

Appendix 1

OFFICE OF THE SECRETARY/HCHB PERFORMANCE WORK STATEMENT AND MONITORING PLAN

Please see the end of this document for “Helpful Hints”

Desired Outcomes	Required Services	Performance Standard	Acceptable Quality Level (AQL)	Monitoring Method	Incentives/ Disincentives for Meeting/Not Meeting AQL
C.3.1 Level 1 and Level 2 on-site Computer Help Desk Support. The Contractor shall establish and maintain a fully functional Help Desk facility providing on-site support from 7:30 a.m. to 6:00 p.m., Monday through Friday (except for Federal holidays) to approximately 800 desktop computer users located in the Herbert C. Hoover Building in Washington, D.C.					
Office of the Secretary employees have immediate access to qualified, knowledgeable IT Help Desk support during business hours and use the Help Desk to help resolve all technical questions and problems.	Provide Level 1 and 2 Help Desk Support.	<p>All calls placed to the Help Desk are answered (by Help Desk staff) within 20 seconds of call initiation.</p> <p>All voice mail messages received during duty hours are answered within 30 minutes of receipt.</p> <p>All e-mail messages are answered within 1 hour of receipt.</p> <p>All voice mail messages received after duty hours are answered by 8:30 a.m. of the next business day.</p> <p>In the case of VIP service requests, technicians are dispatched and arrive at the site within 30 minutes of initial contact.</p> <p>45% of the service requests received during the month are</p>	<p>1% deviation.</p> <p>10% of the voice mail messages may be answered within 60 minutes.</p> <p>5% deviation.</p> <p>No deviation.</p> <p>No deviation.</p> <p>40% of the service requests are</p>	<p>Random tests by COTR or his/her designee.</p> <p>Customer feedback reports. Random tests by COTR or his/her designee.</p> <p>Review of monthly reports/random monitoring of Help Desk E-mails.</p> <p>Review of monthly reports. Feedback from IT customers.</p> <p>Feedback from VIPs. Review of monthly reports and call-tracking software.</p> <p>Review of monthly reports.</p>	Positive and negative performance will be documented in past performance reports that are reported in the NIH Past Performance Database

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		<p>resolved at Level 1 (no work-site technical support required) within 1 hour of diagnosis of the report of problem.</p> <p>User problem reports or service requests not resolvable at Level 1 are immediately assigned either to a Level 2 Help Desk Technician who is provided with available information related to the problem, or to Level 3.</p> <p>All referrals from Level 1 are resolved (ticket closed, part ordered or referred to Level 3) within 8 working hours of initial call.</p>	<p>resolved at Level 1 within 1 hour of diagnosis of the problem.</p> <p>No deviation.</p> <p>3% of referrals are resolved within 16 working hours (or a longer period agreed to by the COTR).</p>	<p>Call-tracking software. Random tests by COTR or his/her designee.</p> <p>Review of monthly reports. Call-tracking software.</p> <p>Review of monthly reports. Call-tracking software.</p>	
C.3.2 Voice Over Internet Protocol Support. The Contractor shall establish and maintain a fully functional Help Desk facility providing on-site support from 7:30 a.m. to 6:00 p.m., Monday through Friday (except for Federal holidays) to approximately 4,000 VOIP users located in the Herbert C. Hoover Building in Washington, D.C.					
	Provide Voice Over Internet Protocol Telephone Support	<p>All calls placed to the Help Desk are answered (by Help Desk staff) within 20 seconds of call initiation.</p> <p>All voice mail messages received during duty hours are answered within 30 minutes of receipt.</p>	<p>1% deviation.</p> <p>10% of the voice mail messages may be answered within</p>	<p>Random tests by COTR or his/her designee.</p> <p>Customer feedback reports. Random tests by COTR</p>	<p>Positive and negative performance will be documented in past performance reports that are</p>

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		<p>All e-mail messages are answered within 1 hour of receipt.</p> <p>All voice mail messages received after duty hours are answered by 8:30 a.m. of the next business day.</p> <p>Level 2 and 3 calls are referred to and are the responsibility of the HCHB NOC.</p>	<p>60 minutes.</p> <p>5% deviation.</p> <p>No deviation.</p>	<p>or his/her designee.</p> <p>Review of monthly reports/random monitoring of Help Desk E-mails.</p> <p>Review of monthly reports.</p> <p>Feedback from IT customers.</p>	<p>reported in the NIH Past Performance Database</p>
C.3.3 Standard Operating Procedures. The Contractor shall develop and maintain a set of up-to-date operating procedures.					
	Establish and maintain Standard Operating Procedures	Help Desk procedures are consistent with the OS/OCIO Service Level Agreement (Attachment 5)	Draft SOP is submitted to the COTR within 10 business days of contract start and contains detailed procedures, reporting requirements, and proposed service level agreements (metrics) for	No deviation unless approved in advance by the COTR.	COTR review and acceptance.

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		Standard Operating Procedures are reviewed quarterly and updates should be maintained by version number and date.	<p>providing all services required by Section 3 of this Performance Work Statement.</p> <p>Changes to the SOP in response to the COTR’s review of the draft are made within 5 business days of receipt of comments.</p> <p>ITCSC help desk support is provided in accordance with the approved SOP.</p>	<p>No deviation unless approved in advance by the COTR.</p> <p>No deviation unless approved in advance by the COTR.</p>	<p>COTR review and acceptance.</p> <p>COTR random review.</p>
C.3.4 Track Help Desk Requests All service requests are tracked in a Help Desk software database.					
Current, accurate and complete information concerning all Help Desk activity.	Track Help Desk Requests	<p>100% of requests are entered into the database at time of receipt.</p> <p>All service requests are documented as database entries no matter how they are received.</p> <p>All entries are completed and contain accurate information.</p>	<p>No deviation.</p> <p>No deviation</p> <p>No deviation.</p>	Periodic and random monitoring of compliance by O/S OCIO personnel.	Positive and negative performance will be documented in past performance reports that are reported in the

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	Submit a weekly Help Desk Report.	<p>All interim actions before closure are thoroughly documented in Comments.</p> <p>The report provides accurate and complete data concerning Help Desk activity and performance that provides the information indicated in Exhibit 2.</p> <p>The report is delivered by COB the first working day following the week reported.</p>	<p>No deviation.</p> <p>No deviation.</p> <p>Delay is permitted only with the explicit consent of the COTR or his/her designee</p>	<p>Monitoring and review by O/S OCIO personnel.</p> <p>Time/date stamp of receipt by COTR or his/her designee.</p>	NIH Past Performance Database
	Submit a monthly Help Desk Report.	<p>The report provides accurate and complete data representing monthly aggregates of the individual weekly reports.</p> <p>Monthly reports are submitted the second business day following the month reported.</p>	<p>No deviation.</p> <p>Delay is permitted only with the explicit consent of the COTR or his/her designee.</p>	<p>Monitoring and review by O/S OCIO personnel.</p> <p>Time/date stamp of receipt by COTR or his/her designee.</p>	
	Produce ad hoc reports as requested by the	Reports are submitted within agreed-upon timeframes and	No deviation.	COTR review.	

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	COTR. Provide a monthly review. Provide a quarterly review.	contain information requested by the COTR. Review is scheduled to take place on or before the 7 th day of the month. Review is scheduled to take place by the 15 th day after the end of the quarter.	No deviation unless authorized by the COTR. No deviation unless authorized by the COTR.		
C.3.5 Enhance Help Desk software performance.					
Additional functionality is provided through the Help Desk tracking system.	Evaluate products for implementation and integration with HEAT to provide: <ul style="list-style-type: none"> - Server monitoring - Asset management - Software delivery - Remote control - Automated surveys - Others TBD 	Product evaluations are thorough, well researched and completed within agreed upon timeframes. An Enterprise Management System is implemented that enhances the current HEAT system. (Contingent on funding by the Government)	No deviation.	COTR review and acceptance.	
C.3.6 Obtain and React to Customer feedback. Customer feedback is solicited, obtained, reported and stored.					
Customer feedback concerning Help Desk performance is obtained	Provide courteous service.	No more than 5 valid complaints about the service are received during a month. 99.5% of customer surveys	No deviation. No deviation.	Review of e-mail. Feedback from customers.	Positive and negative performance will be documented in

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	<p>Convey customers’ special requests/ requirements to the O/S CIO and/or COTR.</p> <p>Survey customers with closed service requests.</p> <p>Forward completed survey forms with complaints to O/S CIO and COTR.</p> <p>Maintain a file of all completed survey forms and produce monthly statistics, as in Exhibit 2.</p>	<p>received during the year report receiving courteous service.</p> <p>O/S CIO or COTR is verbally advised and the request is confirmed by E-mail by COB.</p> <p>100% of customers with closed service requests are surveyed (with exceptions (e.g. John Q.Public)).</p> <p>All completed survey forms with complaints are forwarded by e-mail the same business day to the O/S OCIO and COTR for resolution.</p> <p>100% of completed forms are filed within 2 business days of receipt.</p>	<p>No deviation.</p> <p>98% surveys allowed until automated survey is activated.</p> <p>No deviation</p> <p>No deviation</p>	<p>Review of e-mail. Feedback from customers.</p> <p>Periodic and random monitoring by O/S CIO personnel.</p> <p>Periodic and random monitoring by O/S CIO personnel.</p> <p>Reviewed and accepted by the COTR.</p>	<p>past performance reports.</p>
C.3.7 Ad Hoc/Special Projects. At the request of the COTR, ad hoc/special projects are implemented.					
Timely, responsive and effective	The contractor shall devote approximately .5 staff years to performing				

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support.	<p>short tasks related to maintenance of O/S network and desktops including but not limited to:</p> <ul style="list-style-type: none"> ➤ Assist in the daily backup of O/S OCIO servers. ➤ Assisting network personnel in creation of ListSers. ➤ Providing assistance with hand held computer devices setup, configuration and operation. ➤ Providing assistance with installation, setup and operation of emerging technologies such as wireless devices. ➤ Providing advice and assistance in selection and ordering of PCs, peripherals and accessories. ➤ Providing assistance 	<p>Servers are backed up once a day. Back up log is maintained.</p> <p>All requests for assistance are logged in and completed within timeframes agreed to between the contractor and the COTR and/or his/her designated representative.</p> <p>The COTR is immediately informed of any request of a nature or magnitude that (if performed) would adversely affect Help Desk operations.</p> <p>All projects are successfully completed within agreed-upon schedules.</p> <p>All major projects are initiated with the submission of a detailed cost proposal and delivery schedule, and are completed</p>	<p>No deviation.</p> <p>No more than 3 valid complaints about service are received during a month.</p> <p>No deviation.</p> <p>10% deviation.</p> <p>No deviation on submission of cost and schedule proposal.</p>	<p>Random review of back up logs.</p> <p>Feedback from IT customers.</p> <p>Review of request log.</p> <p>COTR review.</p> <p>COTR review.</p>	<p>Positive and negative performance will be documented in past performance reports that are reported in the NIH Past Performance Database</p>

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	<p>in surplusing of equipment.</p> <ul style="list-style-type: none">➤ Providing assistance in relocation and replacement of PCs, peripherals and accessories.➤ Coordinating with hardware distributors, prepare hardware for mailing to hardware distributors, and replace inoperative hardware in desktop PCs.➤ Providing minimal instructions to VIPs for getting started on the Network and E-mail system and providing hard copies of User Guides.➤ Install new PCs and new operating system software on desktops. <p>At COTR request, assist</p>	<p>within the original cost and schedule constraints</p>	<p>10% deviation on meeting original cost or schedule.</p> <p>COTR authorizes variance in costs or delivery schedule.</p>	<p>COTR review.</p>	

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	<p>in implementing special projects on a ad hoc basis, including (but not limited to):</p> <ul style="list-style-type: none">➤ Network and E-Mail Administration➤ Major software/hardware installations.➤ Disconnection and reconnection of equipment in large office relocations.➤ Provide after hours support for emergent requirements.				

HELPFUL HINTS OFFERED BY THE 7 STEPS TEAM:

1. This example has quite a few metrics, perhaps too many to manage effectively. Suggest reducing the number of critical metrics to under 10.
2. Note that having the phone answered may not solve the problem; consider using “problem resolution” instead.
3. In order to meet the FAR 37.6 “litmus test” for PBSA, there must be a mechanism for price or fee reduction should the agreed-upon performance levels not be reached.