NOTE: PLEASE SEE HELPFUL HINTS AT END OF DOCUMENT

### Addendum B - Performance Work Statement

### 1.0 INTRODUCTION

## 1.1 Scope

The scope of this contract is to acquire contractor support services for the Social Security Administration (SSA) in the following areas:

- 1) Technical and problem resolution support services through the SSA Information Center (IC) to all SSA employees in the use of COTS desktop software;
- 2) Technical assistance in the use of desktop software and direct local area networking (LAN) support for the following Executive Level offices:
  - a) The Office of the Commissioner (OC) in Baltimore, MD as well as OC and satellite support staffs in Washington, D.C.;
  - b) The front office staff under the Office of the Deputy Commissioner of Systems (ODCS);
  - c) All employees under the Office of the Chief Information Officer (CIO); and
  - d) All employees under the Office of the Chief Strategic Officer (OCSO).
- 3) Technical assistance, problem resolution and trouble-shooting support services to SSA developers in the design and development of applications using web-based software tools.

### 1.2 Expected Outcome

The Social Security Administration expects to gain efficient, high quality, customeroriented contractor technical support for its 65,000 employees located nationwide. Contracting for these services will allow SSA staff to focus on providing improved service delivery to the public, while at the same time, reduce costs through innovative solutions by the contractor.

### 1.3 Assumptions

The assumptions listed below apply to this requirement:

- SSA has determined that requests for assistance and problem resolution support will be sustained at current or higher levels under the new contract.
- The current and future workloads are increasing in complexity and require advanced technical skills to meet the expected high levels of customer service.
- The SSA end-user community has become more sophisticated, asks highly complex and involved questions, and requires more advanced technical skills in the Help Desk personnel to solve their problems.
- The Desktop Refreshment will continue throughout SSA on a planned four-year cycle within the Office of Systems.
- SSA staff resources will continue to be assigned to critical program-related projects.
- The costs associated with the acquisition of hardware, software and supplies are the responsibility of SSA and are not part of the requirements being requested.
- The requirements do not include software development, which is the responsibility of the individuals requesting assistance.
- All contractor personnel are required to start work on the award date for each task order or as specified herein.
- Extended hours may apply. There may be occasions when the contractor staff will be required to provide services beyond the regular hours of operation. In these instances, the contractor shall follow the procedures stipulated in the BPA.
- The Government will provide the necessary hardware/software, technical materials and facilities to accommodate the on-site support.
- The hours of support required are delineated in each task order or Request for Task Order (RFTO).
- SSA shall obtain experienced contractor staff who have worked in a Help Desk environment providing desktop software and LAN support.

### 1.4 Constraints

The constraints listed below apply to this requirement:

- The contractor shall be responsible for the training of contractor personnel at the contractor's expense and on non-Government time.
- SSA realizes that contractor workloads may temporarily experience peaks and valleys for one or more of the task orders. If this situation arises, SSA will require contractor flexibility to shift staff between task orders to meet SSA workload requirements.

## 1.5 General Information

- At least fifty percent (50%) of the contractor staff that provides LAN networking support for Task Order 2, the Office of the Commissioner and Executive Level Support Services, should have completed MCSE certification.
- At least fifty percent (50%) of the contractor staff that provides support for Task Order 1, the IC Support Services, should have completed at least one of the following certifications: MCSE, MCSA, MCSD, MCDBA, A+, or Inet.
- Resumes for all key personnel shall be provided to the Government. The Government reserves the right to accept or reject any key personnel at any time with just cause.

# 2.0 GENERAL REQUIREMENTS

The contractor shall provide support to approximately 65,000 SSA employees. These employees are located in Baltimore, Maryland, Washington, D.C., satellite offices, field offices, Regional Offices, TeleService Centers, Hearings Offices and Office of Hearings and Appeals Regional Offices nationwide. This contract shall provide continuation of information technology support in the following areas:

- IC technical and problem-resolution support services to all SSA employees in the use of desktop software;
- 2) Technical assistance in the use of desktop software and direct LAN support for the following offices:
  - OC
  - ODCS Front Office

- CIO
- CSO
- 3) Technical assistance, problem resolution and trouble-shooting support services to SSA developers in the design and development of web-applications using office automation tools, with emphasis on web-based software tools.

Detailed requirements pertinent to all task orders are listed in this PWS. Specific requirements for each of the above-mentioned areas are listed in separate Requests for Task Orders (RFTO). The RFTOs will be issued for each of the above requirements. The expected duration of the contract will be seven years with work being issued annually.

# 3.0 <u>DELIVERABLES DESCRIPTIONS</u>

This section describes general deliverables. The general deliverables are deliverables required by all three task orders. In addition, the IC requires other specific deliverables which are described in the Request for Task Order 1, Information Center Support Services.

All deliverables shall be provided in hardcopy and electronic format using SSA's standard software packages. The Contractor shall provide one original in hardcopy form and three copies for each deliverable. The contractor shall maintain an electronic copy of each deliverable on a shared drive of the IC LAN that is accessible to the SSA Task Managers. This drive will contain a separate directory established as a repository for all deliverables.

Samples of current deliverables are available upon request.

### 3.1 General Deliverables

All task orders require the following deliverables:

## 3.1.1 Weekly Action Tracking Reports

The Contractor shall track all action items initiated by the SSA Task Manager. The Contractor shall provide a weekly report identifying the action items, the date the items were initiated by the SSA Task Manager, the target completion date and the actual implementation date, when applicable. The report shall group the action items by completion or pending. SSA will provide an action tracking system which enables separate reporting on each component.

### 3.1.2 Monthly Labor Summary Reports

For each task order, the Contractor shall submit a separate Monthly Labor Summary Report that provides the hours worked for the month. The Contractor shall submit the report in spreadsheet format.

This report shall consist of three reports. The first report shall provide regular hours billed, and the second shall provide extended hours, if required by the Government. The two reports shall be provided in identical formats with workdays being shown as columns and personnel (in alphabetical order) as rows. The total hours for each column and row shall be totaled.

The third report shall show the distribution of each employee's hours among the varying areas. Monthly and cumulative year-to-date data shall be provided. The rows and columns shall be totaled. The Daily Time and Attendance Sheets for the month from the Sign-In/Sign-Out Log shall be attached.

The hours in the Monthly Labor Summary Report should be consistent with those in the Daily Time and Attendance Sheets and will be used to bill SSA for the contractor hours worked. The Contractor shall note and explain any discrepancies in the Monthly Labor Summary Report.

# 3.1.3 Sign-In/Sign-Out Logs

The Contractor shall maintain an attendance log for each of the task orders. The Log shall consist of daily Time and Attendance Sheets. The Contractor personnel shall sign their names and time of arrival on duty in the Log, in the order of arrival.

Upon daily departure from duty, they shall annotate the time of departure, total hours worked, periods of absence, if any, and sign their initials. If extended hours are worked, an additional sign-in/out sheet should be completed. The Log shall be located in a place that is agreeable to the Contractor's Task Manager and the SSA Task Manager. The Contractor task personnel shall also sign out in the order of departures.

The Contractor's Task Manager shall certify the accuracy of these forms by signing the bottom of each day's sheet. The sheets shall be submitted as an attachment to the Monthly Labor Summary Report. The Contractor's Task Manager and the SSA Task Manager shall use the Log to verify the

Contractor hours worked at any time and also to verify hours billed to SSA in the Monthly Invoice.

## 3.1.4 Monthly Status Reports

The Contractor shall provide a Monthly Status Report for each calendar month (or partial month) under the task order. At a minimum, the report shall include the items listed below.

### a. Workloads

- Significant activities by technical area.
- Service statistics (including telephone calls, walk-in customers, onsite customer support, equipment loans, disks scanned for viruses, product evaluations, requisitions prepared, Tip Sheets prepared and demonstrations conducted).
- Deliverables submitted to the SSA Task Manager.
- Outstanding deliverables.
- Deliverables due for the next reporting period.
- Outstanding service calls.
- Outstanding equipment loans.

### b. Staffing

- Staff changes.
- Staff development.

### c. Issues

- Significant problems encountered/resolved.
- Outstanding issues.
- Recommendations for improved service.

(Note: The SSA Task Manager may request the Contractor to provide additional items, as deemed necessary; e.g., items may be added following review of the Project Management Plan.)

The Contractor shall provide customer service statistics for the report month as well as cumulative year-to-date statistics. In addition, the Contractor shall provide comparative figures (monthly and cumulative) for the prior year. Where appropriate, subtotals shall be provided for the type of service and organizational components supported. The Contractor shall submit this report in spreadsheet format with appropriate graphical representations of the data.

## 3.1.5 Weekly Meetings

The Contractor's Task Manager shall provide a weekly oral briefing on the status of work to the SSA Task Manager or designated alternate and other SSA personnel deemed appropriate by the SSA Task Manager. These meetings may be cancelled or postponed by mutual agreement of the SSA Task Manager and the Contractor's Task Manager.

# 3.1.6 Annual Report

The Contractor shall prepare this report at the end of the base year and each option year. The report shall provide a summary of Contractor services during the year and include these sections:

- Executive Summary
- Major Accomplishments by Technical Area
- Major Improvements in Service and/or Operations
- Service Statistics
- Staffing and Staff Development
- Significant Resource Accretions/Deletions

Within 15 workdays following the close of the task order year unless there are no options exercised to extend services beyond the last day of the reporting period, in which case the deliverable shall be due on the last day of the reporting period.

# 3.1.7 Action Tracking System (ATS) Modifications

The Contractor shall routinely modify the ATS to improve the management of services and administration. The Contractor shall make initial modifications to the ATS in accordance with the approval of the SSA Task Manager(s). Subsequently, the Contractor's Task Manager, with approval or request from the SSA Task Manager(s), may initiate modifications. These modifications may include changes to programs, data entry screens, and report formats. The contractor shall also maintain and update software that may replace or enhance the current ATS system.

### 3.1.8 Trend Analysis Report by Contract Year

At the conclusion of each contract year, graphs with narratives shall be provided (similar to summarizing the Monthly Reports) which depict, at a minimum, the number of Reports of Contact (ROCS) by month, ROCS by Problem Category, ROCS by Deputy Commissioner, and recommendations.

# 3.1.9 Task Order Close-Out Report

Three weeks prior to the completion of each task order, the Contractor shall schedule a close-out meeting and provide the SSA Task Manager with a close-out report. This report shall document the attendees, task order accomplishments, lessons learned, work product and/or formal deliverables.

### 3.2 Project Management Plan

In order to ensure the highest quality project performance and compliance with the requirements of the task orders, the Contractor shall implement and maintain a project management approach. This approach shall plan, organize, staff and direct the Contractor's efforts for each task order during the life of the BPA.

The plan shall describe the Contractor's management approach for managing all facets of the performance under the terms of the BPA. The plan shall serve as the mechanism for measuring the Contractor's performance and for ensuring that services comply with the requirements of each task order.

The Project Management Plan is due one week after the Blanket Purchase Agreement is awarded.

The plan shall include any new understandings and/or direction resulting from the orientation. The Contractor shall also update the plan in accordance with the items below. Requests for updated plans from the SSA Task Manager shall be made in writing or verbally. The SSA Task Manager shall confirm verbal requests in writing within five workdays.

The Project Management Plan and updates shall consist of the six sections listed below (A-F). The minimal requirements for each section are listed.

### A. Project Management Section

### a. Corporate Organization

The Contractor shall provide a project management organizational chart that identifies all managerial positions by title and name of the individual. The Contractor shall clearly indicate the responsibilities and authorities of each manager by describing the amount of independence and access to corporate management, etc. Also, the Contractor shall state how the corporate organization shall contribute to, support and recognize the responsibilities and authorities of each manager and key person.

The Contractor shall describe the methods and lines of communication between corporate units, as they pertain to assuring access to, and timely support from corporate resources/staff relative to the needs of this task order. The description shall include the relationship and proposed interfaces to assure timely and effective communication between the project management organization and the Government. Specifically, the Contractor shall identify those managers with whom the SSA Task Manager can discuss issues pertinent to the performance of the task order.

The Contractor shall describe the Task Manager's independence and authority to manage this task order relative to technical issues/matters. The Contractor shall state the reasons for and method of the Task Manager's access to corporate officials. In addition, the Contractor shall describe the types and degree of corporate support that shall be available to the Task Manager for this task order. This description shall also explain corporate support in terms of location, flexibility, timeliness and availability to the Task Manager.

### b. Periodic Progress

The Contractor shall describe how periodic progress will be monitored either through meetings, reports, or other means of communication.

c. Personnel Security, Suitability
Requirements, Systems Security and Government Building Access

Security requirements are explained in **Addendum C**, Section 1.0, Personnel Security and System Access Requirements. The contractor shall describe its proposed plans for complying with the physical, system, and personnel security provisions of the task orders in accordance with SSA's security requirements.

### B. Workload Management Section

At a minimum, the Contractor shall address the items listed below.

- A narrative description of the methodologies for assigning the work in each area.
- A narrative description of the methodologies for performing the work in each area.
- A narrative description of the methodologies for managing the work in each area.
- A work breakdown structure for each technical area identifying all tasks, subtasks and dependencies among them.
- A narrative description of the assumptions and constraints relative to the work to be performed in each technical area.

### C. Staffing Section

The Contractor shall provide its proposed staffing procedures to meet technical requirements and staffing levels. At a minimum, the Contractor shall address the items listed below.

- The organizational structure for the task order that identifies these items: the supervisory and team leader positions; their responsibilities and authorities, and procedures for handling scheduled and unscheduled absences in these positions.
- The resource loading chart identifying by name, position, and labor category, personnel that shall support each technical area; the total hours to be worked in each technical area and a breakout of extended hours.

• A Skills Inventory Matrix providing the skills for each person proposed to support the task order.

### D. Training Section

The Contractor's personnel shall keep pace with latest versions, updates and/or releases of desktop software being used by the SSA end-user community. Skill maintenance is crucial to providing SSA end-users with the most up-to-date information. Consequently, it is mandatory that the Contractor's personnel shall maintain the skills necessary to support SSA's evolving desktop environment.

However, all training of the Contractor's personnel shall be the responsibility of the Contractor. Consequently, the Contractor's training costs shall not be an allowable cost item under the task order. However, there is limited funding for travel to attend some technical forums and conferences related to services provided, as approved by the SSA Task Manager. The Government shall establish a budget line item to cover travel expenses incurred by the Contractor for these purposes.

This section shall include a description of the Contractor's training plan to ensure the continuity of skilled personnel on the contract. At a minimum, the Contractor's training plan shall address the items listed below.

- Procedures for maintaining the continuity of skills for the technical areas, according to the Skills Inventory Matrix.
- Procedures to ensure those personnel remain certified/qualified in their specialty technical area(s).

During the life of each task order, the Contractor shall report in the Monthly Status Report the efforts employed to train personnel.

### E. Quality Management Section

The Contractor shall describe efforts to provide quality management to the project. At a minimum, the description shall include the items below.

- Methodologies to be used to ensure total involvement of all personnel toward achieving the purpose and objectives of the BPA.
- Methodologies to be used to ensure a commitment to the goal of quality customer service.
- Methodologies to be used to ensure a commitment to the goal of continuous improvement of support services.

# F. Quality Assurance/Quality Control Section

SSA considers that the quality of Contractor deliverables and products is an ongoing responsibility of all key personnel. Consequently, the Contractor shall ensure the technical quality (i.e.; accuracy, completeness and timeliness) of all deliverables, technical information and products.

At a minimum, the Contractor shall address the items below.

- Methods to be used to provide SSA with quality (i.e.; accurate, complete, timely, etc.) deliverables and products.
- Methods for building quality into products through planning and management.

### 3.3 Deliverables Table

Refer to the following Deliverables Table, which provides the title, frequency, acceptance criteria and due date of each deliverable:

Eype	Deliverable No.	Deliverables Title	Frequency	Acceptance College	Due Date
General General	3.1.1	Weekly Action Tracking Report	Weekly	Acceptance by the SSA TM is required for this deliverable. As required, the Contractor shall submit revisions within 2 workdays from receipt of the request from the SSA TM.	To be provided and discussed at the Weekly Status Meeting.
	3.1.2	Monthly Labor Summary Report	Monthly	Same as above.	Within 10 calendar days following the last calendar day of the month.
General	3.1.3	Sign-In/Sign-Out Log	Daily	Same as above.	To accompany the Monthly Labor Summary Report.
General	3.1.4	Monthly Status Report	Monthly	Same as above.	Within 5 workdays following the close of the calendar month.
General	3.1.5	Weekly Meetings (Oral Presentation)	Weekly	Not applicable.	As scheduled by the SSA TM.
General	3.1.6	Annual Report of Support Services	Annually	Acceptance by the SSA TM is required for this deliverable. As required, the Contractor shall submit revisions within 2 workdays from receipt of the request from the SSA TM.	Within 15 workdays following the close of the task order year OR the last day of the reporting period.
General	3.1.7	Action Tracking System (ATS) Modifications	As requested by the SSA TM.	Same as above.	Within 15 workdays of request.
General	3.1.8	Trend Analysis Report by Contract Year	Annually at the close of the each task order year.	Same as above.	Within 10 workdays following the close of the task order year OR the last day of the reporting period.
General	3.1.9	Task Order Close-Out Report	Once	Acceptance by the SSA TM is required for this deliverable.	15 workdays prior to completion of each task order.
General	3.2	Project Management Plan and Updates	Annually at the start of the each task order year or as requested by the SSA	Acceptance by the SSA TM is required for this deliverable. All plans shall be submitted as final products. If modifications are required to the plan, the SSA TM shall submit the request(s) to the Contractor as a "request for modification".	Within 10 workdays of the BPA award; within 10 workdays of commencement of each year renewal; and within 10 workdays of receipt of request for modifications by the SSA TM.

# 4.0 GOVERNMENT FURNISHED PROPERTY

Government-furnished space and on-site facilities (i.e., printing, photocopying, etc.) will be made available for the contractor for all task orders.

The contractor staff will use Government telephones and equipment (desks, workstations, and printers) to provide on-site support to the SSA community.

# 5.0 <u>PERFORMANCE REQUIREMENTS AND QUALITY ASSURANCE</u> <u>SURVEILLANCE PLAN MATRIX</u>

This section describes what services the Government expects to be performed by the Contractor and to what standard. All work shall be performed within time limits specified. The Performance Requirements and Quality Assurance Surveillance Plan Matrix also details the method of surveillance the Government will use to ensure that the Contractor is meeting the performance requirements.

If performance exceeds the Quality Assurance Surveillance Plan Matrix, a positive performance rating will be given in procurement tools such as the National Institute of Health's Contractor Performance reports, other Government agency reference checks, etc. Conversely, if performance is less than the Quality Assurance Surveillance Plan Matrix, a negative performance rating will be given in procurement tools such as the National Institute of Health's Contractor Performance reports, other Government agency reference checks, etc.

The following example defines the information contained in each column of the Performance Requirements and Quality Assurance Surveillance Plan Matrix below:

### Example:

Performance Requirement  This column lists the overall performance requirements that must be met by the Contractor.  This column lists the Task Order Number and the paragraph number within the respective Task Order for which the performance requirement applies. For example, TO1-2.1.1 is Task Order 1 (Information Center)-paragraph 2.1.1. TO3-2.1.2 is Task Order 3 Entrepreneurial. Services)-paragraph 2.1.2	Performance Indicator (Desired Outcome)  This paragraph describes what the Contractor must accomplish in order to satisfy the overall requirement.	Performance Standard  This column defines the criteria for successful performance by the Contractor.	Method of Surveillance This column states the surveillance methodology for each standard.
---	--	--	--

# PERFORMANCE REQUIREMENTS AND QUALITY ASSURANCE SURVEILLANCE PLAN MATRIX

Total	Toch	2002		
Number  Number  TOI-2.1.3  TOI-2.1.3  TOI-2.1.4  TO2-2.1.3  TO3-2.1.1  TO3-2.1.2  TO3-2.1.2  TO3-2.1.2  TO3-2.1.2  TO3-2.1.2  TO3-2.1.3  TO3-2.1.3  TO3-2.1.3  TO3-2.1.4  TO3-2.1.4  TO3-2.1.5  TO3-2.1.4  TO3-2.1.4  TO3-2.1.4  TO3-2.1.4  TO3-2.1.4  TO3-2.1.5  TO3-2.1.4  TO3-2.1.7  TO3-2.1.7  TO3-2.1.7  TO3-2.1.5  TO3-2.1.5  TO3-2.1.5  TO3-2.1.5  TO3-2.1.5  TO3-2.1.5  TO3-2.1.5  TO3-2.1.5  TO3-2.1.5			Performance Standard	
TO1-2.1.3 TO1-2.1.3 TO1-2.1.3 TO1-2.1.3 TO2-2.1.3 TO2-2.1.3 TO3-2.1.1 TO3-2.1.1 TO3-2.1.2 TO3-2.1.2 TO3-2.1.2 TO3-2.1.3 TO3-2.1.2 TO3-2.1.4 TO3-2.1.5 TO3-2.1.5 TO3-2.1.6 TO3-2.1.6 TO3-2.1.6 TO3-2.1.7 TO3-2.1.1 TO3-2.1.1 TO3-2.1.5	+	+	(Acceptable Quality Level)	Method of Surveillance
TO1-2.1.2 TO1-2.1.3 TO1-2.1.4 TO2-2.1.3 TO3-2.1.1 TO3-2.1.2 TO3-2.1.1 TO3-2.1.2 TO3-2.1.2 TO3-2.1.2 TO3-2.1.3 TO3-2.1.4 TO3-2.1.5 TO3-2.1.4 TO3-2.1.5 TO3-2.1.6 TO3-2.1.6 TO3-2.1.6 TO3-2.1.7 TO3-2.1.1 TO3-2.1.6 TO3-2.1.5	pport		100% of calls or visits not resolved	Planned sampling via Weekly
T01-2.1.3 T01-2.1.4 T02-2.1.3 T03-2.1.1 T03-2.1.2 T01-2.1.4 T03-2.1.2 T03-2.1.2 T03-2.1.2 T03-2.2.5 T03-2.2.5 T03-2.2.6 T03-2.2.6 T03-2.2.6 T03-2.2.6 T03-2.2.6 T03-2.2.6 T03-2.2.6		_	within 10 minutes are entered as	Status Meetings and deliverables
40,000	101-2.		ROCs.	including, but not limited to, ATS
	101-2.			reports, Monthly Reports, and
	T02-2.		99% of ROCs will have completion	Trend Analysis Reports.
	T02-2.	1.3 resolution shall be tracked through	dates within I month of opening.	•
	T03-2.	1.1 completion through the respective		
0.8.8.4	T03-2.	1.2 ATS.		
	TOI-2.	1.1 Technical support shall include	No more than two valid complaints	(Automated Customer Surveys
0.888	TOI-2.		ner month regarding unanguered	describe momentain of believe of
	TOI-2		per month regarding unanswered	are issued to customers after each
	TO2-2		questions of incorrect information.	ROC is closed. Once completed,
	TO2-201			the surveys are automatically sent
	TO2-2.1	_		to the Government and Contractor
	103-2.1	1.1 thoroughly and accurately answered.		task managers. )
	103-2.1	7:1		
	103-2.2	C.7		Validated customer complaints
	103-2.2	Q:7		via Customer Survey Forms, and
	-			customer feedback received.
	-			SSA Task Manager (TM) will
		-		investigate all complaints and will
				determine if complaint is valid
				Valid complaints will be
				documented
	TOI-2	1 Customers shall be assisted in	No more than true cold comments	Vol:44-4
	T02-2:1		NO IIIOTE than two valid complaints	Validated customer complaints
	TO3 2 1	_	per month regarding unanswered	via Customer Survey Forms
	102-2.1		questions or incorrect information.	received. SSA TM will
	103-2.1	.1 an application and to use the package.		investigate all complaints and will
	7-7-COI	0:		determine if complaint is valid.
				Valid complaints will be
	E	+		documented.
	101-2.4		100% of the time, equipment is	Validated customer complaints
loane	102-2.3		available for pick-up by the customer	via Customer Survey Forms
laptop		loaner equipment shall include	at reserved time.	received. SSA TM will
***************************************		laptops, portable printers, and		investigate all complaints and will
- Scalini		scanners. Equipment hardware shall	98% of calls and customer survey	determine if complaint is valid.
be in		be in working order and hardware and	forms are complaint-free during a 6-	Valid complaints will be
all rec		all required software are installed	month period regarding broken	documented.
config		configured properly.	equipment.	

	Performance Requirement (Required Service)	Task Order Reference Number	Performance Indicator (Desired Outcome)	Performance Standard	
7	The Contractor shall assist customers in the installation	TOI-2 1 1	All hardware and coffware chall he	Harding de Guanity Level)	Method of Surveillance
	and setup of hardware equipment and configure related	TO1-2.1.2	properly installed and configured as	and configured accurately and in a	via Customer Complaints
	software.	TOI-2.1.4	requested.	timely manner 98% of the time	via Custoffier Survey Forms
		TO1-2.4.1		unicly manner 70.70 of the time.	iecelved, 55A I'M WIII
		TO2-2 1 2		000/ 25 2011 200 4	investigate all complaints and will
		TO2-2 1 3		56 % of calls and customer survey	determine if complaint is valid.
		TO2-2-16		Torms received per o-month period	Valid complaints will be
		0.1.2-201		are complaint free regarding	documented.
				equipment and software	
m	The Contractor shall respond to all customer requests for	All Task	Customers requesting assistance shall	An analyst and not an automated	Unscheduled inspections
	assistance in an accurate, timely and courteous manner to	Orders	be able to contact a support analyst	telephone answering service answers	
	ensure customer satisfaction. Requests shall be via		almost immediately during Task	98% of calls.	Validated customer complaints
	walk-in, call-in, fax, or electronic mail.		Order support hours.		via Customer Survey Forms
			:	Calls left on the automated telephone	customer feedback SSATM will
				answering service shall be returned	investigate all complaints and will
				within 30 minutes during Task Order	determine if complaint is valid
				support hours.	Valid complaints will be
					documented
				Responses to requests received via	
				fax or e-mail shall be made within 30	
				minutes during Task Order support	
		_		hours 98% of the time	
					_
				98% of calls and customer survey	
				forms received ner 6-month nerod	
				are complaint free regarding	
				unanswered phone calls.	
_		T01-	Walk-in customers shall be greeted in	An analyst will be available to assist	Unscheduled inspections.
		(General)	a timely and courteous manner and	walk-in or call-in customers 99% of	
			verified that they are entered in the	the time.	Validated customer complaints
			Visitor's Log. The customers will be		via Customer Survey
			directed to the appropriate resource(s)	98% of calls and customer survey	Forms; customer feedback. SSA
-		-	and assisted in the use of the	forms received per 6-month period	TM will investigate all
			resource(s).	are complaint free regarding	complaints and will determine if
				discourteous or unavailable staff.	complaint is valid. Valid
					complaints will be documented.
		T01-	If a support analyst cannot resolve a	Follow-up calls are made within 4	Random Sampling via review of
		(General)	problem within the first 10 minutes	hours 99% of the time during Task	ATS records.
	-	, 103-	and further research is necessary, or if	Order support hours.	
-		(General)	the request must be directed to		Unscheduled inspections.
***			another analyst, a follow up call or	(If a call is received just prior to the	
			visit with the customer will be made	end of the day, the 4-hour response	Validated customer complaints
_			within 4 hours.	time will begin the following	via Customer Survey Forms

br br c c c c c c c c c c c c c c c c c	Performance Requirement (Required Service)	Task Order Reference Number	Performance Indicator (Desired Outcome)	Performance Standard (Acceptable Quality Level)	Method of Surveillance
Immediate response to walk-in or call- in requests shall be taken. Customers walk-in or call-in customers 99% of shall be greeted in a courteous manner. The Contractor shall respond within 1 hour for OC, and 2 hours for CS. OCIO, and OCSO.  Assistance to the end-user(s) at their workplace is required when direct equipment is necessary.  Advance arrangements shall be made evitin 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  Advance arrangements shall be made within 1 hour for OC.  OCIO and OIDCS customers.  If support is required when this service is available to the site.  If support is required when this for reasolved.  Customer will be notified when this for resolve.  Follow-up calls are made to the River's visit by the customer or resolve.  Follow-up calls are made to the River's visit by the customer at least once every 2 days heen closed or requires additional until request is resolved.  Follow-up calls are made to the River's visit by the customer at least once every 2 days with the customer or resolve.				business day. These calls will be	received. SSA TM will
Immediate response to walk-in or call-  Immediate response to walk-in or call- in requests shall be taken. Customers shall be greeted in a courteous hall respond within 1 hour for OC, and 2 hours for copolors. OCIO, and OCSO.  Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  Advance arrangements shall be made workplace within 1 hour for OC, OCIO, and OCSO, and 1 hour for OC, oCIO, and OCSO, and 1 hour for OC, oCIO, and oCIO, oCIO, and oCIO,				entered into the ATS and given	investigate all complaints and will
Immediate response to walk-in or calling the in requests shall be taken. Customers shall be greeted in a courteous manner. The Contractor shall respond within 1 hour for Cand 2 hours for texponse 99% of the time.  ODCS, OCIO, and OCSO.  Response 99% of the time.  199% of calls and customer survey forms received per 6-month period are complaint free regarding discourteous or unavailable staff.  Assistance to the end-user(s) at their assistance to the end-user's contact with the customer or equipment is necessary.  Advance arrangements shall be made within 1 hour for OC.  ODCS, and OCSO, and 1 hour for OC.  Advance arrangements shall be made within the customers. I workplace within 1 hour for OC.  OCIO and ODCS customers.  Advance arrangements shall be made within the customer for on-site assistance to the end-user's workplace within 1 hour for OC.  OCIO and ODCS customers.  Advance arrangements shall be made building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either bis/her request for services has either time to resolve.				priority the next business day.)	determine if complaint is valid.
Immediate response to walk-in or call- in requests shall be taken. Customers shall be greeted in a courteous manner. The Contractor shall respond within 1 hour for OC, and 2 hours for CoDCS, OCIO, and OCSO.  Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  Advance arrangements shall be made within the customer or lift support is required at an outlying with the customer for necessary.  Customer will be notified when by the customer shall be made within the customer or contact with the customer or the end-user's workplace within 1 hour for OC.  COCIO and ODCS, and OCSO, and 1 hour for OC.  COCIO and ODCS customers.  Advance arrangements shall be made within 1 hour for OC.  COCIO and ODCS customers.  Advance arrangements shall be made within 1 hour for OC.  COCIO and ODCS customers.  Advance arrangements shall be made within 1 hour for OC.  COCIO and ODCS customers.  Advance arrangements shall be service is available to the site.  Customer will be notified when his/her request for services has either his/her request for services has either the to resolved.  Customer will be notified when customer at least once every 2 days been closed or requires additional until request is resolved.			-		Valid complaints will be
Immediate response to walk-in or call- in requests shall be taken. Customers shall be greated in a courteous manner. The Contractor shall respond within 1 hour for OC, and 2 hours for ODCS, OCIO, and OCSO.  Tresponse 99% of the time.  99% of calls are made within the task orders' specified times for response 99% of the time.  99% of calls and customer survey forms received per 6-month period are complaint free regarding discourteous or unavailable staff.  Assistance to the end-user(s) at their assistance to the end-user's contact with the customer or equipment is necessary.  Advance arrangements shall be made with the customer for on-site assistance to the end-user's workplace within 1 hour for OC.  Advance arrangements shall be made with the customer for on-site assistance to the end-user's workplace within 1 hour for OC.  OCIO and ODCS, and 1 hour for OC.  OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site assistance to the end-user's workplace within 1 hour for OC.  OCIO and ODCS and 1 hour for OC.  OCIO and ODCS customers.  If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when bis/her request for services has either bis/her request for services has either thin recosore.  Follow-up calls are made to the his/her request for services has either customer are least once every 2 days been closed or requires additional until request is resolved.		E			documented.
In requests shall be taken. Customers walk-in or call-in customers 99% of shall be greeted in a courteous manner. The Contractor shall respond within 1 hour for OC, and 2 hours for ODCS, OCIO, and OCSO.  Response 99% of the time.  99% of calls and customer survey forms received per 6-month period are complaint free regarding discourteous or unavailable staff.  Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  Advance arrangements shall be made with the customers. Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.		-701	Immediate response to walk-in or call-	An analyst will be available to assist	Random Sampling via review of
shall be greeted in a courteous  manner. The Contractor shall respond within in hour for OCs. and 2 hours for ask orders' specified times for response 99% of the time.  99% of calls and customer survey forms received per 6-month period are complaint free regarding discourteous or unavailable staff.  Assistance to the end-user(s) at their assistance to the end-user's contact with the customer or equipment is necessary.  Advance arrangements shall be made with the customer for on-site support.  If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when customer at least once every 2 days time to resolve.		(Celletal)	in requests shall be taken. Customers	walk-in or call-in customers 99% of	ATS records.
manner. The Contractor shall respond within I hour for OC, and 2 hours for ODCS, OCIO, and OCSO. response 99% of the time. 99% of calls and customer survey forms received per 6-month period are complaint free regarding discourteous or unavailable staff. Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when time to resolve.  Pollow-up calls are made within the response 99% of the times 99% of calls and customer survey forms received per 6-month period are complaint free regarding discourteous or unavailable staff. An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC. OCIO and ODCS, and OCSO, and 1 hour for OC. OCIO and ODCS customers.  Advance arrangements shall be made with the customer.  If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when time to resolve.			shall be greeted in a courteous	the time.	
within I hour for OC, and 2 hours for Follow-up calls are made within the task orders' specified times for response 99% of the time.  99% of calls and customer survey forms received per 6-month period are complaint free regarding discounteous or unavailable staff.  Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  Advance arrangements shall be made within 1 hour for OC.  OCCIO and ODCS, and OCSO, and 1 hour for OC.  OCCIO and ODCS customers.  Advance arrangements shall be made within 1 hour for OC.  OCCIO and ODCS customers.  Advance arrangements shall be made to the end-user's workplace within 1 hour for OC.  OCCIO and ODCS customers.  Advance arrangements shall be made with the customer.  Advance arrangements shall be made within 1 hour for OC.  OCCIO and ODCS customers.  Advance arrangements shall be made within the customer.  Advance arrangements shall be made within 1 hour for OC.  OCCIO and ODCS customers.  Advance arrangements shall be made workplace within 1 hour for OC.  OCCIO and ODCS customers.  Advance arrangements shall be made workplace within 1 hour for OC.  OCCIO and oDCS customers.  Exponers of the time.  OCCIO and oDCS customers.  OCCIO and oDCS customers.  Advance arrangements shall be made workplace within 1 hour for OC.  OCCIO and oDCS customers.  OCCIO and oDCS customers.  Exponers of the end-user's workplace within 1 hour for OC.  OCCIO and oDCS customers.  OCCIO and oCCIO.			manner. The Contractor shall respond		Unscheduled inspections.
ODCS, OCIO, and OCSO. task orders' specified times for response 99% of the time.  99% of calls and customer survey forms received per 6-month period are complaint free regarding discourteous or unavailable staff.  Assistance to the end-user(s) at their workplace is required when direct assistance to the end-user's workplace within 4 hours for IC and ESS customers. 2 hours for ICIO, ODCS, and OCSO, and 1 hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  Advance arrangements shall be made with the customers. 2 hours for ICIO, ODCS, and ODCS customers.  Advance arrangements shall be made with the customer.  It support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when Follow-up calls are made to the his/her request for services has either customer at least once every 2 days been closed or requires additional until request is resolved.			within 1 hour for OC, and 2 hours for	Follow-up calls are made within the	•
response 99% of the time.  99% of calls and customer survey forms received per 6-month period are complaint free regarding discourteous or unavailable staff.  Assistance to the end-user(s) at their workplace is required when direct assistance to the end-user's workplace within 4 hours for ClO, ODCS, and OCSO, and 1 hour for OC.  Advance arrangements shall be made with the customer for on-site support.  If support is required an outlying building, Government shuttle service is available to the site.  Customer will be notified when resolved.  Customer will be notified when request for services has either customer at least once every 2 days been closed or requires additional until request is resolved.			ODCS, OCIO, and OCSO.	task orders' specified times for	Validated customer complaints.
Advance arrangements shall be made with the customer for one-site assistance to the site.  Customer will be notified when tired to resolve.  Customer will be notified when tired complaint free regarding discourtcous or unavailable staff.  An analyst will provide on-site assistance to the end-user's workplace within 4 hours for CIO, ODCS, and OCSO, and 1 hour for OC.  Advance arrangements shall be made with the customer for on-site support.  If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when request for services has either customer at least once every 2 days been closed or requires additional until request is resolved.				response 99% of the time.	SSA TM will investigate all
Assistance to the end-user(s) at their workplace is required when direct assistance to the end-user(s) at their workplace is required when direct assistance to the end-user's contact with the customer or equipment is necessary.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either time to resolve.					complaints and will determine if
Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  Advance arrangements shall be made with the customer for on-site assistance to the end-user's workplace within 1 hour for OC.  Advance arrangements shall be made workplace within 1 hour for OC, OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either customer at least once every 2 days been closed or requires additional time to resolve.				99% of calls and customer survey	complaint is valid. Valid
Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  Advance arrangements shall be made with the customer for on-site assistance to the end-user's workplace within 1 hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  OCIO and ODCS customers.  Advance arrangements shall be made with the customer.  If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.				forms received per 6-month period	complaints will be documented
Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  An analyst will provide on-site assistance to the end-user's workplace within 4 hours for CIO, ODCS, and OCSO, and 1 hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  Advance arrangements shall be made with the customer.  If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either customer at least once every 2 days been closed or requires additional time to resolve.				are complaint free regarding	compression of accommence.
Assistance to the end-user(s) at their workplace is required when direct contact with the customer or equipment is necessary.  Contract with the customer or equipment is necessary.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either customer at least once every 2 days been closed or requires additional time to resolve.				discourteous or unavailable staff	
workplace is required when direct contact with the customer or equipment is necessary.  Contract with the customer or equipment is necessary.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC.  OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either customer at least once every 2 days been closed or requires additional time to resolve.		All Task	Assistance to the end-user(s) at their	An analyst will provide on-site	Random Sampling via review of
cquipment is necessary.  equipment is necessary.  equipment is necessary.  ODCS, and OCSO, and I hour for OC.  ODCS, and OCSO, and I hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within I hour for OC.  OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.		Ordens	workplace is required when direct	assistance to the end-user's	ATS records
equipment is necessary.  equipment is necessary.  ODCS, and OCSO, and I hour for OC.  ODCS, and OCSO, and I hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within I hour for OC.  OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either his/her request for services has either customer at least once every 2 days been closed or requires additional time to resolve.			contact with the customer or	workplace within 4 hours for IC and	
ODCS, and OCSO, and I hour for OC.  An analyst will provide on-site assistance to the end-user's workplace within I hour for OC, OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site assistance to the end-user's workplace within I hour for OC, OCIO and ODCS customers.  If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either this/her request for services has either customer at least once every 2 days the film to resolve.			equipment is necessary.	ESS customers, 2 hours for CIO.	Validated customer complaints
An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC, OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.				ODCS, and OCSO, and 1 hour for	via Customer Survey Forms:
An analyst will provide on-site assistance to the end-user's workplace within 1 hour for OC, OCIO and ODCS customers.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.				OC.	customer feedback. SSA TM wi
Advance arrangements shall be made with the customer for on-site support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.					investigate all complaints and will
Advance arrangements shall be made with the customer for on-site support.  Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.				An analyst will provide on-site	determine if complaint is valid.
Advance arrangements shall be made with the customer for on-site support.  If support is required at an outlying building. Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.				assistance to the end-user's	Valid complaints will be
Advance arrangements shall be made with the customer for on-site support. If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.				workplace within 1 hour for OC,	documented.
Author of the customer for on-site spand with the customer for on-site support. If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.		All Tock	A direction of the second of t	OCIO and ODCS customers.	
With the customer for on-site support.  If support is required at an outlying building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.		Orders	with the animal genients shall be made	99% of on-site visits by the	Validated customer complaints
building, Government shuttle service is available to the site.  Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.		Cincis	Will the customer for on-site support.	Contractor are arranged in advance	via Customer Survey Forms;
Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.			it support is required at an outlying	with the customer.	customer feedback. SSA TM will
Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.			building, Government shuttle service		investigate all complaints and will
Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.			is available to the site.		determine if complaint is valid.
Customer will be notified when his/her request for services has either been closed or requires additional time to resolve.					Valid complaints will be
his/her request for services has either customer at least once every 2 days been closed or requires additional time to resolve.		TOI-	Customer will be notified when	Follow-up calls are made to the	Dandom Somating 15
been closed or requires additional until request is resolved.		(General)	his/her request for services has either	customer at least once every 2 days	ATS records
time to resolve.		T03-	been closed or requires additional	until request is resolved.	A 1 2 Localds.
		(General)	time to resolve.		Validated customer complaints
		103-			via Customer Survey Forms
investigate all complaints and wi		(Octional)			received. SSA TM will
					investigate all complaints and wil

		Tank Ondan			
	Performance Requirement (Required Service)	Reference Number	Performance Indicator (Desired Outcome)	Performance Standard	Mothod of Survivillance
				(rayar (mmp) argudana)	Valid complaints will be
		TOT	Cuctomer currency will be seemed to the		documented.
		(General) T03-	customer after each problem has been resolved.	Customer Survey Forms are issued to customers automatically when ROC is closed.	Random Sampling via review of ATS records.
		(General)			Planned Sampling via Customer
4.	The Contractor shall maintain network and resolve	TO2-2.1.1	Problems with server performance are	A ROC is entered into the	Random Sampling via review of
	problems on multiple and bridged LANs with Exchange and Windows 2000 Servers and workstations.	T02-2.2.1 T02-2.2.2	reported immediately to OTSO.	appropriate Action Tracking Systems appropriate Action Tracking Systems (ATS/CAPRS) when a technical problem arises outside of the realm of the Contractor's resconsibility	ATS records.
		TO2-2.1.1	The Contractor shall maintain close	A network analyst shall be available	Random Campling via review of
		TO2-2.2.2	and consistent communication with	to assist OTSO in troubleshooting	ATS records and weekly status
_			OTSO to gain status of network problems and to provide trouble-	network problems until the problem is resolved.	meeting.
			shooting assistance when necessary.		
5.	The Contractor shall configure and maintain Exchange	T02-2.1.1	Installation of server software, or	There shall be no interruptions in	100% inspection via advanced
	Servers.	TO2-2.2.1	upgrades to server software, shall be	network service during working	notification to SSA TM that work
		TO2-2.2.2	performed as necessary. If	hours unless a technical problem	will be performed outside of peak
			interruption in server performance is	arises outside of the realm of the	work hours.
			required to install any software, the	Contractor's responsibility, or for	
			installations shall be performed outside of peak hours.	general server maintenance.	
			•	Servers shall be fully operational	
				from 6 a.m. to 6 p.m. on business days.	
_		T02-2.1	Installation of network hardware shall	There shall be no intermedical	1000/
		T02-2.2	be performed outside of peak hours.	network service during working hours unless a technical problem arises outside of the realm of the	100% inspection via advanced notification to SSA TM that work will be performed outside of peak work hours.
				Contractor's responsibility, or for general server maintenance.	
				Servers shall be fully operational from 6 a.m. to 6 p.m. on business days.	
		TO2-2.1.1	Server shall be regularly monitored	There shall be no interruptions in	100% inspection via advanced
		T02-2.2.1	for optimum performance. The	network service during working	notification to SSA TM that work
		102-2.2.2	Contractor will troubleshoot and	hours unless a technical problem	will be performed outside of peak
			report server problems to O150.	arises outside of the realm of the	work hours.
	J			Commación s responsibility, or 11	

		Tock Order			
	Performance Requirement	Reference	Performance Indicator	Dorformonoo Stondord	
	(Required Service)	Number	(Desired Outcome)	(Acceptable Quality Level)	Method of Surveillance
				general server maintenance is required.	
				Servers are fully operational by 6	
		T02-2.1.1	A ROC is entered into the appropriate	ROCs and CAPRS are entered	Random Sampling via review of
		TO2-2.2.2	problem is encountered. ROCs and	within I nour of the time the problems are encountered.	A15 records and weekly status
			CAPRS are monitored through		io
		TO2-2.2.1	Exchange Global Address List (GAL)	Additions or modifications of	Random Sampling of the GAI
		TO2-2.2.2	distribution lists are added, deleted, or	distribution lists are made to the	for modifications made.
			changed as requested. The GAL will be monitored to ensure modifications	GAL within 4 working hours of	
			are replicated timely by OTSO.	reducat.	
			Notification to OTSO is required if	GAL distribution list additions are	
			distribution list modifications are not	created in accordance with OTSO e-	
		TO2-2-2-1	Exchange molths:	mail standards 99% of the time.	
		TO2-2.2.2	created, exported, or deleted as	Mailbox accounts are added or modified within 4 hours of request	for modifications made
			personnel changes occur, and the		
			GAL is monitored to ensure these	Mailbox accounts are created in	Customer Feedback
			changes have replicated to GAL sites.	accordance with OTSO e-mail standards 99% of the time	
		T02-2.2.1	Shared folder permissions are	Permissions are granted or modified	Customar antiofostion that
	E -	TO2-2.2.2	assigned accurately and timely.	within 1 working hour of request.	Customer satisfaction that permissions were granted.
ö	The Contractor shall maintain virus detection and	TO2-2.2.3	The latest version of SSA's standard	Updated versions of anti-virus	Unscheduled inspections.
	ciaulcation programs.		anti-virus software is installed and	software are downloaded to all	•
			running properly on all servers and workstations.	workstations within 1 week of receipt.	Customer Feedback
				SMS anti-virus downloads are	
_				verified as running properly on all	
_				workstations within I week of	
		T02-2.2.3	Constant virus prevention measures	Immediate remedial action shall be	100% inspection via daily renorts
			are taken to ensure all workstations	taken to remove a virus that is	from Contractor.
			suly mustines.	uctected on any workstation.	Customer Feedback
		TOI-2.1.3	Alert notifications are issued for	Notifications are sent within 1 hour	100% inspection via email
			Viruses and possible hoaxes to the SSA LAN coordinators (SLC) and	of verification.	notifications to SLCs.
-			Security Officers.		

		Task Order			
_	Performance Requirement	Reference	Performance Indicator	Performance Standard	
	(Required Service)	Number	(Desired Outcome)	(Acceptable Quality Level)	Method of Surveillance
		TOI-2.1.3	End-user diskettes will be scanned in	No more than one virus will be	100% inspection via Monthly
			the IC prior to being used on IC	detected on any IC workstation	Status Reports.
_		TO1 2 1 3	Assistance is a second	Within a 6-month period.	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
		TO2-2.7.3	detect and remove viruses on their	I he Contractor is able to remove	100% inspection via Monthly
			diskettes and workstations.	workstations 99% of the time	weekly status meetings
	79 100				weekly status incelligs.
7.	The Contractor shall conduct product evaluation.	TO1-2.3.1	Products shall be evaluated to address	Contractor shall present a complete	Planned Sampling via
_		101-2.3.2	workstation and server requirements,	understanding of the product and	deliverables including, but not
		101-2.3.3	functional characteristics, cost,	provide sound advice to customers	limited to, Annual Reports;
			support requirements, and business	and Agency support personnel.	Monthly Reports; Biweekly
			management considerations for use by		Highlight Report; Access Bi-
_			customers and loaner equipment, and	New products implemented shall be	monthly Newsletter;
			equipment for use by Contractor	free of compatibility problems and	
			personnel to provide technical	shall be user friendly.	Unscheduled Inspections.
			Support, training and management of		
		701271	C. A. T. C. T. C.		
		TOI 232	Software products and software	Contractor shall present a complete	Planned Sampling via
		TO1-2.3.2	upgrades snall be evaluated in	understanding of the product and	deliverables including, but not
		101-2.3.3	advance of Agency implementation to	provide sound advice to customers	limited to, Monthly Reports,
			assess the functional capabilities,	and Agency support personnel.	Annual Reports, Biweekly
			compatibility, and potential impact on		Highlight Reports, and the Access
			customers to prepare for assisting		Bi-monthly Newsletter.
			customers immediately following		
		10.10E	mpienenation.		Unscheduled Inspections.
		TOI-2.3.4	Acquisition of products and software	Acquisition requests shall be	100% inspection by SSA TM.
			that are required to operate the IC	completed in accordance with	
			shall be prepared by the Contractor	Agency procedures and guidelines.	
			and submitted to the SSA I'M for		
			review and approval. The SSA TM		
			will process the request for acquisition		
∞ <u>.</u>	The Contractor shall disseminate technical information to	TOI-2.2.1	Solutions to common end-user	At least 6 brochires per year shall be	100% Inspection by SSA TM
	SSA customers.		computing problems shall be	published.	TM will maintain documentation
			compiled and brochures shall be		of all accented and rejected
			published to address widespread or	Technical information contained in	deliverables.
			recurring problems. Hardcopies of	the brochures will be 100% accurate.	
			these publications shall be displayed		
			in the Information Center and made	The SSA TM shall conduct a review	•
			available free of charge to customers	of the brochures in final format	
			visiting the Information Center.	before publication. The SSA TM	
				shall return the brochure to the	
				Contractor no more than twice for	

Published information shall be electronically to remote users and also published on the IC website on the SSA Intranet.  The "ACCESS" newsletter will be written and published on the IC website on the SSA Intranet.  The "ACCESS" newsletter will be written and published by the contractor. Hard copies of this report shall be displayed in the Information of Centractor. Hard copies of this report shall be displayed in the Information of Centractor. Hard copies of this report shall be published by the month).  The "ACCESS" newsletter will be published by the month. The "ACCESS" newsletter will be free of charge to customers visiting the Information of Centra and available free of charge to customers visiting the Information of Centra and available free of charge to the Intranet. The "ACCESS" newsletter will be free of typographical, content, and of the published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be revelled to the IC Home Page on the Intranet. The "ACCESS" newsletter will be revelled to the IC Home Page on the Intranet. The "ACCESS" newsletter will be content, and offer the published on the Intranet. The "ACCESS" newsletter will be review of the newsletter will be content, and offer the published on the Intranet. The "ACCESS" newsletter will be published on the Intranet. The "ACCESS" newsletter will be provides current information for customers. The "ACCESS" newsletter will be provides current and available services and demonstrations to the school of the time.  A website that provides current information on all available services and demonstrations to the school of the time.  A website that provides current in the IC shall be maintained on the school of the time.  A website that provides current in the IC services and demonstrations to the school of the time.  A website that provides current in the IC services and demonstrations to the section of the swell be distributed and conducted to communicate information about or many actively promoted to increase on Agency bullent beavily and	Published information shall be distributed electronically to remote users and also published on the IC website on the SSA Intranet.  The "ACCESS" newsletter will be weight on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website within 2 days of published on the IC website of customers visiting the Information Center and available free of charge to customers visiting the Information on the Iurnach. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be contract to once that twice for corrections of products, short cuts and typs for using products more than twice for correction of typographical, content, and typs for using products more than twice for correction of typographical, content, and typs for using products more than twice for correction of typographical, content, and typs for using products more than twice for correction of typographical, content, and typs for using products more than twice for correction of typographical, content, and type on the Iurnach.  A website that provides current information on all available services single that provides current information on all available services will be accurate 100% of the time.  A website that provides current information on all available services will be conducted to communicate information about communicate information about communicate information about communicate information and increase on Agency bulletin boards for the time and the services and increase on Agency bulling published.  The value of the services and published on the IC services and	Performance Requirement (Required Service)	Task Order Reference Number	Performance Indicator (Desired Outcome)	Performance Standard	
Published information shall be distributed electronically to remote users and abo published on the IC website on the SSA Intranet.  The "ACCESS" rewsletter will be written and published to the IC website on the SSA Intranet.  The "ACCESS" rewsletter will be written and published by the communicate information or center and available free of charge to customers visiting the Information of center and available free of charge to customers visiting the Information of center and available free of charge to customers visiting the Information of center and available free of charge to customers visiting the Information of center and available free of charge to communicate information of all available services in the IC shall be maintained on the SSA Intranet.  Pack of the time communicate information about communicate information about support.  Pack of the time communicate information about communicate information about support.  Pack of the time customers and all available services in the LC services for communicate information about or make the actively promoted to increase on the website valle be actively promoted to increase on the actively	Published information shall be distributed electronically to remote users and also published on the IC website on the SSA Intranet.  The "ACCESS" newsletter will be written and published on the IC website on the SSA Intranet. The "ACCESS" newsletter will be published by the customers visiting the Information of center and available free of charge to customers visiting the Information of center and available free of charge to customers visiting the Information for customers. The "ACCESS" newsletter will be published by the published by the maintained on the IC Home The SSA TM shall be published to the IC Home Page on the Intranet. The "ACCESS" newsletter will be free of charge to customers visiting the Information of customers information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  A website that provides current information and available services in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  SSA Intranet.  A website that provides current information to all available services in the IC shall be maintained on the support.  SSA community shall be planned, searvices and increase in the use of the services of the use of the services and increase in the use of the services of the use of the service in the use of the service and increase in the use of the service				correction of typographical, content,	Method of Surveillance
distributed electronically to remote users and bublished on the IC website on the SSA Intranet.  The "ACCESS" newsletter will be written and published by the contractor. Hard copies of this report shall be displayed in the Information Center and available free of charge to customers visiting the Information Center. The "ACCESS" newsletter will be published by the customers visiting the Information Center. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be customers visiting the Information of products, short cuts and tips for using products more efficiently, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Three demonstrations to the Communicate information about communicate information about communicate information about communicate information and support.  The "ACCESS" newsletter will be published in the IC shall be maintained on the resolution of grammatical errors when published. The "ACCESS" incustomers and the provides current information on all available services in the IC shall be maintained on the SSA Intranet.  The "ACCESS" newsletter will be published in the IC shall be maintained on the selection of typographical, content, and or grammatical errors.  Technical information published on the vebsite will be accurate 100% of the time.  A website that provides current information on all available services guidelines.  SSA Intranet.  A website that provides current information about communicate information about communicate information about communicate information about communicate information and available increase on Agency bulletin boards for differences.  The "ACCESS" newsletter will be published.  The "ACCESS" newsletter will be published.  The "ACCESS" newsletter will be pub	distributed electronically to remote users and published on the IC website on the SSA Intranet.  The "ACCESS" newsletter will be written and published by the contractor. Hard copies of this report shall be displayed in the Information of center and available free of charge to customers visiting the Information of Center and available free of charge to customers visiting the Information of center and available free of the IC shall be published in the Information of customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  SSA Intranet.  SSA community shall be planned, searvices and increase marketing purpose. A new flyer or information of communicate information and available information on all available community shall be actively promoted to increase marketing purposes. A new flyer in the use of the services and increase in the use of the services in the use of the services and increase in the use of the services in the services in the services in the services in the service of the service of the service of the servi		TOI-2.2.1	Published information shall be	Electronic conies of nublished	Inscheduled Inspections
users and also published on the IC users and published on the IC website on the SSA Intranet. The "ACCESS" newsletter will be written and published by the Contractor. Hard copies of this report shall be displayed in the Information Center. The "ACCESS" newsletter will be published by the customers visiting the Information Center. The "ACCESS" newsletter will be published free of charge to customers visiting the Information Center. The "ACCESS" newsletter will be published on the IC Home grammatical errors when published. The SSA TWA shall conduct a review of the newsletter in final format newsletter shall provide in-depth shall return the newsletter to the correction of typographical, content, information for customers.  A website that provides current information and available services in the IC SSA Intranet.  A website that provides current information on all available services in the IC SSA Intranet.  A website that provides current information and available services in the IC SSA Intranet.  Briefings and demonstrations to the SSA Intranet standards and support.  A website that provides current information published on the website will be accurate 100% of the time.  SSA Intranet.  The "ACCESS" newsletter will be published. content, and grammatical errors when published. The SSA TWA shall conducted to communicate information and available services information and available services will be conducted.  The availability of the IC Services on Agency bulletin boards for defined and conducted to increase on Agency bulletin boards for defined and conducted to increase.	website on the IC website within 2 days of published.  Website on the SSA Intranet. Website within 2 days of publication. The "ACCESS" newsletter will be published by the Contractor. Hard copies of this report shall be displayed in the Information Center and available free of charge to customers vising the Enformation Center. The "ACCESS" newsletter will be published by the customers vising the Enformation Center. The "ACCESS" newsletter will be published in the Intranet. The "ACCESS" newsletter will be read of charge to the Intranet. The "ACCESS" newsletter will be read of shall provide in-depth evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Bricfings and demonstrations to the SSA Intranet.  SSA Intranet.  Bricfings and demonstrations to the support.  Communicate information and conducted to communicate information about communicate information and conducted to communicate information and conducted to communicate information about computing techniques, products and increase marketing purposes. A new flyer ill he actively promoted to increase marketing purposes.  Proper published bi-month in the IC services and increase marketing purposes.  Proper published bi-month in the IC services and increase marketing purposes.  Proper published bi-month, (every other month.)  Provessional and published by published by published on the website will be accurate 100% of the time.  Proper published bi-month, (every other and published in the IC services and increase month.)  Provessional and published in the IC services and increase marketing purposes. A new flyer in the IC services and increase month.		TOI-2.2.2	distributed electronically to remote	information will be sent to remote	website.
website on the SSA Intranet.  The "ACCESS" newsletter will be written and published by the Contractor. Hard copies of this report shall be displayed in the Information Center and available free of charge to customers visiting the Information Center and available free of charge to customers visiting the Information Center and available free of charge to customers visiting the Information Center and available free of charge to customers visiting the Information Center. The "ACCESS" newsletter will be published on the Information of the Information of the Information of the Information of Center and available free of charge to customers. The "ACCESS" newsletter will be published. The "ACCESS" newsletter to the correction of typographical, content, and general interest and or grammatical errors. The SSA TM septements of the time.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, selbeduled and conducted to communicate information about communicate information about communicate to increase or All availability of the IC services shall be exively promoted to increase on Agency bulletin boards for deficiently.	The "ACCESS" newsletter will be runtification and published by this report shall be displayed in the Information Center and available free of charge to customers visiting the Information Center and available free of charge to customers visiting the Information Center. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter will be contractor no more than twice for correction of typographical, content, and general interest and/or grammatical errors.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Bricfings and demonstrations to the subscite will be accurate 100% of the time.  Bricfings and demonstrations to the communicate information be actively promoted to increase and increase and increase and increase and increase in marketing purposes. A new Plyer III be accurate and published on the use of the services and increase and incre		-	users and also published on the IC	users and published on the IC	
The "ACCESS" newsletter will be published by the contract and published by the month).  Shall be displayed in the Information Center and available free of charge to customers visiting the Information Center. The "ACCESS" newsletter will be customers visiting the Information Center. The "ACCESS" newsletter will be published on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format newsletter shall provide in-depth self-information for customers. The SSA TTM shall conduct a review of the newsletter to the content, and general interest and provides in-depth shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format newsletter shall provide in-depth shall be published on the IC Home Contractor to more than twice for correction of typographical, content, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet standards and in the IC shall be maintained on the website will be confuncted to communicate information about communicate information about communicate information on All available services are support.  The availability of the IC services on Agency bulletin boards for different and published on Agency bulletin boards for different and provided to increase on the published on Agency bulletin boards for different and provided to the IC services of the published on Agency bulletin boards for different and provided to the IC services of the published on the support.	written and published by the published by the written and published by the contractor. Had copies of this report shall be displayed in the Information Center and available free of charge to customers visiting the Information Center. The "ACCESS" newsletter will be free of typographical, content, and center. The "ACCESS" newsletter will be free of typographical, content, and center. The "ACCESS" newsletter will be free of typographical, content, and center. The "ACCESS" newsletter in final format newsletter shall provide in-depth evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers.  A website that provides current information on all available services in the TC shall be maintained on the SSA Intranet.  Bricfings and demonstrations to the SSA communicate information about communicate information on A newbite the IC services shall be actively promoted to increase and increase and increase in the image of the services and increase and increase in the image of the services and increase in the increase in th		TO TO T	website on the SSA Intranet.	website within 2 days of publication.	Customer Survey Forms.
written and published by the month. Shall be displayed in the Information Center and available free of charge to customers visiting the Information Center and available free of charge to customers visiting the Information Center and available free of charge to customers visiting the Information Center. The "ACCESS" newsletter will be from published. The "ACCESS" newsletter will be from published. The "ACCESS" newsletter will be from published. The SAA TW shall conduct a review of the newsletter in final format newsletter shall provide in-depth evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers. Technical information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet.  Briefings and demonstrations to the support.  Communicate information about community greal in formation about community of the IC services shall be actively promoted to increase or used or the properties of the time.  The availability of the IC services or the interest of the conducted or on Agency bulletin boards for day cast and availability of the IC services or shall be actively promoted to increase or shall be actively or the increase or shall be actively promoted to increase or shall be actived to increase or shall be actived to increase or shall be acti	Written and published by the published by the Contractor. Hard copies of this report shall be displayed in the Information Center and available free of charge to customers visiting the Information Center and available free of charge to customers visiting the Information Center and available free of charge to customers visiting the Information Center. The "ACCESS" rewsletter will be published on the Internet. The "ACCESS" rewsletter in final format newsletter shall provide in-depth sevaluations of products, short cuts and type for using products more cfficiently, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Bricfings and demonstrations to the support.  Bricfings and demonstrations to the time.  SSA community shall be planned, sechedled and conducted to communicate information about communicate information about communicate information about communicate information increase and increase and increase in the use of the services in the increase in the use of the services and increase in the use of the services in the increase in		101-2.2.4	The ACCESS newsletter will be	The "ACCESS" newsletter will be	100% Inspection by SSA TM.
Center. The "ACCESS" newsletter will be free of barrier of the newsletter will be customers visiting the Information Center. The "ACCESS" newsletter shall be published on the Internet. The "ACCESS" newsletter shall be published on the Internet. The "ACCESS" newsletter in final formation for customers. Technical information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, support.  The availability of the IC services shall be actively promoted to increase on Agency bromoted to increase on a valid broards for a validable services and availability of the IC services on Agency bulletin boards for a validable accurate to the firm.  The "ACCESS" newsletter will be fromat to the firm contained in fromation of typographical, content, and or customers. Technical information contained in the newsletter will be provides current approvides current appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly in appearance.  The "ACCESS" newsletter will be provided and orderly	Contractor. Tard copies of this report shall be displayed in the Information Center and available free of charge to customers visiting the Information Center. The "ACCESS" newsletter shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format on the IC Home Page on the Intranet. The "ACCESS" newsletter to the Contractor no more than twice for correction of typographical, content, and or customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, schooled and conducted to communicate information about computing techniques, products and shall be actively promoted to increase marketing puposes. A new flyer in the Use of the services and increase information on all available services and increase in the Use of the Use of the Services and increase in the Use of Use of the Use of the Use of the Use of Use			writen and published by the	published bi-monthly (every other	TM will maintain docum
Center and available free of charge to customers visiting the Information Center. The "ACCESS" newsletter shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format to reastly and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet standards and support.  The "ACCESS" newsletter will be provided in formation on the provided information on all available services in the IC shall be maintained on the SSA Intranet.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" in the Information contained in the IC shall be maintained on the system will be provided and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for an availability of the IC services on the provided and posted and conducted to increase on Agency bulletin boards for an availability of the IC services on Agency bulletin boards for an availability of the IC services on Agency bulletin boards for an availability of the IC services on Agency bulletin boards for a communicate information on all availability of the IC services on Agency bulletin boards for a customers.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in the time.  The "Accessor and advantations to the services and availability of the IC services on Agency bulletin busined and orderly in the time.  The "ACCESS" newsletter will be professional and orderl	Center and available free of charge to Center and available services information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be activiely promoted to increase marketing purposes. A new flyer mandor grammatical errors. The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be profe			Contractor. Hard copies of this report	month).	of all accepted and reject
Center and available free of charge to customers visiting the horomation Center. The "ACCESS" newsletter will be customers visiting the Information Center. The "ACCESS" newsletter shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format rewsletter shall provide in-depth evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers. Technical information contained in the newsletter will be accurate 100% of the time.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the schouled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for a customer, and availability of the IC services shall be actively promoted to increase on Agency bulletin boards for a customer, and grammatical errors when published. The SSA TM shall be actively promoted to a content, and before publication. The SSA TM shall be actively promoted to a content, and before publication. The SA TM shall be actively promoted to a content, and percent are review of the erwishetter to the free from content, and of the time.  The "ACCESS" newsletter will be actively promoted to a correction of typographical, content, and or a content, and or a content, and or a content and availability of the IC services shall be actively promoted to increase	Center and saralable free of charge to customers visiting the Information Center. The "ACCESS" newsletter will be free of typographical, content, and center. The "ACCESS" newsletter in final format newsletter shall provide in-depth evaluations of products, short cuts and tips for using products more evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet standards and support.  The "ACCESS" newsletter will be profited information on the newsletter information on the Newsletter information on all available services shall be actively promoted to communicate information about computing techniques, products and shall be actively promoted to increase marketing purposes. A new flyer included and conducted to communicate information about computing techniques, products and increase marketing purposes. A new flyer in the use of the services and increase marketing purposes. A new flyer in the inservices and increase in the use of the services are increase in arketing purposes. A new flyer increase in the use of the services are increase in the use of the services are increase in arketing purposes.			Shall be displayed in the Information		deliverables.
center. The "ACCESS" newsletter shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter shall be published on the IC Home Page on the Intranet. The "ACCESS" personal and grammatical errors when published. The SSA TM shall conduct a review of the newsletter in final format newsletter shall provide in-depth evaluations of products more efficiently, and general interest information for customers. Technical information contained in the IC shall be maintained on the SSA Intranet standards and in the IC shall be maintained on the SSA Intranet. The design of the website shall in the IC shall be maintained on the SSA community shall be planned, services in the IC services shall be actively promoted to increase on Agency bulletin boards for the time.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for the time.	customers visiting the Information Center. The "ACCESS" newsleter shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter shall be published on the tips for using products more efficiently, and general interest information for customers.  A website that provides current in the IC shall be maintained on the SSA Intranet.  A website that provides current information on all available services in the IC shall be maintained on the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and shall be actively promoted to increase the shall be actively promoted to increase the shall be actively promoted to increase marketing purposes. A new flyer is a period of the services and increase in the use of the services in the use of			Center and available free of charge to	The "ACCESS" newsletter will be	
Center. The "ACCESS" newsletter shall be published on the IC Home Page on the Intranet. The "ACCESS" of TM shall conduct a review of the newsletter in final format newsletter shall provide in-depth evaluations of products, short cuts and evaluations of products, short cuts and evaluations of products, short cuts and evaluations of products more efficiently, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, selectuled and conducted to community stall be planned, support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for the time.	Center. The "ACCESS" newsletter shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter in final format newsletter shall provide in-depth evaluations of products, short cuts and evaluations of products, short cuts and evaluations of products, short cuts and evaluations for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet standards and support.  The availability of the IC services on the use of the services and increase are review of the terme strandard a review product a review of the revelence are review of the review published. The SSA TM shall conduct a review of the services and increase and increase and increase are review of the revelence are review of the r			customers visiting the Information	free of typographical, content, and	
shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter shall provide in-depth evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers. Information for customers. A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA TM shall be distributed and conducted to communicate information about computing techniques, products and shall be actively promoted to increase  Page on the IC Home of the newsletter in final format for the conducted to communicate information about computing techniques, products and shall be actively promoted to increase or the time.  The SSA TM shall format from the rewsletter to the contract of the time.  The "ACCESSS" newsletter will be professional and orderly in appearance.  The "ACCESSS" newsletter will be professional and orderly in appearance.  The "ACCESSS" newsletter will be professional and orderly in appearance.  The "ACCESSS" newsletter will be professional and orderly in appearance.  The "ACCESSS" newsletter will be accurate 100% of the time.  The "ACCESSS" newsletter will be accurate 100% of the time.  The "ACCESSS" newsletter will be accurate 100% of the time.  The "ACCESSS" newsletter will be accurate 100% of the time.  The "ACCESSS" newsletter will be accurate 100% of the time.  The "ACCESSS" newsletter will be accurate 100% of the time.  The available services and addenonstrations to the website will be accurate 100% of the time.  SSA Intranet.  A website that provides current information about communicate information about	shall be published on the IC Home Page on the Intranet. The "ACCESS" newsletter shall provide in-depth evaluations of products more efficiently, and general interest information for customers.  Technical information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet standards and support.  The availability of the IC services and increase  The newsletter in final format  The newsletter in final format  The newsletter in final format  The newsletter will be accurate 100% of the time.  The design of the website shall  The design of the website shall  The mewsletter will be accurate 100% of the time.  The availability of the IC services  The newsletter will be distributed and posted on the services and increase  The availability of the IC services and increase  The newsletter in finant the newsletter in finant the newsletter in finant the newsletter will be actively promoted to increase and increase  The availability of the IC services and increase  The newsletter in finant the newsletter in finant the newsletter in finant the newsletter in finance of the services and increase on Agency bulletin boards for the services and the services an			Center. The "ACCESS" newsletter	grammatical errors when published	
Page on the Intranet. The "ACCESS" newsletter shall provide in-depth evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and sualability of the IC services shall be availability of the IC services on Agency bulletin boards for	Page on the Intranet. The "ACCESS" newsletter shall provide in-depth evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers.  Information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA communicate information to a lavailability of the IC services shall be actively promoted to increase and increase in any and products and support.  The availability of the IC services shall be actively promoted to increase in marketing purposes. A new flyer			shall be published on the IC Home	The SSA TM shall conduct a review	
newsletter shall provide in-depth evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers.  Technical information for customers.  A website that provides current in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the scheduled and conducted to communicate information about computing techniques, products and shall be paramed.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "Access" newsletter will be courted.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "Access" newsleter will be contact of the time.  The available services and support.  The available planned, and orderly in appearance.  A website that two contacted to the time.  A website that two contacts and the time.  The time or accurate 100% of the time.  The available planned, and orderly in appearance.  The available planned, and orderly in appearance.  The available planned, and orderl	newsletter shall provide in-depth evaluations of products, short cuts and cips for using products more efficiently, and general interest information for customers.  Information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase and increase in the use of the services and increase in a before publication. The SSA TM shall be determined for correction of typographical, content, shall be products and shall be actively promoted to increase in formation and increase information and increase information. The shall be actively promoted to increase information and increase information and increase information. The shall be actively promoted to increase information and increase information. The shall be actively promoted to increase information and increase information and increase information and increase information. The shall be distributed and posted on Agency bulletin boards for marketing purposes. A new flyer			Page on the Intranet. The "ACCESS"	of the newsletter in final format	
evaluations of products, short cuts and tips for using products more efficiently, and general interest information for customers.  Information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the scheduled and conducted to communicate information about communicate informatication about communicate informatication about communicate informatication and provided in the informatication and provided in the informatical information contained in the newslett	evaluations of products, short cuts and tipormation for using products, more efficiently, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet.  SSA communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the state of the services and increase information and increase information about computing techniques, products and support.  The availability of the IC services and increase information about marketing purposes. A new flyer			newsletter shall provide in-denth	before mublication The CCA TM	
tip or using products more efficiently, and general interest information for customers.  A website that provides current in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet.  SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and shall be actively promoted to increase on Agency bulletin boards for any or and products on the website will be distributed and posted shall be actively promoted to increase on Agency bulletin boards for any or and conducted to increase on Agency bulletin boards for any or computing techniques, products and shall be actively promoted to increase on Agency bulletin boards for any or contract to the computing techniques, products and support.	tip or using products more efficiently, and general interest information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA Intranet and advantation about communicate information about computing techniques, products and support.  The availability of the IC services and increase information about computing techniques, products and support.  The availability of the IC services and increase information about computing techniques, products and support.  The availability of the IC services and increase information about marketing purposes. A new flyer information and increase information about marketing purposes. A new flyer into the services and increase information and increase information about marketing purposes.			evaluations of products short outs and	Shall action the same of the s	
efficiently, and general interest information for customers.  Information for customers.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for	efficiently, and general interest information for customers.  Information for customers.  Technical information contained in the newsletter will be accurate 100% of the time.  SSA Intranet.  Briefings and demonstrations to the SSA communicate information and demonstrations to the communicate information and support.  The availability of the IC services shall be actively promoted to increase and increase information and support.  The availability of the IC services and increase information and increase information and support.  Contract no more than twice for correction of typographical, content, and/or grammatical errors.  Technical information contained in the newsletter will be accurate 100% of the time.  Technical information contained in the newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be profession of the website will be accurate 100% of the time.  The design of the website shall be accurate 100% of the time.  At least three demonstrations per year will be conducted.  Sea ordered to ordered to communicate information about communicate information and support.  The availability of the IC services and increase marketing purposes. A new flyer			evaluations of products, short cuts and	shall return the newsletter to the	
information for customers.  Technical information contained in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and shall be actively promoted to information boards for a sufficient of the Information about computing techniques, products and shall be actively promoted to increase information information about computing techniques, products and shall be actively promoted to increase information appearance.  Technical information contained in the newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be accurate 100% of the time.  The website that provides current and available services will be accurate 100% of the time.  A website that provides current information on all available services in the IC services in the IC services information and available accively promoted to increase on Agency bulletin boards for the sandor contained in the newsletter will be accurate 100% of the time.  The available accurate 100% of the website shall be distributed and posted support.	information for customers.  Technical information contained in the newsletter will be accurate 100% of the time.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase time for marketing purposes. A new flyer		_	tips for using products more	Contractor no more than twice for	
information for customers.  Technical information contained in the newsletter will be accurate 100% of the time.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the schulded and conducted to communicate information about computing techniques, products and support.  Technical information contained in the newsletter will be accurate 100% of the time.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be accurate 100% of the time.  The "ACCESS" newsletter will be accurate 100% of the time.  The "ACCESS" newsletter will be accurate 100% of the time.  A website that provides current information published on the website will be accurate 100% of the time.  A vebsite that provides and adhere to SSA Intranet standards and guidelines.  SSA Intranet.  A website that provides current information published on the website will be accurate 100% of the time.  A vebsite that provides current information about communicate informat	information for customers.  Technical information contained in the newsletter will be accurate 100% of the time.  A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the services and increase area information about computing techniques, products and support.  Technical information contained in the newsletter will be professional and orderly in appearance.  The design of the website shall alpha accurate 100% of the time.  Technical information purples and increase and increase.			efficiently, and general interest	correction of typographical, content,	
A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA communicate information about computing techniques, products and suglable services shall be availability of the IC services shall be available services and support.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  At least three demonstrations per year will be conducted.  SSA ommunicate information about communicate information about communicate information about communicate information orderly in appearance.  The "ACCESS" newsletter will be accurate 100% of the time.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  Sommunicate information about communicate information and professional and professional about communi	A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the newsleting purposes. A new flyer in the unit the unit that incomputing techniques, products and support.  The availability of the IC services and increase information about the unit the unit that incomputing techniques, products and support.  The availability of the IC services and increase information about the use of the services and increase information about the use of the services and increase information about the use of the services and increase information about the use of the services and increase information to the services and increase information about the use of the services and increase information on all available accurate 100% of the time.  The "ACCESS" newsletter will be accurate 100% of the time.  The website that provides current appearance.  The website will be accurate 100% of the time.  A website that provides current adversion on the website will be accurate 100% of the time.  The availability of the IC services and increase information about the use of the services and increase.			information for customers.	and/or grammatical errors.	
A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The "ACCESSS" newsletter will be professional and orderly in appearance.  The "ACCESSS" newsletter will be professional and orderly in appearance.  The "ACCESSS" newsletter will be professional and orderly in appearance.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SSA communicate information about communicate information published on the website will be accurate 100% of the time.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SSA ordered and conducted to communicate information about communicate information abou	A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase are professional and orderly in appearance.  The "ACCESSS" newsletter will be professional and orderly in appearance.  The "ACCESSS" newsletter will be accurate 100% of the time.  The website that provides current appearance.  The design of the website shall aderer to SSA Intranet standards and guidelines.  The website that provides current appearance.  The website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  Sea or marketing purposes. A new flyer in the use of the services and increase in arrecting purposes.				Technical information contained in	_
A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The "ACCESS" newsletter will be professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SAA communicate information about communicate information to the time.  At least three design of the website shall be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SAA communicate information and the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  Saa communicate information about communicate info	A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the versite will be distributed and posted shall be actively promoted to increase marketing purposes. A new flyer				the newsletter will be accurate 100%	
A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the scheduled and conducted to communicate information about computing techniques, products and support.  The "ACCESS" newsletter will be professional and orderly in appearance.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information about the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted to communicate information about communicate information beautiful provided to increase on Agency bulletin boards for the appearance.  The "ACCESS" in the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  See a provided to increase of the website shall be accurate 100% of the time.  At least three demonstrations per year will be conducted.  See a provided to increase of the website shall be accurate 100% of the time.  At least three demonstrations per year will be conducted.  See a provided to increase of the time.  At least three demonstrations per year will be conducted.  See a provided to increase of the time.  At least three demonstrations per year will be conducted.  See a provided to increase of the time.	A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the services and increase marketing purposes. A new flyer in professional and orderly in appearance.  The "ACCESS" newsletter will be professional and orderly in appearance.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website shall adhere to SSA Intranet standards and professional and eactively provides current the design of the website shall be distributed and orderly in appearance.  The website that provides current appearance.  Technical information published on the website shall be design of the website shall be design of the website shall be actively provides current and archere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  A website that provides current adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  A website that provides and adhere to SSA Intranet standards and adhere to SSA Intran				of the time.	
A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be distributed and professional and orderly in appearance. The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information but the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website shall adhere to SSA Intranet standards and professional and orderly in appearance.  Technical information published on the website shall adhere to SSA Intranet standards and professional and orderly in appearance.  Technical information published on the website shall be accurate 100% of the time.  At least three demonstrations per year will be conducted to communicate information about communicate information about communicate information about communicate information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted to communicate information about communicate information abou	A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the services and increase are appearance.  The design of the website shall adhere to SSA Intranet standards and guidelines.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website shall adhere to SSA Intranet standards and professional and orderly in appearance.  Technical information published on the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  Sea Intranet SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  Sea Intranet SSA Intranet standards and guidelines.  The availability of the IC services and increase information information and increase information and inc				1 ii	
A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SSA communicate information about communicate information published on the website will be accurate 100% of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SSA communicate information about communicate in	A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SSA communicate informations to the scholar points and support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for the universal process.  A website that provides current appearance.  The design of the website shall adhere to SSA Intranet standards and information on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SSA Intranet.  Technical information published on the website will be accurate 100% of the time.  At least three demonstrations per year will be conducted.  SSA community shall be planned, year will be conducted.  SSA community shall be planned, year will be conducted.  SSA community shall be planned, year will be conducted.  SSA community shall be planned, year will be conducted.  SSA community shall be planned, year will be conducted.  SSA community shall be planned, year will be conducted.  At least three demonstrations per year will be conducted.  SSA community shall be planned, year will be conducted.  SSA community shall be planned, year will be conducted.  SSA community shall be planned, year will be actively promoted to increase on Agency bulletin boards for the services and increase.				anglesismed and and all in	
A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  Briefings and demonstrations to the schuled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for	A website that provides current information on all available services in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The design of the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website shall adhere to SSA Intranet standards and guidelines.  Technical information published on the website shall be desirated and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for the universe of the services and increase marketing purposes. A new flyer				processional and orderly in	
information on all available services in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  Briefings and demonstrations to the SSA communicate information about communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for	information on all available services in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the services and increase in the use of the services in the use of the services and increase in the use of the services in the use of		TOI-2.2.2	A website that provides current	The design of the website shall	Unscheduled Inspections
in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  Technical information published on the website will be accurate 100% of the time.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for	in the IC shall be maintained on the SSA Intranet.  SSA Intranet.  Briefings and demonstrations to the scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the under the services and increase and increase are services.			information on all available services	adhere to SSA Intranet standards and	Webeite
SSA Intranet.  Technical information published on the website will be accurate 100% of the time.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for	SSA Intranet.  Technical information published on the website will be accurate 100% of the time.  Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the underly purposes. A new flyer in the use of the services and increase marketing purposes. A new flyer			in the IC shall be maintained on the	guidelines.	wcosite.
Briefings and demonstrations to the SA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for	Briefings and demonstrations to the time.  Briefings and demonstrations to the time.  SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase marketing purposes. A new flyer			SSA Intranet.	)	Customer Survey Forms
Briefings and demonstrations to the time.  SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for	Briefings and demonstrations to the time.  SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the services and increase marketing purposes. A new flyer				Technical information published on	
Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for the triangle of the IC services on Agency bulletin boards for the triangle of the IC services on Agency bulletin boards for the triangle of the IC services on Agency bulletin boards for the triangle of the IC services on Agency bulletin boards for the triangle of the IC services of the triangle of the IC services of the triangle of the IC services of the IC servi	Briefings and demonstrations to the SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase and increase marketing purposes. A new flyer				the website will be accurate 100% of	
SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase on Agency bulletin boards for the conducted of the same of the support.	SSA community shall be planned, scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase marketing purposes. A new flyer is the use of the services and increase marketing purposes. A new flyer is shall be distributed and posted in marketing purposes.		TO1-223	Briefings and demonstrations to the	the time.	
scheduled and conducted to communicate information about communicate information about computing techniques, products and support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for	scheduled and conducted to communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase and increase marketing purposes. A new flyer		6.7.7.101	SSA community shall be alonged	At least three demonstrations per	Planned Inspections via W
communicate information about computing techniques, products and support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for	communicate information about computing techniques, products and support.  The availability of the IC services shall be actively promoted to increase the use of the services and increase marketing purposes. A new flyer			scheduled and conducted to	year will be conducted.	Status Meetings and revie
computing techniques, products and support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for	communicate intolliation about computing techniques, products and support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase marketing purposes. A new flyer			communicate information of an		deliverables including, but
support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for	Support.  The availability of the IC services shall be distributed and posted shall be actively promoted to increase the use of the services and increase marketing purposes. A new flyer			communicate mitorination about		limited to, the Bi-weekly
The availability of the IC services  Flyers shall be distributed and posted shall be actively promoted to increase on Agency bulletin boards for	The availability of the IC services  The availability of the IC services  Flyers shall be distributed and posted shall be actively promoted to increase marketing purposes. A new flyer			computing techniques, products and	-	Highlight Reports and Mo
shall be actively promoted to increase on Agency bulletin boards for	shall be actively promoted to increase on Agency bulletin boards for the use of the services and increase marketing purposes. A new flyer		TO1225	Support.		Reports.
on Agency bulletin boards for	on Agency bulletin boards for marketing purposes. A new flyer		C.7.7-101	The availability of the IC services	Flyers shall be distributed and posted	Unscheduled Inspections
	marketing purposes. A new flyer			shall be actively promoted to increase	on Agency bulletin boards for	deliverables including, bu

		Tack Onder			
	Performance Requirement	Reference	Porformonoo Indicator	4.0	
	(Required Service)	Number	(Desired Outcome)	(Acceptable Ouality Level)	Method of Surveillance
			the number of end-users. Examples of	shall be posted every 6 months.	Weekly Status Meetings, and
			promotional techniques include	Flyers shall be posted on at least one	Contractor's Project Management
			presentations, circulars, IC business	bulletin board in each of the	Plans.
		101	cards and promotional materials.	Baltimore and Washington buildings.	
		101-2.2.3	Periodic on-site visits to outlying	At least one visit per quarter will be	Planned Inspections via Weekly
			buildings shall be made to inform	made.	Status Meetings and deliverables
			employees of services available to		including, but not limited to, Bi-
			them by the IC and ESS. Display		weekly Highlight Reports and
			tables will be set up and brochures		Monthly Reports.
			available to employees to promote familiarity of the IC		
		TOI-2.2.5	Agency interactive video training	At least one commercial per year	Planned Inspections via Weakly
			(IVT) commercials on computing	shall be made.	Status Meetings and deliverables
	-		techniques shall be produced.		including, but not limited to. Bi-
					weekly Highlight Reports and
0	The Contempton chall offered in				Monthly Reports.
;	operations and information or appropriate and maintain	101-2.4.1	IC facilities shall be operated in a safe	SSA's Office of Facilities	Planned Inspections via annual
	operations and information Center the Information Center		and secure manner and adhere to	Management shall document no	safety inspections by SSA's
	are morniation conci.		SSA's safety standards and guidelines.	more than two safety violations	Office of Facilities Management.
				during safety inspections.	
					SSA TM's review of Safety
				Violations will be corrected within 1	Reports.
	1	101		week of citation.	
		TOI-2.4.1	I he work area shall be maintained in	No more than one complaint per 6-	Unscheduled Inspections of
-		9:1:7-101	a professional and orderly environment that is inviting and	month period regarding the aesthetics or the physical orderliness	facility.
			conducive to the business of the	of the IC	Validated customer complaints
			Information Center.		via Customer Survey Forms
					received. SSA TM will
					investigate all complaints and will
					determine if complaint is valid.
					Valid complaints will be
					documented.
		TOI-2.4.1	I he operation of all IC facility equipment shall be properly	98% of all workstations are available for use by IC customers at all times	Unscheduled Inspections.
		TO1-243	maintained Workstonian and in	ioi des of te edistolitets at all tilles.	
		TO2-2-4-3	working order and the latest version	S. O. C.	Validated customer complaints
		TO1 2 4 8	of CC A grant and the latest version	Software on available workstations is	via Customer Survey Forms
		0.4.2-101	or 55A standard desktop software is	running properly 98% of the time.	received. SSA TM will
			instanted and property configured on		investigate all complaints and will
			each. However, the IC may provide	Software upgrades are installed	determine if complaint is valid.
				property on the appropriate	Valid complaints will be
			St	workstations within I week of	documented.
•	J		such as Office 37/AF/2000, and/or	receipt.	

	Task Order			
Performance Requirement (Required Service)	Reference	Performance Indicator	Performance Standard	
		Windows 2000/ NT to accommodate	(Acceptable Quality Level)	Method of Surveillance
		the varied SSA user community as it	98% of printers and scanners are	
		environments.	available for use by IC customers at all times.	
			No more than one valid customer	
			complaint per month regarding	
			improperly maintained equipment.	
	101-2.4.8	Hardware and software for the IC	98% of all workstations are available	Unscheduled Inspections.
		maintained	for use by IC customers at all times.	Vol: desert
			Software on the workstations is	validated customer complaints
			running properly 98% of the time on	received. SSA TM will
			available workstations.	investigate all complaints and will
			Software ungrades are installed	Valid complaints will be
			nroperly on the appropriate	dominanted
			workstations within 1 week of	documented.
			receipt.	
			No more than one customer	
			complaint per month regarding	
	TOI-2.4.8	A reservation system for the IC	Demonstration area is associable to	1/2/19
		Demonstration Area shall be	customers at reserved time	Validated customer complaints
		maintained.		received. SSA TM will
			No more than one reservation	investigate all complaints and will
			conflict per year will be encountered.	determine if complaint is valid.
				Valid complaints will be
	TO1-2.4.8	Assistance is given to end-users in	98% of comments from customer	Validated customer complaints
		planning and conducting	survey forms shall be free of	via Customer Survey Forms
		demonstrations in the IC	complaints regarding assistance in	received. SSA TM will
		Demonstration Area.	the Demonstration Area.	investigate all complaints and will
•				determine if complaint is valid.
				Valid complaints will be
	T02-2.2.1	Data backups of servers shall be	The server data shall be backed up	Customer Feedback
		conducted daily and, if necessary,	daily 100% of the time.	
		iccovery of data is performed.		
			upon discovery of backup failure due	
			to equipment malfunction.	

Number (Desired Outcome)  Number (Desired Outcome)  Number (Desired Outcome)  Arrangements for equipment repair or replacement are made immediately.  TO1-2.4.1 The IC facility will be secured by locking ail doors during all nonbusiness hours and changing access to clees routinely.  TO2-2.3.1 Contractor will be mandamed. TO2-2.3.2 Contractor will be maintained. TO2-2.3.3 Contractor will be maintained. TO2-2.4.4 The software for the Action Tracking TO2-2.4.4 The software for the Action Tracking TO2-2.4.4 The software for the Action Tracking TO2-2.4 additional modules as required. The software shall be installed on Afra spingtations shall be installed on shall not adversely affect system (General) TO3-2.3.4 The software shall be installed on shall not adversely affect system (General) TO3-2.4.3 The software shall be installed on shall not adversely affect system (General) TO3-2.4.4 The software shall be installed on shall not adversely affect system (General) TO3-2.3.4 The workstandors belonging to the SSA TM, with full and unlimited maintain previously provided functionality, while providing relations belonging to the SSA TM, with this mad unlimited maintain previously provided functionality, while providing relations belonging to the SSA desktop users.  TO1-2.4.5 An inventory of equipment for short of provides the motors to shall be installed on spingular strength and techniques in order to provide seeminars, conducts organized relations and techniques in order to provide seeminars, conducts organized relations belonging to the operated organized relations belonging to the operation of the provided functional properties and techniques in order to provide seeminars, conducts organized relations and techniques in order to provide seeminars, conducts organized relations and techniques in order to provide seeminars, conducts organized relations and techniques in order to provide seeminars, conducts organized relations to the properties of the provided functionary of equipment for short with the most conducts organiz	Performance Requirement	Task Order	Dowforman I adiate		
Arrangements for equipment repair or replacement are made immediately.  The IC facility will be secured by locking all doors during all non-business burns and other and other codes routinely.  An accurate and current inventory of the time.  An accurate and current inventory of the time.  Contractor will be maintained.  Updates to the inventory will be made immediately upon receipt or removal of resources.  The software for the Action Tracking Software shall be operational 99% of resources.  The software for the Action Tracking Software shall be operational 99% of additional modules as required. The ATS applications shall be maintained, including the development of additional modules as required. The ATS applications shall be maintained, including the development of additional modules as required. The SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide and techniques are propried	(Required Service)	Number	(Desired Outcome)	Feriormance Standard (Acceptable Quality Level)	Method of Surveillance
Intercept of each grant of and techniques of each grant of and techniques and changing access to the data.  The IC facility will be secured by locking all doors during all one-business hours and changing access to describe and current inventory of the time.  The offer routinely.  An accurate and current inventory of the time.  Contractor will be maintained.  Updates to the inventory will be made immediately upon receipt or removal of recources.  The software for the Action Tracking Software shall be operational 99% of systems (ATS) shall be maintained.  The software for the Action Tracking Software shall be operational 99% of the time.  The software for the Action Tracking Software shall be operational 99% of additional modules as required. The ATS applications shall be installed on workstations belonging to the SSA TIM, with full and unlimited access to the data.  Contractor shall keep abreast of and implement current help desk trends and techniques in order to provide seminans.  An inventory of equipment for short-term loans to customers shall be installed on users.  An inventory of equipment for short-term loans to customers shall be maintained. A loance proportion including the desk trends are equipment several to a parent poly program, which includes a peace at parent poly program, which includes a peace and a p				Arrangements for equipment repair or replacement are made	
The IC facility will be secured by locking all doors during all one-business hours and changing access codes routinely.  An accurate and current inventory of facility during non-working hours codes routinely.  An accurate and current inventory of facility during non-working hours codes routinely.  An accurate and current inventory of exceptancies shall exist per discrepancies shall exist per quarterly report.  Contractor will be maintained.  In presonance.  The software for the Action Tracking the development of resources.  The software for the Action Tracking the development of additional modules as required. The shall not adversely affect system workstations belonging to the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide seminans, conducts of quarterly report.  Contractor will be maintained, implement current help desk trends and techniques in order to provide dimplement current help desk trends and techniques in order to provide associations users.  An inventory of equipment for short-busing order upon pick-up. in the includes a reservance or short including and the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short-busing order upon pick-up. in the includes a reservance or short in working order upon pick-up. in the includes a reservance or short in working order upon pick-up. in the stream leads to the stream leads are short in working order upon pick-up.				immediately.	
1 The IC facility will be secured by locking all doors during all nonbusiness bears and changing access codes routinely.  2 An accurate and current inventory of hardware, software and other technical resources used by the contractor will be maintained.  3 Updates to the inventory will be made immediately upon receipt or removal of resources.  3 The software for the Action Tracking of resources.  4 Updates to the inventory will be maintained, including the development of additional modules as required. The Systems (ATS) shall be maintained, including the development of additional modules as required. The software provided functional benefit of the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide seminars, conducts ongoing research implement current help desk trends and techniques in order to provide associations users.  An inventory of equipment for short-which includes a resoration of the most coat-effective and high quality service to SSA desktop users.  An inventory of equipment for short-which includes a resoration of the most coat-effective and maintained. A loaned a present of the working order upon pick-up. in the most coat-effective and maintained.  An inventory of equipment for short-maintained a resoration and the most coat-effective and maintained. A loaned a resoration are than one valid complaint term loans to customers shall be maintained. A loaned are accepted to the includes a resoration of the provide are are accepted to the provide are are accepted to the provide are are accepted to the most coat-effective and maintained are accepted to the most coat-effective and per year that loaner equipment was in an inventory of equipment for short-which includes a resoration are than one valid complaint term loans to customers shall be maintained.				Notification to SSA TM and PM is made when a daily backup fails.	
Decking all doors during all nonbusiness bocking all doors during all non-business but hardware, software and other codes routinely.  An accurate and current inventory of hardware, software and other codes routinely.  An accurate and current inventory of hardware, software and other codes routinely.  Contractor will be maintained, immediately upon receipt or removal of resources.  The software for the Action Tracking of resources.  The software for the Action Tracking in December of the formation of the software for the Action Tracking including the development of additional modules as required. The ATS applications shall be maintained, including the development of additional modules as required. The ATS applications shall be installed on workstations belonging to the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and functionality, while providing enhanced capabilities.  Contractor shall keep abreast of and functionality, while providing enhanced capabilities.  Contractor shall keep abreast of and functionality service to SSA desktop users.  An inventory of equipment for short-maintained and techniques in order to provide seminars, conducts ongoing research high quality service to SSA desktop users.  An inventory of equipment for short-maintained and rechniques a man and techniques and techniques are contractor shall be installed on program, not in working order upon pick-up. in the function of the software shall be installed on the person of the per		T01-2.4.1	The IC facility will be secured by	No unauthorized entrance to the IC	Unscheduled Inspections.
An accurate and current inventory of hardware, software and other technical resources used by the Contractor will be maintained.  The software for the Action Tracking Systems (ATS) shall be maintained, including the development of additional modules as required. The ATS applications shall be installed on workstations belonging to the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide and techniques in order to provide associations.  An inventory of equipment for short-term layer are sortius and techniques as required associations which includes a required accession that a supplication or the data.  Contractor shall keep abreast of and techniques in order to provide associations and techniques in order to provide associations are customers shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and techniques in order to provide associations and techniques are customers shall be installed on SSA A with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short-term loans to customers shall be maintained. A loaner pool program, which includes a recent propertion and in working order upon pick-up. in the contractor are and provided as a recent propertion and provided and in working order upon pick-up. in the contractor are and provided as a recent problem.  An inventory of equipment for short-term loans to customers shall be maintained. A loaner pool program, within 1 week of insulations are are and a provided a provided and a provided and a provided and a provided and techniques are are and a provided and a provided and techniques and a provided and techniques are are and a provided and techniques are are and a provided and techniques are and a provided and techniques are are and a provided and techniques are are and a provided and techniques			locking all doors during all non- business hours and changing access codes routinely	facility during non-working hours 100% of the time.	
technical resources used by the contractor will be maintained.  Contractor will be maintained.  The software for the Action Tracking of resources.  The software for the Action Tracking of reciping the development of additional modules as required. The ATS applications shall be installed on SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide implement current help desk trends and techniques in order to provide seminars, conducts ongoing research into them to service to SSA desktop users.  An inventory of equipment for short-term loans to customers shall be invalided a resource and maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of equipment for short-term loans to customers are accessed to the data.  An inventory of equipment for short-term loans to customers shall be maintained.  An inventory of		TO1-2.4.2	An accurate and current inventory of	No more than two valid	Planned Sampling via review of
Contractor will be maintained.  Updates to the inventory will be made immediately upon receipt or removal of resources.  The software for the Action Tracking Systems (ATS) shall be maintained, including the development of additional modules as required. The ATS applications shall be maintained, access to the data.  TM, and staff acting on behalf of the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide and techniques in order to provide so the maintained. A long the companion of the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short-term loans to customers shall be maintained. A longer acceptance of the sort which includes a reservaint contractor artends belongs to professional help desk trends are customers shall be maintained. A longer program, which includes a reservaint contractor artends belongs to professional help desk trends are customers shall be maintained. A longer program, which includes a reservaint contractor artends belongs to professional help desk trends are customers shall be maintained. A longer program, which includes a reservaint contractor artends belongs to professional help desk remaintained. A longer program, not in working order upon pick-up. in the program of the program o		TO2-2.3.1	hardware, software and other	discrepancies shall exist per	Quarterly Inventory Resources
Updates to the inventory will be made immediately upon receipt or removal of resources.  The software for the Action Tracking Systems (ATS) shall be maintained, including the development of additional modules as required. The ATS applications shall be installed on workstations belonging to the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide sand techniques in order to provide shiph quality service to SSA desktop users.  An inventory of equipment for shortunal providing order upon pick-up, in which includes a reservation should be implemented. A longer and the most cost-effective and high quality service to SSA desktop users.  Updates of the software must maintained. A longer to provide sassociations which includes a reservation strain of the provide of the software shall be into help desk trends and techniques in order to provide sassociations users.  An inventory of equipment for shortunal in working order upon pick-up, in which includes a reservation of requipment contractor.		TO2-2.3.3	technical resources used by the Contractor will be maintained	quarterly report	report.
of resources.  The software for the Action Tracking Software shall be operational 99% of additional modules as required. The sapplications shall be maintained, including the development of additional modules as required. The additional modules as required. The additional modules as required. The additional modules are required. The additional modules are required. The shall and unlimited access to the data.  Contractor shall keep abreast of and functionality, while providing enhanced capabilities.  Contractor shall keep abreast of and functionality service to SSA desktop in the most cost-effective and high quality service to SSA desktop with the most cost-effective and high quality service to SSA desktop term loans to customers shall be maintained.  No more than one valid complaint term loans to customers shall be maintained.  No more than one valid complaint to per year that loaner equipment was maintained.		TO2-2.3.4	Updates to the inventory will be made		Unscheduled Inspections.
Systems (ATS) shall be maintained, including the development of additional modules as required. The ATS applications shall be installed on workstations belonging to the SSA TW, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide and techniques in order to provide and techniques in order to provide shall went to so customent for shall keep abreast of and techniques in order to provide ship quality service to SSA desktop users.  The software shall be installed on Software modules shall be installed on SA TW sworkstation within I week of implementation.  Contractor attends help desk trends and techniques in order to provide seminars, conducts ongoing research into help desk trends associations  An inventory of equipment for short-term loans to customers shall be maintained. A loaner pool program, which includes a research includes a research or in working order upon pick-up. in which includes a research includes a research or in working order upon pick-up. in which includes a research includes a research includes a research or in working order upon pick-up. in which includes a research includes a research or in working order upon pick-up. in includes a research includes			<ul> <li>immediately upon receipt or removal of resources.</li> </ul>		•
including the development of additional modules as required. The ATS applications shall be installed on workstations belonging to the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short-term loans to customers shall be maintained. A loaner pool program, which includes a reservation contractor under some provided functionality, while providing enhanced capabilities.  Updates of the software must maintained on behalf of the SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and contractor attends help desk rends, and/ or belonges to professional help desk trends, and/ or belonges to professional help desk trends, and/ or belonges to professional help desk trends associations users.  An inventory of equipment for short-term loans to customers shall be maintained. A loaner pool program, which includes a reservation within includes a reservation to the properties of the software shall be into help desk trends, and/ or belonges to professional help desk trends are areas of some provided functional trends and the provided functional trends are areas and the provided functional trends are areas and the provided functional trends and the provided functional trends are areas are areas and the provided functional trends areas areas and the provided functional trends areas areas		TOI-2.4.3	The software for the Action Tracking	Software shall be operational 99% of	Unscheduled Inspections via SSA
additional modules as required. The ATS applications shall be installed on workstations belonging to the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide saminarianed. A loaner pool program, which includes a reservations within a working order upon pick-up.		T01-2.4.4 T02-	Systems (ATS) shall be maintained, including the development of	the time.	TM's usage of the software;
workstations belonging to the SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and techniques in order to provide high quality service to SSA desktop users.  An inventory of equipment for short- workstations which includes a reservation strain or and techniques and the provided functionality. While providing enhanced capabilities.  Updates of software must maintain previously provided functionality, while providing enhanced capabilities.  Updates of the software shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and implementation.  SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short- term loans to customers shall be maintained. A loaner pool program, which includes a research are short- per year that loaner equipment was maintained. A loaner pool program, which includes a research area of the software shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and implementation.  Contractor shall keep abreast of and installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and functional provides are also the software shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and functional provides are also the software shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and functional provides are also the software shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor attends help desk trends and or search are also the software shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor attends help desk trends and or search are also the software shall be installed on SSA TM's workstatio		(General)	additional modules as required. The	Newly developed software modules	Planned inspections via Weekly
TM, and staff acting on behalf of the SSA TM, with full and unlimited access to the data.  SSA TM, with full and unlimited access to the data.  Contractor shall keep abreast of and implement current help desk trends and techniques in order to provide from sortium to help desk trends and techniques in order to provide sations.  Contractor shall keep abreast of and implement current help desk trends and techniques in order to provide from the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short-term loans to customers shall be maintained. A loaner pool program, which includes a reservation system.		IO3 (General)	A1S applications shall be installed on workstations belonging to the SSA	shall not adversely affect system performance.	Status Meeting.
access to the data.  SSA IM, with full and unlimited access to the data.  access to the data.  Innitial provided functionality, while providing enhanced capabilities.  Updates of the software must maintained a functionality, while providing enhanced capabilities.  Updates of the software must maintain previously provided functionality, while providing enhanced capabilities.  Updates of the software must maintain previously provided functionality, while providing enhanced capabilities.  Updates of the software must maintain previously provided functionality, while providing enhanced capabilities.  Updates of the software shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and inviting a contractor attends help desk trends, and or SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short-which includes a research and the provided functionality.			TM, and staff acting on behalf of the		
Contractor shall keep abreast of and implement current help desk trends and techniques in order to provide high quality service to SSA desktop users.  An inventory of equipment for short-term dans to customers shall be installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and into help desk trends and or SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short-term loans to customers shall be install be installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and installed on SSA TM's workstation within 1 week of implementation.  Contractor shall keep abreast of and installed on SSA TM's workstation within 1 week of implementation.  Contractor attends help desk trends and/ or belongs to professional help desk area and or belongs to professional help desk associations.			SSA TM, with full and unlimited	New releases of software must	
Contractor shall keep abreast of and implement current help desk trends and techniques in order to provide SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for shorture that loans to customers shall be install be inst			access to the data.	maintain previously provided functionality while providing	
Contractor shall keep abreast of and implement current help desk trends and techniques in order to provide high quality service to SSA desktop users.  An inventory of equipment for shorturent which includes a reservation system.				enhanced capabilities.	
Contractor shall keep abreast of and implement current help desk trends and techniques in order to provide SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for shorture in an anitatined. A loaner pool program, which includes a reservation great and in working order upon pick-up.				Undates of the software shall be	
Contractor shall keep abreast of and implement current help desk trends implement current help desk trends and techniques in order to provide SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short-term loans to customers shall be maintained. A loaner pool program, which includes a reservation service.				installed on SSA TM's workstation	
implement current help desk trends and techniques in order to provide SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for shorturem of an inventory of equipment for shorturem in maintained. A loaner pool program, which includes a reservation evergen.		TOI-2.4.6	Contractor shall keep abreast of and	Contractor attends help desk	Planned Inspections via
and techniques in order to provide  SSA with the most cost-effective and high quality service to SSA desktop users.  An inventory of equipment for short—term loans to customers shall be maintained. A loaner pool program, which includes a resentation everyon.		T03-2.3.2	implement current help desk trends	seminars, conducts ongoing research	Contractor's Project Management
high quality service to SSA desktop users.  An inventory of equipment for short—term loans to customers shall be maintained. A loaner pool program, which includes a resentation system.	-		and techniques in order to provide	into help desk trends, and/or	Plans, Weekly Status Meetings,
users:  An inventory of equipment for short- term loans to customers shall be maintained. A loaner pool program, which includes a reservation greater.			SSA with the most cost-effective and	belongs to professional help desk	and Bi-weekly Highlight Reports.
An inventory of equipment for short- term loans to customers shall be maintained. A loaner pool program, which includes a recention everyon.			ingli quality service to 55A desktop users.	associations	
term loans to customers shall be per year that loaner equipment was maintained. A loaner pool program, which includes a reservation contains.		TOI-2.4.7	An inventory of equipment for short-	No more than one valid complaint	Customer Feedback; Customer
not in working order upon pick-up.		102-2.3.5	term loans to customers shall be	per year that loaner equipment was	Survey Forms. SSA TM will
			maintained. A loaner pool program, which includes a recentation exertain	not in working order upon pick-up.	investigate all complaints and will

	G	Task Order	,		
	reriormance Requirement	Reference	Performance Indicator	Performance Standard	
	(Kequired Service)	Number	(Desired Outcome)	(Acceptable Quality Level)	Method of Surveillance
			shall be maintained. Reserved	No more than one valid complaint	Valid complaints will be
			equipment will be provided on time	per year that equipment was not	documented.
			and follow-ups made on overdue	available at reserved time.	
			loans.		Planned Inspections via Monthly
					Reports and Weekly Status
10.	The contractor shall provide administrative deliverables	All Tack	Deliverships shall be seened and	TL - CC 4 TM - 1-11	Meetings.
		Order	conversion of propared and	Ine SSA 11M snall conduct a review	100% Inspection by SSATM.
		Orders	submitted timely to the SSA I'M in	of each deliverable in final format.	SSA TM will maintain
		Kefer to	accordance with the Deliverables	The deliverable shall be returned to	documentation of all accepted and
		PWS Section	Table, above. Deliverables will be	the Contractor no more than one time	rejected deliverables.
		3.3,	free of errors in grammar, spelling,	for correction of typographical,	•
		Deliverables	content and statistical calculations.	grammatical and/or statistical errors.	
		lable			
				Corrected, error-free, Deliverables	
		101-2.6.1		shall be returned to the SSA TM no	
		TOI-2.6.2		later than close of business on the	
		101-2.6.3		following business day.	
		TO1-2.6.4		,	
]:	· ·	101-3.0			
<u>:</u>	The Contractor shall provide quality web-based support	TO3-2.1.1	Expert technical programming,	98% of calls per month are	Validated customer complaints
	to SSA web designers.	T03-2.1.2	design, development, and debugging	complaint free regarding unanswered	via Customer Survey Forms
		TO3-2.2.3	assistance shall be provided to all	questions or incorrect information	received SSA TM will
		TO3-2.2.4	SSA customers in a timely manner	december of months of months of	investigate all completes and acti
		TO3-225	corrections in a manner.		investigate all complaints and will
		TO2 2 2 5			determine if complaint is valid.
		0.7.7-601			Valid complaints will be
	1	TO3-2 2 1	An Entrepreneurial wakeita chall ha	The decise of the 1-it- 11	documented.
		102.2.2.1	An Lincolculai website silali be	ine design of the website shall	Unscheduled Inspections of
		TO3-2.2.2 TO3-2.2.3	developed and maintained providing information each as training	adhere to SSA Intranet standards and	website.
		1 0 C	morning acut as naming	guidennes 100% of the time.	
		103-2.2.4	resources, online technical references,		Validated customer complaints
		103-2.2.5	development tool acquisitions, current	Technical information published on	via Customer Survey Forms
		TO3-2.2.6	tool versions, patch/upgrade	the website will be accurate 100% of	received. SSA TM will
_		103-2.3.2	information, and system requirements.	the time.	investigate all complaints and will
					determine if complaint is valid.
-				-	Valid complaints will be
		_			documented

### **HELPFUL HINTS:**

- 1. There are several references to key personnel and resumes. Remember that in a PBA, there should be very few resumes submitted (i.e., not every contractor employee is key), and the focus should be on results:
- 2. There are a number of references to and reports on number of hours worked for each contractor employee. There should be more emphasis on achieving results than tracking hours worked in a PBA. This tends to be labor-intensive and does not provide the agency with a clearer picture of results; and
- 3. There are a few references to staffing and staffing reports. In a PBA, it's up to the contractor to provide the right people, the right labor mix, and the right number of people. As long as he achieves results in each of the 3 principal task orders, the contractor employees involved are not something that needs to be tracked (unless you need a particular skill, like a Microsoft-certified engineer you'd probably want to see proof of the certification).

The Step to PBA Team