

Appendix 1

O/S OCIO Performance-Based Service Contracting Matrix

Desired Outcomes	Required Services	Performance Standard	Acceptable Quality Level (AQL)	Monitoring Method	Incentives/Disincentives for Meeting/Not Meeting AQL
C.4.1: A Fully-Functional Help Desk	The contractor shall establish and maintain a fully functional Help Desk facility providing on-site support from 7:30 a.m. to 6:00 p.m., Monday through Friday (except for Federal holidays) to approximately 900 desktop computer users located in the Herbert C. Hoover Building in Washington, D.C.				
Office of the Secretary employees have immediate access to qualified, knowledgeable IT Help Desk support during business hours and use the Help Desk to help resolve all technical questions and problems.	C.4.1.1. Provide Level 1 and 2 Support.	<p>Help Desk procedures are consistent with the OS/OCIO Service Level Agreement (Appendix 3).</p> <p>All calls placed to the Help Desk are answered (by Help Desk staff) within 20 seconds of call initiation.</p> <p>All e-mail messages are answered within 1 hour of receipt.</p> <p>All voice mail messages received during duty hours are answered within 30 minutes of receipt. All voice mail messages received after duty hours are answered by 8:30 a.m. of the next business day.</p> <p>In the case of VIP service requests, technicians are dispatched and arrive at the site within 30 minutes of initial contact.</p> <p>30% of the service requests received during the month are</p>	<p>No deviation.</p> <p>5% deviation.</p> <p>No deviation.</p> <p>10% of the voice mail messages may be answered within 60 minutes.</p> <p>No deviation.</p> <p>25% of the service requests are resolved at Level 1 within 1 hour of</p>	<p>Random tests by COTR or his/her designee.</p> <p>Customer feedback reports. Random tests by COTR or his/her designee.</p> <p>Review of monthly reports/random monitoring of Help Desk E-mails.</p> <p>Review of monthly reports. Feedback from IT customers.</p> <p>Feedback from VIPs. Review of monthly reports and call-tracking software.</p> <p>Review of monthly reports. Call-tracking software. Random tests by COTR</p>	Positive and negative performance will be documented in past performance reports that are reported in the NIH Past Performance Database

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		<p>resolved at Level 1 (no work-site technical support required) within 1 hour of diagnosis of the report of problem.</p> <p>User problem reports or service requests not resolvable at Level 1 are immediately assigned either to a Level 2 Help Desk Technician who is provided with available information related to the problem, or to Level 3.</p> <p>All referrals from Level 1 are resolved (ticket closed, part ordered or referred to Level 3) within 8 working hours of initial call.</p>	<p>diagnosis of the problem.</p> <p>No deviation.</p> <p>3% of referrals are resolved within 16 working hours (or a longer period agreed to by the COTR).</p>	<p>or his/her designee.</p> <p>Review of monthly reports. Call-tracking software.</p> <p>Review of monthly reports. Call-tracking software.</p>	
	<p>C. 4.1.2. Provide courteous service.</p>	<p>No more than 5 valid complaints about the service are received during a month.</p> <p>90% of customer surveys received during the year report receiving courteous service.</p>	<p>No deviation.</p>	<p>Review of customer feedback surveys.</p> <p>Verbal customer feedback to O/S CIO personnel.</p> <p>Test calls.</p>	<p>Positive and negative performance will be documented in past performance reports that are reported in the NIH Past Performance Database</p>
	<p>C. 4.1.3 Convey customers' special requests/requirements to the O/S CIO and/or COTR.</p>	<p>O/S CIO or COTR is verbally advised and the request is confirmed by E-mail by COB.</p>	<p>No deviation.</p>	<p>Review of e-mail. Feedback from customers.</p>	

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	C.4.1.4 Maintain set of up-to-date operating procedures.	Standard Operating Procedures are reviewed quarterly and updates should be maintained by version number and date.	No Deviation	Reviewed and accepted by the COTR.	
	<p>C.4.1.5 The contractor shall devote approximately .5 staff years to performing short tasks related to maintenance of O/S network and desktops including but not limited to:</p> <ul style="list-style-type: none"> ➤ Assist in the daily backup of O/S OCIO servers. ➤ Assisting network personnel in creation of ListSers. ➤ Providing assistance with hand held computer devices setup, configuration and operation. ➤ Providing assistance with installation, setup and operation of emerging technologies. ➤ Providing advice and assistance in selection and ordering of PCs, 	<p>Servers are backed up once a day. Back up log is maintained.</p> <p>All requests for assistance are logged in and completed within timeframes agreed to between the contractor and the COTR and/or his/her designated representative.</p> <p>The COTR is immediately informed of any request of a nature or magnitude that (if performed) would adversely affect Help Desk operations.</p>	<p>No deviation.</p> <p>No more than 3 valid complaints about service are received during a month.</p> <p>No deviation.</p>	<p>Random review of back up logs.</p> <p>Feedback from IT customers.</p> <p>Review of request log.</p>	<p>Positive and negative performance will be documented in past performance reports that are reported in the NIH Past Performance Database</p>

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	<p>peripherals and accessories.</p> <ul style="list-style-type: none"> ➤ Providing assistance in surplusing of equipment. ➤ Providing assistance in relocation and replacement of PCs, peripherals and accessories. ➤ Coordinating with hardware distributors, prepare hardware for mailing to hardware distributors, and replace inoperative hardware in desktop PCs. ➤ Providing minimal instructions to VIPs for getting started on the Network and E-mail system and providing hard copies of User Guides. ➤ Install new PCs and new operating system software on desktops. 				

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C.4.2 Tracking of Requests	All service requests are tracked in a Help Desk software database.				
Current, accurate and complete information concerning all Help Desk activity.	C.4.2.1. Add an entry to the database for every service request received in any manner.	All service requests are documented as database entries no matter how they are received. All entries are completed and contain accurate information. All interim actions before closure are thoroughly documented in Comments.	No deviation.	Periodic and random monitoring of compliance by O/S OCIO personnel.	Positive and negative performance will be documented in past performance reports that are reported in the NIH Past Performance Database
	C.4.2.2 Submit a weekly Help Desk Report.	The report provides accurate and complete data concerning Help Desk activity and performance that provides the information indicated in Appendix 4. The report is delivered by COB the first working day following the week reported.	No deviation. Delay is permitted only with the explicit consent of the COTR or his/her designee	Periodic and random monitoring of compliance by O/S OCIO personnel. Time/date stamp of receipt by COTR or his/her designee.	

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	C.4.2.3. Submit a monthly Help Desk Report.	The report provides accurate and complete data representing monthly aggregates of the individual weekly reports. Monthly reports are submitted the second business day following the month reported.	No deviation. Delay is permitted only with the explicit consent of the COTR or his/her designee.	Periodic and random monitoring of compliance by O/S OCIO personnel. Time/date stamp of receipt by COTR or his/her designee.	
	C.4.2.4 Produce ad hoc reports as requested by the COTR.	Reports are submitted within agreed-upon timeframes and contain information requested by the COTR.	No deviation.	COTR review.	
4.3 Customer Feedback	Customer feedback is solicited, obtained, reported and stored.				
Customer feedback concerning Help Desk performance is obtained.	C.4.3.1 Survey customers with closed service requests.	100% of customers with closed service requests are surveyed.	No deviation.	Periodic and random monitoring by O/S CIO personnel.	Positive and negative performance will be documented in past past performance reports.
	C.4.3.2 Forward completed survey forms with complaints to O/S CIO and COTR.	All completed survey forms with complaints are forwarded by e-mail the same business day to the O/S OCIO and COTR for resolution.	No deviation.	Periodic and random monitoring by O/S CIO personnel.	
	C.4.3.3 Maintain a file of all completed survey forms and produce monthly statistics, as in Appendix 4.	100% of completed forms are filed within 2 business days of receipt. Monthly reports agree with filed data.	No deviation.	Periodic and random monitoring by O/S CIO personnel.	

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4.4 Ad Hoc/Special Projects	At the request of the COTR, ad hoc/special projects are implemented.				
Timely, responsive and effective support.	C.4.4.1 At COTR request, assist in implementing special projects on a ad hoc basis, including (but not limited to): <ul style="list-style-type: none"> ➤ Network and E-Mail Administration ➤ Major software/hardware installations. ➤ Disconnection and reconnection of equipment in large office relocations. 	All projects are successfully completed within agreed-upon schedules. All major projects are initiated with the submission of a detailed cost proposal and delivery schedule, and are completed within the original cost and schedule constraints	10% deviation. No deviation on submission of cost and schedule proposal. 10% deviation on meeting original cost or schedule. COTR/ACO COTR authorizes variance in costs or delivery schedule.	COTR review. COTR review. COTR review.	Positive and negative performance will be documented in past performance reports that are reported in the NIH Past Performance Database