**Part I: Project Identification**

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| Contractor Name: | International Business Express, Inc. (IBEX) |
| Contract Number: | GS06F0775Z |
| Order Number (If Applicable): | 47QFAA19F0018 |
| Project Title: | PSHC Database Administration Services |
| Customer Name: | GSA – Federal Acquisition Services (FAS) |
| Total Period of Performance, Including Options: (MM/YYYY - MM/YYYY or MM/YYYY – Present) | 6/2/2019 – Present |
| Project Value: |  |
| Funding Agency Id (If Applicable): | General Services Administration |
| Fair Opportunity Task Order Against A Multiple Award IDIQ Federal Government Contract | Yes  No |

**Part II: Project Information**

**Contracting Officer (or Corporate Official for Commercial Experience)**

**Note: Commercial Experience is not applicable to section L.5.2.3 and will not be accepted**

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| Name: | Kenny Yiu |
| Title: | Contracting Officer |
| Agency or Customer: | GSA – Federal Acquisition Services |
| Phone: | 253-931-7915 |
| E-mail: | kenny.yiu@gsa.gov |

**Contracting Officer’s Representative**

|  |  |
| --- | --- |
| Name: | Scott Cahill |
| Title: | COR |
| Agency: | Federal Acquisition Services |
| Phone: | 253-931-7244 |
| E-Mail: | Scott.Cahill@gsa.gov |

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| Project DescriptionInternational Business Express, Inc. (IBEX) project was awarded as a task order procured under the General Services Administration (GSA), GSA 8 (a) STARS II GWAC, Contract Number GS06F0775Z. IBEX obligated funding upon award was $542,383.26. The Federal Acquisition Services (FAS) possesses unrivaled capability to deliver comprehensive products and services across government at the best value possible. FAS offers a continuum of innovative solutions and services in the areas of Products and Services, technology, travel, transportation and procurement and online acquisition tools. In 2014, FAS contracted with IBEX to provide Database Administration Services for FAS’ PSHC Databases. The SOW focused on continuous improvement and maintenance across of the PHSC Databases.  *IT Operations and Maintenance*, Modernization and Enhancement Development, Modernization and Enhancement  IBEX Database Administrators focused on managing, maintenance, support, and increasing the reliability of PHSC databases. The PSHC database has multiple Access databases to facilitate the management of GSA Schedule contract information, pricing, business development data, workload management, and performance management. The Database Administrators oversee maintenance issues with end users, provide Ad hoc reports, data analysis, and updating the database documentation, as well as helping to troubleshoot issues that may arise.  d. Database Management  The Database Administrators provide Database Administrative Services that ensured that PSHC databases are protected and monitored by establishing backup and recovery procedures, providing a secure database environment, and monitoring database performance.  e. Software Maintenance & Upgrades  Perform maintenance functions during peak and non-peak hours to facilitate functionality of the Access database(s) in support of PSHC’s multiple geographic locations in the Eastern to Pacific time-zones of the continental United States and supported alternate platforms and changes to functionality.  g. Data Quality Management  Our database administrators are responsible for the health of the database(s) by ensuring the quality and integrity of the data itself. We maintain the Access databases, back them up, manage users, and support changes to the database design as we optimize performance.  Software Development  d. Production Deployment  IBEX performed deployment reviews to ensure specification for additions, deletions, and corrections to content, workflow or other data-related issues and scheduled inspection, System Requirements (SR), Design, Test Readiness (TRR), and final production and deployment to be reviewed by the Project Manager and COR. |