SECTION A - PERFORMANCE WORK STATEMENT

PART 1
GENERAL INFORMATION

1.1 Description of Services/Introduction: The contractor shall provide all work associate with the Interactive Voice Response (IVR) cloud service, including voice rendering software, virtual services, and maintenance support. The Contractor shall provide an expandable IVR system within a cloud-based infrastructure, with call quality of service level warranties. This system should consist of a virtualized hosting environment to provide the CO-OPS user community with 24x7x365 access to real-time water level information, as defined in this Performance Work Statement. The contractor shall perform to the standards in this task order.

1.2 Background: The Center for Operational Oceanographic Products and Services (CO-OPS) supports three mission critical programs within the National Ocean Service, including the Physical Oceanographic Real-Time System (PORTS®)), the National Water Level Observation Program (NWLOP) ; and the National Current Program (NCP).

PORTS® is a hardware and software system, which improves the safety and efficiency of maritime commerce and coastal resource management through the integration of real-time environmental observations, forecasts and other geospatial information. PORTS measures and disseminates observations and predictions of water levels, currents, salinity, and many meteorological parameters (e.g., winds, atmospheric pressure, visibility, etc.).

NWLOP provides the long-term water level records from which are derived the vertical reference datums used for surveying and mapping, dredging and coastal construction, water level regulation, marine boundary determination, tide prediction and for analysis of long-term water level variations and trends. It also supports tsunami and storm surge warning, tidal prediction, monitoring of climate and coastal processes, and tectonic research.

NCP measures and disseminates observations of currents in the coastal and estuarine waters throughout the United States and produces various products and services from these measurements that support NOAA's mission goals. The primary products are predictions that are published in the Tidal Current Tables (TCT) and quality controlled data sets but the program continuously seeks to broaden its products through user requests and development.

CO-OPS currently uses an interactive voice response (IVR) system, which enables users to access real-time water level information from the IVR toll-free numbers system that pulls the NOAA. CO-OPS has been using its current interactive voice system since 2013. The current system architecture is shown below. The current application is a combination of in-house developed web services and a cloud based, third party (Genesys) software (Angel Ops) to perform voice rendering. The government has a significant software investment, including thirty-one current PORTS locations using the IVR System, and CO-OPS developed code to extract data from the database.

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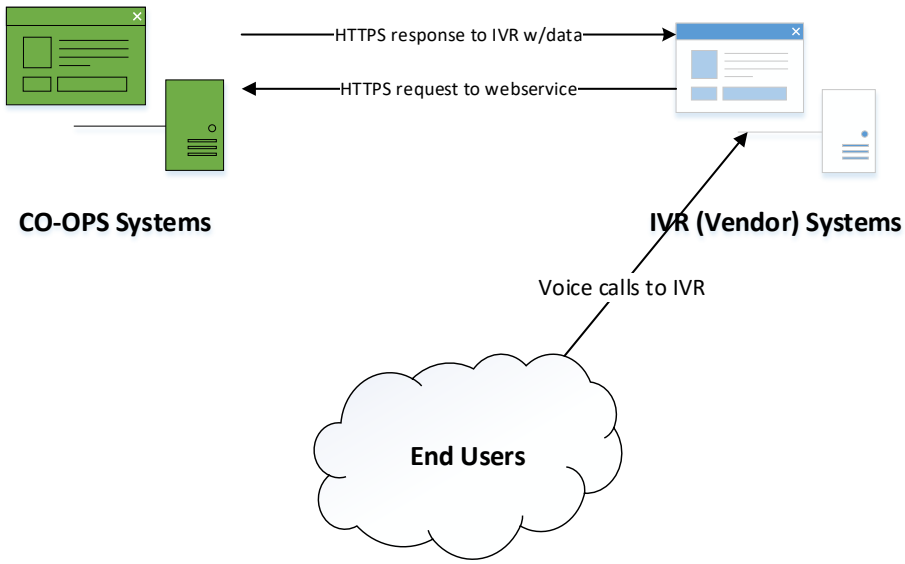

Currently, there are 31 phone numbers:
One 1-800 numbers
Eight 1-866 numbers
Fourteen 1-888 numbers
Seven 1-855 numbers
One 1-877 numbers

By maintaining the current cloud solution IVR system architecture, CO-OPS has realized the following benefits

- Reduced telecommunications costs
- Reduced hardware footprint
- Reduced software costs
- Minimal coding effort
- Provided a COOP scenario for PORTS voice system
- Alignment with Federal Cloud Strategic Initiative
- Support mobile apps, SMS, and advancing technologies

The current call volumes are shown in Technical Exhibit 2.

1.3 Objectives: The objective of this task is to acquire a Software-as-a-Service (SaaS) to maintain support in the existing cloud-base interactive voice response systems. Contractor shall provide a virtualized hosting environment to provide the CO-OPS user community with 24x7x365 access to real-time water level information provided directly from NOAA to enable richer, more scalable citizen-oriented services via the various avenues of communications currently available through today's technology.

Contractor shall provide all applicable hardware, software, and requisite phone numbers, and all hosted physically by and with the IVR. Contractor shall support porting of existing numbers to their system, and reporting of the numbers to a new cloud provider when necessary.

The infrastructure shall be a scalable and burstable bandwidth and infrastructure; provide a technical foundation that allows CO-OPS to utilize a fully scalable IVR system; provide flexible and reconfigurable

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technical foundation to respond to developing Internet trends and government needs; and enable for zero-exit costs (e.g., no lock in) to migrate to other providers if necessary.

The base IVR system shall meet NIST SP 800-53 security controls.

1.4 Requirements: The contractor shall provide a cloud-based infrastructure as a service to accomplish the specific tasks described below The contractor must adhere to the Government's governance process for change control and the final product must conform to the Government's security requirements.

The contractor should provide a cost proposal for service initiation and usage (i.e., cost per minute cost model).

The contractor shall provide the following services during the period of performance:

- Contractor must host their own hardware (cloud) and be responsible for patch management.
- Contractor must provide 24x7x365 professional support services.
- Service must interact with CO-OPS via a web product to maintain the IVR
- Service must support text to speech; for voice based customers; numeric input from touch-tone phones and SMS.
- Service must support logic-driven application programming.
- Service must support at least 100 simultaneous callers to a given number.
- Service must provide call statistics for each hosted number through a web interface.
- Service must interface with CO-OPS information systems via standard HTTPS GET/POST calls.
- Service must include the ability to re-configure the virtual system at will through a web interface and machine-to-machine interface, allowing CO-OPS to add additional voice response numbers at will.
- Service must include the ability to add/remove/update voice response messages and systems.

1.5 Period of Performance: The period of performance consists of one base year and one option year.

Base Year:	September 30, 2018 through September 29, 2019
Option Year I:	September 30, 2019 through September 16, 2020

1.6 General Information

1.6.1 Quality Control and Assurance: The contractor shall ensure quality assurance in accordance with the approved QAP as applicable to the services performed in accordance with this PWS. The contractor shall develop and implement procedures specific to this requirement to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality assurance program is the means by which he assures himself that his work complies with the requirement of the task order. At a minimum, the contractor shall develop quality assurance procedures that address the areas identified in Technical Exhibit 1, "Performance Requirements Summary."

1.6.2 Quality Assurance Surveillance: The government shall evaluate the contractor's performance under this task order in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.6.3 Government Remedies: The contracting officer shall pursue remedies for the contractor's failure to perform satisfactory services or failure to correct non-conforming services in accordance with the terms and conditions of the contract.