

General Services Administration

Federal Acquisition Service

Technology Transformation Services

18F and Office of Acquisition

1800 F Street NW | Washington, DC | 20405

Assisted Acquisition on Behalf of the Food and Nutrition Service

National Accuracy Clearinghouse (NAC) Development Services

Appendix 3

Help Desk Support Plan

Help Desk Support

The Contractor shall receive, track, resolve, and report on NAC Help Desk inquiries. The Contractor shall provide Help Desk operation for all active or potential users of the NAC application.

1.0 Service Availability

The help desk will be staffed from 8:00 AM to 6:00 PM Eastern Time each Business Day. A “Business Day” is Monday through Friday, excluding Federal holidays and when the Federal government offices are closed. Voice mail that is regularly checked is acceptable for managing phone messages. The Help Desk will be available for the duration of the contract period of performance.

2.0 Standard Help Desk Service

The Contractor shall provide the following standard help desk services:

- Provide Help Desk staff, knowledgeable in NAC, and be able to respond to questions ranging from Web browser configuration and software configuration to NAC application use. This is a Tier 1 service.

- Escalate an unresolved inquiry over 24-hours to Tier 2 within one business day and notify the user. Tier 2 Service will require a fix from the development or database analysis support or from a government NAC SME.
- Inform the users of the status of their inquiry as it progresses through the resolution process. Provide updates every 48-hours or upon a status change, whichever time period is less.
- Log all Help Desk inquiries into Jira, FNS' system of record for NAC tickets and collect the following information: description of the problem, date, and time of ticket initiation, severity of the reported problem, and names of the parties involved. The Contractor will make this information available in a report format to FNS as requested but no less frequently than weekly (embedded in weekly report).
- Review aged (older than 2-weeks) Help Desk tickets on a bi-weekly basis. At a minimum, the analyst supporting the Help Desk attends this meeting. The Help Desk analyst distributes action items to resolve aged tickets to the participants within 24-hours of the meeting.
- The Contractor shall provide ongoing feedback regarding user issues that could be resolved with future enhancements. The Contractor team shall regularly review and analyze Help Desk activity to identify potential risks to any affected systems.
- Track and monitor all problems to closure.
- Enter all problems/user requests that may result in a system modification as CERs in Jira.
- The Contractor shall develop and maintain a Help Desk Guide that includes work instructions for administering the Help Desk duties and NAC FAQs based on common requests from past 12-months. The Contractor must proactively update the Help Desk guide and user FAQs, with quarterly updates expected at a minimum. The guide should also include instructions to manage the telephone, voicemail, and email.
- Establish and control user accounts according to USDA/FNS Security policies and include instructions for account administration within the Help Desk Guide.
- Handle queries not related to NAC with professional and customer friendly responses in keeping with the USDA objective of being customer focused. Develop a concise list of responses to inquiries to best address calls and messages intended for other USDA or SNAP projects and maintained within the NAC Help Desk Guide.
- FNS will provide a dedicated telephone line and a support desk email address.

3.0 Telephone Line and Voicemail

Support desk will have one dedicated phone line to respond to the phone number supplied by FNS and access to one voicemail box. A support desk staff will respond to incoming telephone calls and voicemails and respond as specified below:

Item #	Incoming	Response Window for Business Day	Response
1	Telephone	8:00 am to 6:00 pm	Answer calls as they come in unless with another support caller or on a government required call.
2	Voicemail	8:00 am to 5:00 pm	Respond to message within 60 minutes, unless occupied with another caller or help desk inquiry.
3	Voicemail	After 5:00 pm but before 8:00 am	Respond by 9:00 am.
4	Voicemail	Non-business days	Respond by 9:00 am next business day.

Table 4 – Telephone Line and Voice Response Times

4.0 Email

A support desk staff will respond to emails as they come in and respond to messages as specified below:

Item #	Incoming	Response Window for Business Day	Response
1	Email	Up to 5:00 PM	Respond to messages within 60 minutes
2	Email	Beyond 5:00 PM	Respond to messages before 9:00 AM next business day

Table 5 – Email Response Times