Government will also evaluate staff flexibility and work load management techniques.
Proposal Page(s) and Paragraph Reference(s):

PART B – MANAGEMENT PROPOSAL
FACTOR B-1, Subfactor 4. Approach to Quality Assurance.
The Government will evaluate the effectiveness of the offeror’s approach to an integrated and cost-effective program, including the methodology and quality control mechanisms used to manage the contract, procedures for problem resolution, and the establishment and enforcement of performance standards.
Proposal Page(s) and Paragraph Reference(s):

PART B – MANAGEMENT PROPOSAL
FACTOR B-1, Subfactor 5. Key Personnel Resumes
The Government will evaluate the offeror's Key Personnel resumes in order to determine the suitability of the personnel proposed as key for work on this contract. The relevance, number and strength of the key personnel proposed both individually and collective skills, competence and full-time commitment will all be considered.
Proposal Page(s) and Paragraph Reference(s):

PART B – MANAGEMENT PROPOSAL
FACTOR B-2 Management Processes.
The Government will evaluate the offeror’s processes, compensation plan, and corporate resources.
Proposal Page(s) and Paragraph Reference(s):

PART A – MANAGEMENT PROPOSAL
FACTOR B-2, Subfactor 1. Corporate Resources.
The Government will evaluate the offeror’s corporate resources in order to determine the relevance, strength, and availability of corporate resources (staff, facilities, etc.) that will be applied to this contract to the benefit of the Government, including the quality and pool of qualified personnel, not proposed for this contract and the usefulness of applicable corporate resources available to support staff assigned to this contract.
Proposal Page(s) and Paragraph Reference(s):

PART A – MANAGEMENT PROPOSAL
FACTOR B-2, Subfactor 2. Corporate Commitment to a Small Agency
The Government will evaluate the offeror’s ability to create a realistic direct line of communication from the FERC to the highest level/s of the corporate management chain. The Government will evaluate the offeror’s specific methodologies and practices that support a management plan derived to promote direct access and assure real time corporate response.
Proposal Page(s) and Paragraph Reference(s):

PART B- MANAGEMENT PROPOSAL
FACTOR B-2, Subfactor 3. Processes and Compensation Plan.
The Government will evaluate the offeror's proposal to assure it reflects a sound management approach to the requirements of the Statement of Work. In addition, in cases where the offeror proposes uncompensated overtime for professional/exempt employees, the Government will assess the reasonableness of the offeror's response to the possible degradation of the level of technical and quality of performance.
Proposal Page(s) and Paragraph Reference(s):

PART B – MANAGEMENT PROPOSAL

FACTOR B-3 Transition Plan.

The Government will evaluate the offeror's transition plan, based upon the Government's overall assessment of the offeror's probability of success from the point of transition from the incumbent contractor to full responsibility for the requirements of the Statement of Work. Specifically, the selected offeror shall, within the initial ninety days of the contract, provide for an orderly phase-in. The quality of the proposed transition plan will be evaluated for ways in which disruption to the user community served by any potential contract will be minimized as the contractor assumes full responsibility, without adding undue cost to the Government.

Proposal Page(s) and Paragraph Reference(s):

Exhibit C – Past Performance Questionnaire

PAST PERFORMANCE QUESTIONNAIRE Page #1.

Your assistance is requested in support of a source selection.

Please complete this Questionnaire and forward via email to:

Response Date: _____

Karen M. Curtin, Contracting Officer
FERC08-RFP-80148@ferc.gov

When complete, the information on this form is SOURCE SELECTION SENSITIVE INFORMATION (41 U.S.C. 423) and shall be protected accordingly.

TO BE COMPLETED BY OFFEROR

1. CONTRACTOR NAME & ADDRESS	2. CONTRACT NO.:
	3. CONTRACT INITIATION DATE:
	4. COMPLETION DATE:
	5. CONTRACT VALUE (with options):
7. REFERENCE #:	6. TYPE OF CONTRACT:

8. DESCRIPTION OF CONTRACT REQUIREMENTS:

Please add continuation pages if additional space is needed.

TO BE COMPLETED BY EVALUATING ORGANIZATION'S REPRESENTATIVE

9. EVALUATION: a. EVALUATOR'S NAME, POSITION (Project Manager/ COTR/ Other) AND ORGANIZATION:

b. EVALUATOR'S PHONE NUMBER: _____ c. MONTHS PERFORMANCE MONITORED BY EVALUATOR: _____

Please **underline** the response code for each topic (A – G) that best reflects your experience with this contractor.

EX = Exceptional	VG = Very Good	S = Satisfactory	MG = Marginal	US = Unsatisfactory	N/O = Not Observed
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A. Technical understanding and technical capability as demonstrated by the size, scope, complexity and results achieved in the completion of actual contracts/task orders similar to those expected under this contract.
EX VG S MG US N/O

B. Innovative approaches developed and implemented by the contractor to address similar efforts and technical/managerial challenges, along with the results received
EX VG S MG US N/O

C. Continuity of service provided including the degree of staff turnover and the ability to fill vacant positions in a timely manner.
EX VG S MG US N/O

Exhibit D – Service Level Agreement Dated November 1, 2007



Exhibit D

FERC08-RFP-80148

Federal Energy Regulatory Commission
The Chief Information Office

November 01, 2007

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Purpose

This document sets forth the Service Level Requirements between the Contractor and FERC. FERC will use a service level management process to ensure that all current and future IT services are delivered to agreed achievable operational service targets and ensure that performance is measured and reported on in a consistent manner throughout the life cycle of the relationship. After contract award, the Service Level Requirements set forth in this document will be defined as the following:

- Service Level Requirement (SLR)—SLAs are contractually binding agreements between the Service Provider and FERC that describe and document the IT Service Level Targets and specific responsibilities of the IT Service Provider and FERC.

Performance Objectives

FERC recognizes that Service Level Requirements are an essential component for successful contract management and ongoing relationship between FERC and the Contractor. To aid in this, FERC has defined the following Performance Objectives for the new contract, all of which are supported by the Service Level Requirements defined in this document:

- Improved Customer Satisfaction
- Improved Alignment to Business Requirements
- Continuous Improvement to Operational Processes
- Improving FERC's Ability to Control and Manage Risk
- Improved Transparency and Accountability
- Improved Alignment to Operational Requirements
- Reduction of Costs
- Improved Flexibility of Contract
- Improved Separation of Duties Between Service Provider and FERC

Service Level Guiding Principles

FERC has established the following Service Level Guiding Principles:

- More business-centric Service Level Agreements (contractually binding)
- Use of Service Level Objectives for trending and capacity planning purposes
- Service Levels should focus on absolute numbers
- Measurement of Service Levels are to start from when an incident is first reported, not when it is assigned
- Measurement of Service Levels should focus on peak business-hours (e.g. not all measurement periods have the same weight)
- Support continuous improvement of services

Service Levels

FERC has established the following Service Level Definitions that are used throughout this document. FERC has assigned a Normal and Urgent designations to IT issues customers experience and the Contractor is expected to support.

Service Level Designation

Service Level	Definition	Characteristics
Urgent	This definition implies the highest level of service that can be provided to an FERC customer.	<ul style="list-style-type: none">■ The loss of functionality to a customer PC or laptop■ The detection of a computer virus■ Universal system outage■ IT requests made by staff considered VIPs (Chairman, Commissioners and Office Directors)■ Requests made by the Commission's regional offices
Normal	This definition implies the standard level of service that can be provided to a FERC customer.	<ul style="list-style-type: none">■ Technical training questions■ Technical issues reported with client PC hardware peripherals of software■ Network permission modifications

1.0 Program Management Service Level Agreement

1.1 Program Management Service Level Requirements

Table 1 Key Position Staffing

Service Description	Service Measure	Performance Target	SLR
Key Position Staffing	Vacant key positions	Approved Key Positions Fully Staffed	100%
	Formula	No key positions should be vacant at any time. For situations other than vacation leave, sick leave, or training a person designated as acting for a key position must not be also filling another position on the contract. Number of Key Positions Staffed per billing period ÷ Number Government Approved Key Positions Per Billing Period = "Service Level Attained"	
	Report Interval	Monthly	
	Measurement Tool	TBD	

Table 2 Staffing

Service Description	Service Measure	Performance Target	SLR
Staffing	Vacant positions	Approved Positions Fully Staffed	95%
	Formula	The contract should be fully staff at all times. For situations other than vacation leave, sick leave, or training a person designated as acting for a position must not be also filling another position on the contract. Number of Positions Staffed per billing period ÷ Number Government Approved Positions Per Billing Period = "Service Level Attained"	
	Report Interval	Monthly	
	Measurement Tool	TBD	

Table 3 Staff Retention

Service Description	Service Measure	Performance Target	SLR
Staff Retention	Number of positions replaced	Full Staff Retention	89%
	Formula	Competent staff should be hired and be motivated to continue providing service to FERC. For each award fee period, the number of positions replaced divided by the number of positions on the contract. Number of Positions Retained Per Fiscal ÷ Year Number Government Approved Positions Per Fiscal Year = “Service Level Attained”	
	Report Interval	Award Fee Period	
	Measurement Tool	TBD	

Table 4 Cost Proposals for New Staffing Requirements

Service Description	Service Measure	Performance Target	SLR
Cost Proposals for New Staffing Requirements	Number of days to provide a staff cost proposal upon receipt of Government Request	5 business days	100%
	Formula	Cost Proposals Delivered on time ÷ Cost Proposals Requested = “Service Level Attained”	
	Report Interval	Award Fee Period	
	Measurement Tool	TBD	

Table 5 Project Performance

Service Description	Service Measure	Performance Target	SLR
Project Performance	Project schedule and budget variance	+/-10%	100%
	Formula	Projects will be completed within +/-10% of an approved schedule and budget. Projects Delivered on Time ÷ Projects Delivered = “Service Level Attained”	
	Report Interval	Monthly	
	Measurement Tool	TBD	

2.0 IT Support and Network Operation Service Level Requirements

The following sections define the Service Level Requirements between FERC and the Service Provider. Details on how these Service Level Requirements will be contractually managed can be found in Attachment 1 - Terms and Conditions.

2.1 IT Support Services Service Level Requirements

Table 6 Ticket Closure Client Satisfaction SLR

Service Description	Service Measure	Performance Target	SLR
Issuance of Help Desk Ticket Closure Satisfaction Survey This should be an automated process triggered by ticket closure	Survey Generation	100% of closed Help Desk tickets receive an e-mail survey at the time the ticket is closed, End Users should receive basic survey question, for example: 1. Are you satisfied with the explanation of your problem? Y/N 2. Are you satisfied with the service? Y/N 3. Are you satisfied with the resolution? Y/N	100%
	Formula	Sum of surveys sent per day ÷ Total number of tickets closed per day	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 7 Client Satisfaction SLR

Service Description	Service Measure	Performance Target		SLR	
		Normal	Urgent	Normal	Urgent
Ticket Closure Satisfaction	Touch Survey Overall Satisfaction Rate	All End Users submitting responses to Ticket Closure Satisfaction Surveys should be 100% satisfied		85%	
	Formula	Sum of survey results from all surveys received with 100% satisfaction within survey period ÷ Total number of participants responding to Ticket Closure Survey			
	Report Interval	Report Monthly			
	Measurement Tool	TBD			

Table 8 IT Support Response Time SLRs

Service Description	Service Measure	Performance Target		SLR	
		Normal	Urgent	Normal	Urgent
Phone/Walk-in/E-mail	Response Time	≤1 Business Hour	≤10 Business Minutes	99%	98%
Voice Mail Response Rate	Voice Mail Response Time	≤30 minutes		98%	
	Formula	Phone/Walk-in/E-mail Response Rate - Number of responses in ≤x hour/minutes ÷ total ITSC tickets = "Service Level Attained" Voice Mail Response Rate – Number of calls answered in ≤x minutes ÷ total voice mails = "Service Level Attained"			
	Report Interval	Report Monthly			
	Measurement Tool	TBD			

Table 9 Incident Resolution SLRs

Service Description	Service Measure	Performance Target		SLR	
		Normal	Urgent	Normal	Urgent
First Contact Resolution	First Contact Resolution Percentage	First person the customer reaches resolves the Incident or answers the customer question		80%	90%
Incident Resolution	Elapsed Time	≤1 Business Day	≤1 Business Hours	95%	95%
	Formula	Number of Incidents resolved on the first call ÷ Total calls = “Service Level Attained” Number of Incidents resolved in ≤x minutes ÷ Total trouble tickets resolved = “Service Level Attained”			
	Report Interval	Report Monthly			
	Measurement Tool	TBD			

Table 10 Tasking SLRs

Service Description	Service Measure	Performance Target	SLR
Time to complete all tasking	Elapse Time	Complete by or before set action track completion date	96%
	Formula	Number of tasks completed by set action track ÷ Total tasks = “Service Level Attained”	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

2.2 IT Operations and Integration Services

Table 11 Client-side Security Updates SLRs

Service Description	Service Measure	Performance Target	SLR
MS Windows client-based OS Security Patches	Elapsed time to update to target Population at the point each deployment	≤ 1 calendar day Measured from approval for deployment to successful deployment for End Users who connect to the Network during the specified time frame	95%
		≤ 3 calendar days Measured from approval for deployment to successful deployment for End Users who connect to the Network during the specified time frame	100%
MS Windows client-based Antivirus Updates	Elapsed Time to Update to Target Population at the point of vendor release date	≤ 1 calendar day Measured from release date to successful deployment for End Users who connect to the Network during the specified time frame	95%
		≤ 3 calendar day Measured from vendor release date to successful deployment for End Users who connect to the Network during the specified time frame	100%
	Formula	$\text{Installation completed} \leq \text{number completed within SLR time allowance} \div \text{Total number of events within measurement period} = \text{"Service Level Attained"}$	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 12 End-User Account Administration SLRs

Service Description	Service Measure	Performance Target	SLR
New End-User Account	Elapsed Time	≤1 business hour of authorized request	100%
Password Reset	Elapsed Time	≤10 business minutes of receipt of request	98%
Privilege Changes	Elapsed Time	≤1 business day of authorized request	98%
Disable End-User Account	Elapsed Time	≤10 business minutes of authorized request	100%
Modify End-User ID or Authorization changes (NOTE: Password Resets are NOT included in this SLR)	Response Time 1–5 User IDs 6–10 User IDs >10 User IDs	- ≤1 Business Days - ≤3 Business Days - per agreed-on time	95%
Terminate End-User Account	Elapsed Time	≤1 business day of authorized request; special situations with exclusions	100%
	Formula	Accounts created/terminated within SLR time frame ÷ Total number of accounts created/terminated = “Service Level Attained”	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 13 FERC Headquarter IT Service Continuity SLRs

Application Tier ¹	Service Measure	Performance Target		SLR	
		RPO	RTO	RPO	RTO
1	Service Availability	≤ 20 Business Minutes	≤ 20 Business Minutes	100%	100%
2	Service Availability	≤ 4 Business Hour	≤ 1 Business Hour	100%	100%
3	Service Availability	≤ 12 Business Hour	≤ 4 Business Hour	100%	100%
4	Service Availability	≤ 24 Business Hour	≤ 8 Business Hour	100%	100%
	Formula ²	$\text{Availability Time} = 1 - \frac{\text{Duration of Unplanned Downtime}}{\text{Scheduled Uptime} - \text{Planned Downtime}}$ <p>Scheduled Uptime is ((52Wks * 5days) -10Holidays) * 11hrs = 2750hrs of Uptime</p>			
	Report Interval	Reported Weekly			
	Measurement Tool	TBD			

¹ See FERC QoS Tiers and Applications in the FERC Documentation Library

² FERC business hours are from 0700hrs – 1800hrs

Table 14 System Administration SLRs

Service Description	Service Measure	Performance Target	SLR
Advise need to allocate additional storage resources based on pre-defined parameters and observed growth patterns	Proactive monitoring and reporting of need to increase capacity	Total monthly storage capacity utilization measured in GBs used approaches 80% of installed capacity—Inform within 1 Business Day	99%
	Formula	Number of requests successfully completed per Service Type within Performance Target ÷ Total number of requests per Service Type occurring during the Measurement Interval	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 15 Server Based Software SLRs

Service Description	Service Measure	Performance Target	SLR
Notification of vendor software upgrades and new releases	Response Time	Within 30 calendar days after software vendor announcement	95%
Completion of implementation of service packs and updates to “dot” releases of software	Response Time	Within 30 calendar days following FERC approval, or as otherwise mutually agreed	95%
Completion of implementation of version or major release updates	Response Time	Within 90 calendar days following FERC approval, or as otherwise mutually agreed	95%
	Formula	Number of successfully notifications completed per Service Type within Performance Target ÷ Total number of software releases per Service Type occurring during the Measurement Interval	
	Measurement Interval	Report Monthly/ Measured Quarterly	
	Measurement Tool	TBD	
	Formula	Number of successfully completed implementations per Service Type within Performance Target ÷ Total number of implementation tasks per Service Type occurring during the Measurement Interval	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 16 Network Device Refresh SLRs

Service Description	Service Measure	Performance Target	SLR
Notification of servers to be refreshed	Response Time	Two years prior to server refresh	100%
Notification of switch/router to be refreshed	Response Time	Two years prior to switch/router refresh	100%
Refresh for servers	Elapsed Time	Date of Purchase = 4yrs 8mos - 5yrs	98%
Refresh for IDS and firewalls	Elapsed Time	Date of Purchase = 4yrs 8mos - 5yrs	98%
Refresh for switches and routers	Elapsed Time	Date of Purchase = 6yrs 8mos - 7yrs	98%
	Formula	Number of successful notifications completed within Performance Target ÷ Total number of devices failing outside of service life occurring during the Measurement Interval	
	Report Interval	Report Monthly/ Measured Quarterly	
	Measurement Tool	TBD	
	Formula	Number of successfully completed upgrades within Performance Target ÷ Total number of upgrades required during the Measurement Interval	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 17 Data Restore SLRs

Service Description	Service Measure	Performance Target		SLR
		Normal	Urgent	
Time to respond to restore requests for production data	Response Time	≤1 business hour	≤10 business minutes	98%
Time to respond to restore requests for test/dev data	Response Time	≤3 business hour	≤1 business minutes	98%
Time to restore HQ production database(s)	Response Time Data ≤3 Weeks	Restore time ≤8 minutes for every 1GB of data		98%
Time to restore HQ production unstructured file set(s)	Response Time Data ≤3 Weeks	Restore time ≤10 minutes for every 1GB of data		98%
Time to restore HQ production email(s)	Response Time Data ≤3 Weeks	Restore time ≤8 minutes for every 1GB of data		98%
	Formula	Number of requests completed within Performance Target ÷ Total of all requests occurring during Measurement interval (assumes data are being restored from copies of on-site backup resources)		
	Report Interval	Report Monthly		
	Measurement Tool	TBD		

Table 18 Availability (Headquarter, Regional Offices and ACF) SLRs

Service Description	Service Measure	Performance Target	SLA
Availability of contractor controlled WAN	Availability	Mon-Fri, 0700–1800	99.99%
Internet access availability	Availability	Mon-Fri, 0700–1800	99.99%
LAN availability	Availability	Mon-Fri, 0700–1800	99.99%
HQ Remote Access	Availability	Mon-Fri, 0700-2400 Government Holidays, 0700-2400 Sat-Sun, 0700-2400	99.99%
	Formula	$\text{Availability \%} = 1 - \frac{\text{Duration of Unplanned Downtime}}{\text{Scheduled Uptime} - \text{Planned Downtime}}$ <p>Scheduled Uptime is ((52Wks * 5days) -10Holidays) * 11hrs = 2750hrs of Uptime</p>	
	Report Interval	Reported Monthly	
	Measurement Tool	TBD	
	Formula (HQ Remote Access)	$\text{Availability \%} = 1 - \frac{\text{Duration of Unplanned Downtime}}{\text{Scheduled Uptime} - \text{Planned Downtime}}$ <p>Scheduled Uptime is (52Wks*7)*17Hr = 6188hrs of Uptime</p>	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 19 Network Device Security SLRs

Service Description	Service Measure	Performance Target	SLR
MS Windows Server OS Security Patches	Elapsed time to update to target Population at the point each deployment	≤1 calendar day Measured from approval for deployment to successful deployment for servers that are connected to the Network during the specified time frame	95%
		≤2 calendar days Measured from approval for deployment to successful deployment for servers that are connected to the Network during the specified time frame	100%
MS Windows Server Antivirus Updates	Elapsed Time to Update to Target Population at the point of vendor release date	≤1 calendar day Measured from release date to successful deployment for End Users who connect to the Network during the specified time frame	95%
		≤2 calendar day Measured from vendor release date to successful deployment for End Users who connect to the Network during the specified time frame	100%
	Formula	Installation completed \leq number completed within SLR time allowance \div Total number of events within measurement period = "Service Level Attained"	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 20 Security Intrusion Detection SLRs

Service Description	Service Measure	Performance Target	SLR
Availability of NIDS (Network-based Intrusion Detection Service) monitoring for current attack signatures	Overall Schedule	Sun.–Sat., 0000–2400	99.99%
Availability of HIDS (Host-based Intrusion Detection Service) monitoring for changes to selected local files	Overall Schedule	Sun.–Sat., 0000–2400	99.99%

Service Description	Service Measure	Performance Target	SLR
	Formula	Availability Formula $\text{Availability \%} = 1 - \frac{\text{Duration of Unplanned Downtime}}{\text{Scheduled Uptime} - \text{Planned Downtime}}$ Scheduled Uptime is (52Wks * 7days) * 24hrs = 8736hrs of Uptime	
	Report Interval	Report Monthly	
	Measurement Tool	TBD	

Table 21 Disaster Recovery Service Levels

Definition		Time to recover the affected FERC Services after a declared DR incident			
DR Application Tier³	Service Measure	Performance Target		SLR	
		RPO	RTO	RPO	RTO
1	Time to recover	≤ 4 hours	≤ 4 hours	100%	100%
2	Time to recover	5 to 24 hours	5 to 24 hours	100%	100%
3	Time to recover	24 to 120 hours	48 to 120 hours	100%	100%
4	Time to recover	24 to 120 hours	168 to 336 hours	100%	100%
	Formula	Number of applications recovered within Performance Target/Total number of applications affected as a result of a DR testing scenario or declared DR Incident			
	Report Interval	Measure and report as per testing requirements: Tier 1 applications tested on a semiannual basis (two times per year), Tier 2, 3 and 4 tested on a frequency as required by FERC but no less frequently than annually (one time per year)			
	Measurement Tool	TBD			

³ See DR Application Priority Document in the FDL

3.0 Software Engineering Service Level Agreement

3.1 Software Development and Integration Service Level Requirements

Table 22 Project Planning

Service Description	Service Measure	Performance Target	SLR
Project Planning	Number of days to deliver a PMP upon receipt of Government task statement	30 business days	100%
	Formula	PMPs Delivered on time ÷ PMPs Delivered = “Service Level Attained”	
	Report Interval	Monthly	
	Measurement Tool	TBD	

Table 23 O&M Activity Performance

Service Description	Service Measure	Performance Target	SLR
O&M Activity Performance	Release schedule variance	+/-15%	75%
	Formula	O&M releases will be completed within +/-15% of an approve schedule. O&M Releases Delivered on Time ÷ O&M Releases Delivered = “Service Level Attained”	
	Report Interval	Monthly	
	Measurement Tool	TBD	

Table 24 Web Posting

Service Description	Service Measure	Performance Target	SLR
Web Posting	Timely Posting Requests	100%	100%
	Formula	<p>Requests for posting internet site content (ferc.gov) that do not require design or formatting changes will be satisfied (between the hours of 7:30am and 6:00pm on all FERC business days (or between the hours of 7:30am and 8:00pm on business days on which Open Commission Meetings are held and business days immediately following the business days on which Open Commission Meetings are held) within 1 hour of the request; or within 15 minutes of the request if the posting addresses serious, time-sensitive public safety issues or important issuances as determined by the Director, Office of External Affairs (OEA). Service will commence after a posting request is passed over in e-mail by OEA or non-SIGNAL Web Posting Team members.</p> <p>Requests Posted on Time ÷ Requests = “Service Level Attained”</p>	
	Report Interval	Monthly	
	Measurement Tool	TBD	

Table 25 Intranet Posting

Service Description	Service Measure	Performance Target	SLR
Web Posting	Posting requests posted timely	100%	95%
	Formula	Requests for posting FERCNet intranet site content (homepage content only including recurring postings for publications) that does not require design or formatting changes will be satisfied (between the hours of 7:30am and 6:00pm on all FERC business days) within 1 business hour of the request; or within 15 minutes of the request if the posting addresses serious, time-sensitive public safety issues or important issuances as determined by the Director, OEA. Requests Posted on Time ÷ Requests = “Service Level Attained”	
	Report Interval	Monthly	
	Measurement Tool	TBD	

Table 26 3rd –Level IT Support Center Response

Service Description	Service Measure	Performance Target	SLR	
			Urgent	Normal
3 rd –Level IT Support Center Response	Help Desk ticket response timeliness	100%	99%	98%
	Formula	Requests for 3 rd -level technical support referred from the IT Support Center (ITSC) will be acknowledged and will be returned to the ITSC (with either a resolution or the identification of a System Change Request, SCR) within 1 business day for normal requests and within 1 hour for urgent requests. Number of Requests Returned on Time ÷ Number of Requests = “Service Level Attained”		
	Report Interval	Monthly		
	Measurement Tool	TBD		

3.2 eLibrary Operations Service Level Requirements

Table 27 eFiling Document Submission Processing

Service Description	Service Measure	Performance Target	SLR
eFiling Document Submission Processing	Documents processed timely	100%	100%
	Formula	100% of eFiled submissions will be reviewed and accepted, rejected, or sent for program office review within 4 business hours of receipt. Number of Documents Processed on Time ÷ Number of Documents Received = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 28 Paper Document Submission Processing

Service Description	Service Measure	Performance Target	SLR
Paper Document Submission Processing	Documents processed timely	≤16 Business Hours	95%
		≤40 Business Hours	100%
	Formula	Paper submissions (1) will be received, stamped, logged, docketed or sent for program office review, and distributed within 8 business hours of receipt and will be scanned, quality-checked, indexed, and published within 16 business hours of receipt or within 8 business hours after completion of program office docketing review or (2) will be scanned, quality-checked, indexed, and published within 40 business hours of receipt or within 32 business hours after completion of program office docketing review. Number of Documents Processed on Time ÷ Number of Documents Received = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 29 CD/DVD Document Submission Processing

Service Description	Service Measure	Performance Target	SLR
CD/DVD Document Submission Processing	Documents processed timely	≤16 Business Hours	95%
		≤40 Business Hours	100%
	Formula	CD/DVD document submissions (1) will be read, indexed, and published within 16 business hours of receipt or within 8 business hours after completion of program office content review or (2) will be read, indexed, and published within 40 business hours of receipt or within 32 business hours after completion of program office content review. Number of Documents Processed on Time ÷ Number of Documents Received = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 30 Large Format Page Submission Processing

Service Description	Service Measure	Performance Target	SLR
Large Format Page Submission Processing	Documents processed timely	≤24 Business Hours	95%
		≤40 Business Hours	100%
	Formula	Paper Document Submission Large Format (greater than 8.5X11) Pages (1) will be scanned, quality-checked, indexed, and published within 24 business hours of receipt or within 12 business hours after completion of program office docketing review or (2) will be scanned, quality-checked, indexed, and published within 40 business hours of receipt or within 32 business hours after completion of program office docketing review. Number of Documents Processed on Time ÷ Number of Documents Received = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 31 Electronic Issuance Document Processing

Service Description	Service Measure	Performance Target	SLR
Electronic Issuance Document Processing	Documents processed timely	≤1 Business Hours	100%
		≤4 Business Hours	100%
	Formula	Electronic issuance documents will be indexed and published within 1 business hour of receipt and electronic Dam Safety Regional Office Inspection Report issuances will be indexed and published within 4 business hours of receipt. Number of Documents Processed on Time ÷ Number of Documents Received = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 32 Paper Issuance Document Processing

Service Description	Service Measure	Performance Target	SLR
Paper Issuance Document Processing	Documents processed timely	≤16 Business Hours	95%
		≤40 Business Hours	100%
	Formula	Paper issuance documents (1) will be scanned, quality-checked, indexed, and published within 16 business hours of receipt or (2) will be scanned, quality-checked, indexed, and published within 40 business hours of receipt. Number of Documents Processed on Time ÷ Number of Documents Received = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 33 Issuance Distribution

Service Description	Service Measure	Performance Target	SLR
Issuance Distribution	Documents distributed timely	≤8 Business Hours	100%
	Formula	Issuance documents will be distributed within 8 business hours of receipt. Number of Documents Processed on Time ÷ Number of Documents Received = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 34 Service and Mail List Maintenance

Service Description	Service Measure	Performance Target	SLR
Service and Mail List Maintenance	Updates are performed timely	≤8 Business Hours	95%
		≤40 Business Hours	100%
	Formula	Requests for service or mail list maintenance and service or mail list maintenance resulting from returned postal mail service (1) will be processed within 8 business hours of request or mail receipt or (2) will be processed within 40 business hours of request or mail receipt. Number of Updates Processed on Time ÷ Number of Updates Required = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 35 Undeliverable eFiling, eService, and eSubscription email

Service Description	Service Measure	Performance Target	SLR
Undeliverable eFiling, eService, and eSubscription email	Updates are performed timely	≤80 Business Hours	100%
	Formula	Contact maintenance updates resulting from undeliverable email will be processed within 80 business hours. Number of Updates Processed on Time ÷ Number of Updates Required = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 36 1st and 2nd-Level Customer Support – eLibrary Helpdesk and PRR

Service Description	Service Measure	Performance Target	SLR
1 st and 2 nd -Level Customer Support – eLibrary and PRR	Support requests satisfied timely	≤8 Business Hours	90%
		≤24 Business Hours	95%
		≤80 Business Hours	100%
	Formula	1 st and 2 nd -Level eLibrary customer support requests from FERC staff and PRR staff and PRR support requests (1) will be satisfied within 1 business day or (2) will be satisfied within 3 business days or (3) will be satisfied within 10 business. Number of Requests Processed on Time ÷ Number of Requests Received = “Service Level Attained”	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 37 3rd –Level Customer Support – eGov Services

Service Description	Service Measure	Performance Target	SLR
3rd –Level Customer Support – eGov Services	Support requests satisfied timely	≤8 Business Hours	95%
		≤24 Business Hours	100%
	Formula	3 rd –Level eGov Service customer support requests (1) will be satisfied within 1 business day or (2) will be satisfied within 3 business days. Number of Requests Processed on Time ÷ Number of Requests Received = “Service Level Attained”	
	Report Interval	Weekly	

4.0 IT Security Service Level Agreement

4.1 Information Security Service Level Requirements

Table 38 Certification & Accreditation

Service Description	Service Measure	Performance Target	SLR
C&A for New and Existing Systems	All major system required a C&A prior to production	≤ 10 Business Days Prior to Production	100%
	Formula	Number of Systems C&A'd on Time ÷ Number of Systems Not C&A'd on Time = "Service Level Attained"	
	Report Interval	Monthly	
	Measurement Tool	TBD	

Table 39 Plan of Action & Milestones

Service Description	Service Measure	Performance Target	SLR
Plan of Action & Milestones	POA&M Response Time	Actions Complete Per POA&M Schedule	90%
	Formula	Number of POA&M Entries ÷ Number of POA&M Successfully Complete Per Schedule = "Service Level Attained"	
	Report Interval	Weekly	
	Measurement Tool	TBD	

Table 40 Security Assessments

Service Description	Service Measure	Performance Target	SLR
Number of Security Control Tested (i.e. scans, penetration testing) – Custom Developed	Elapse Time	Security Controls Tested Complete Prior to INT Testing	100%
Number of Security Control Tested (i.e. scans, penetration testing) – Other	Elapse Time	Security Controls Tested Complete Prior to Production	100%
	Formula	Number of Controls Successfully Complete Per Schedule ÷ Number of Security Controls = “Service Level Attained”	
	Report Interval	Monthly	
	Measurement Tool	TBD	

Table 41 IT Security Incident Response

Service Description	Service Measure	Performance Target	SLR
Response time to incidents - Critical	Elapse Time	≤1 Business Hour	95%
Response time to incidents - Moderate	Elapse Time	≤4 Business Hour	90%
Response time to incidents - Low	Elapse Time	≤8 Business Hour	90%
	Formula	Availability Formula $\text{SLR Abstained \%} = \frac{\text{Total Number of Incidents Responded To}}{\text{Total Number of Incidents}}$	
	Report Interval	Report Weekly	
	Measurement Tool	TBD	

Table 42 Security Awareness Training

Service Description	Service Measure	Performance Target	SLR
Security Awareness Training	Training Completed and Recorded	100%	95%
	Formula	$\frac{\text{Number of People Completed Training}}{\text{Number of People Required to Complete Training}}$	
	Report Interval	Annually	
	Measurement Tool	TBD	

4.2 Privacy Service Level Requirements

Table 43 Privacy Awareness Training

Service Description	Service Measure	Performance Target	SLR
Privacy Awareness Training	Training Completed and Recorded	100%	95%
	Formula	Number of People Completed Training ÷ Number of People Required to Complete Training	
	Report Interval	Annually	
	Measurement Tool	TBD	

4.3 Configuration Management Service Level Requirements

Table 44 Baseline Configuration

Service Description	Service Measure	Performance Target	SLR
Baseline Configuration	Number of Systems with Baseline Configurations	100%	95%
	Formula	Number of Systems with Baselined Configuration ÷ Number of Systems Requiring a Baseline Configuration	
	Report Interval	Monthly	
	Measurement Tool	TBD	