

training/certifications received by contractor personnel; (7) a brief summary of objectives for the next reporting period.

3.2.6 IT Plan/COOP (A006). The contractor shall develop a detailed 5-year IT plan with an implementation strategy, cost estimates and proposed schedule including a continuity of operations plan (COOP). This plan should be delivered within 6-months after order award. The contractor shall update this plan annually by 30 June of each year of the order.

3.2.7 SSAA (A007). The contractor shall maintain and update AFOSR’s System Security Authorization Agreement (SSAA). The contractor shall ensure the SSAA is kept current and accurate.

**4.0 Service Delivery Summary (SDS)**

This Service Delivery Summary (SDS) documents the services and support to be provided by the contractor as well as the associated assessment methods. These methods shall be met by contractor providing services to AFOSR under this order. The tasks associated with the services are identified in the Performance Work Statement.

The first column, PWS #, serves as a cross reference to a requirement defined in the Performance Work Statement. The Requirement column is a brief summary of the PWS task and the performance threshold identifies the acceptable level of performance for the task. These performance thresholds enhance task completion and/or performance. Assessment Methods defines how the government will assess the performance of the contractor.

<b>PWS #</b>	<b>Requirement Summary</b>	<b>Performance Thresholds</b>	<b>Assessment Methods</b>
2.3	Customer Support including HelpDesk support, Application Development, Planning, Network Implementation, Systems Integration, Systems Support, Communication Support, Computer-Communication Maintenance, Network Multimedia Devices, Asset Management, VTC	90% of all trouble calls fixed in 4 hours or less	- Customer Feedback directly to gov IT rep, information from trouble call automated system, or customer surveys as developed by government
2.3	Customer Support, Application Development, Planning, Network Implementation, Systems Integration, Systems Support, Communication Support, Computer-Communication Maintenance, Network Multimedia Devices, Asset Management, VTC	100% of disruptive maintenance work or outages should be scheduled for after hour period.	- Contractor will track IT availability
2.3	Help Desk in conjunction with Field	Non-availability	-Review of

	Service Team shall support operational management of IT systems to ensure IT availability	not to exceed 2% of annual, normal operating hours	system or network event logs that track availability
2.3.1	Act as points of contact for Information Technology (IT) resolution and maintain Help Desk services to AFOSR users.	90% of service calls and/or user requests logged as received in specified database or application. Service calls are documented, and resolved or assigned to the appropriate technical group for resolution	-Customer Feedback via customer surveys or random follow up calls  -Each logged call will be date and time-stamped by the call log system with initial date/time of call and then date/time of resolution.
2.3.1	Act as points of contact for Information Technology (IT) resolution and maintain Help Desk services to AFOSR users.	95% of calls answered within 3 rings.	
2.3.1	Act as points of contact for Information Technology (IT) resolution and maintain Help Desk services to AFOSR users.	80% of all problems resolved on the first call (one phone call, user may speak to more than one person), if required field dispatch is scheduled during first call.	
2.3.1	Act as points of contact for Information Technology (IT) resolution and maintain Help Desk services to AFOSR users after 95% of calls answered within 3 rings	90% of user trouble calls will be resolved within 4 hours (other 10% will be resolved within 2 workdays)	
2.3.1.1	Receive, document, label, deploy, recover, pack, ship, relocate, or manage materials handling of ADPE inventory	99% ADPE inventory shall be added, updated, and maintained in specified database or application.	- Each inventory item will be date and time stamped and properly recorded in the inventory system when added or updated.

2.3.2	Develop and maintain AFOSR applications and accounts to access developed applications	90% application outages resolved within 4 working hours of notification	-Customer Feedback via survey or random follow up calls
2.3.2	Develop and maintain AFOSR web sites	Maintain 99% availability and connectivity to all web sites for end users during duty hours	-Project Plans and status reports
2.3.4	Install, configure, test, deploy, manage, and maintain all segments and elements of the AFOSR's local networks, including communication interfaces to external networks	Maintain 99% availability of networks and connectivity for end users during normal duty hours	-Review of system or network event logs that track availability
2.3.4	Maintain all segments and elements of the AFOSR's local networks, including communication interfaces to external networks	90% monitoring on network performance and respond proactively to degradations in throughput or bandwidth of: -50% or more for a sustained period greater than one minute -50% or more intermittently over a period of 10 minutes or more	-Customer feedback via calls reported in the call system or random follow up calls
2.3.4	Maintain all segments and elements of the AFOSR's local networks, including communication interfaces to external networks	95% LAN outages resolved within 2 working hours of notification during normal duty hours or within 8 hours for non-duty hours (ie weekend or government listed holiday)	
2.3.6.3	System Administration	Maintain 99% availability of servers and connectivity for end users during normal duty hours	-Review of system or network event logs that track availability

2.3.6.3	System Administration	90% monitoring of server performance and respond proactively to degradations in throughput or bandwidth of: -90% or more CPU utilization for a sustained period greater than 3 minutes -90% or more CPU utilization intermittently over a period of 10 minutes or more	-Customer feedback via calls reported in the call system or random follow up calls  -Project Plans and status reports
2.3.6.3	System Administration	90% server outages resolved within 2 working hours of notification	
2.3.8	Manage, conduct and arrange for hardware and software maintenance services on all corporate-owned computer-communications equipment	90% tracking of all vendor responsibilities with respect to warranties and services	-Review of system or network event logs that track availability -Customer feedback via calls reported in the call system or random follow up calls
2.3.8	Manage, conduct and arrange for hardware and software maintenance services on all computer-communications equipment	90% management and tracking of all interactions with vendors to ensure they meet and fulfill their warranty and service obligations	-Review of system or network event logs that track availability  -Customer feedback via calls reported in the log system or random follow up calls
2.3.12	VTC support	90% of outages will be resolved within 10 minutes from meeting start,	-Review of system event logs that track availability

		possible resolutions are moving meeting to an alternate AFOSR VTC location	-Customer feedback via calls reported in the log system or random follow up calls
2.3.23	Implement, track, document and report compliance/non-compliance with Time Compliance Network Order (TCNO)-directed enterprise changes received from the AFNOSC, AFRL or AFMC Program Management Offices/System Program Offices.	100% reporting of TCNO compliance or non-compliance. Update TCNO status daily with 99.9% accuracy Implement TCNOs with 100% accuracy by the date/time specified in the TCNOs	-Status reports tracked and logged on web application provided by the AFMC NOSC.  -Network scan reports

## 5.0 GOVERNMENT-FURNISHED RESOURCES

5.1 The government will furnish the following “as is” at no cost to the contractor for their use in direct support of tasks outlined in this PWS:

- 5.1.1 Adequate facilities that include office space and furnishings shall be provided for on-site members of the staff assigned to the program. The government shall decide the internal facility location for the contractor operations such as the Help Desk. Government personnel, such as the AFOSR CIO or AFOSR CTO, can decide to reside in the same general office area as the contractor to facilitate a cooperative relationship between the contractor and the government. The contractor shall keep all office, work space and communications rooms free from clutter and adhering to Air Force standards for safety and security.
- 5.1.2 Custodial services for any identified facilities.
- 5.1.3 Local and long-distance phone service, fax machine, and reproduction machine in or near occupied facilities.
- 5.1.4 Miscellaneous office supplies.
- 5.1.5 Government forms, publications, and documents, if required.

**ATTACHMENT 2**

**AWARD FEE PLAN**

**FOR**

**AFOSR Information Technology Services Support**

**1 November 2005**

**Order Number: FA8771-04-D-0008 SE01**

**APPROVED:**

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**Fee Determining Official  
Deputy Director, AFOSR/CD**

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**Date**

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## **AWARD FEE PLAN**

### **1.0 INTRODUCTION**

This award fee plan is the basis for the AFOSR Information Technology (IT) Services Support evaluation of the contractor's performance and for presenting an assessment of that performance to the Fee Determining Official (FDO). It describes specific criteria and procedures used to assess the contractor's performance and to determine the amount of award fee earned. Actual award-fee determinations and the methodology for determining award fee are unilateral decisions made solely at the discretion of the Government.

The award fee will be provided to the contractor through contract modifications and is in addition to the estimated cost reimbursable portion of the cost plus award fee (CPAF) CLIN (0002) provisions of the contract. The award fee earned and payable will be determined by the FDO based upon review of the contractor's performance against the criteria set forth in this plan. The FDO may unilaterally change this plan prior to the beginning of an evaluation period. The contractor will be notified of changes to the plan by the AFOSR Contracting Officer (CO), in writing, before the start of the affected evaluation period. Changes to this plan that are applicable to a current evaluation period will be incorporated by mutual consent of both parties.

### **2.0 ORGANIZATION**

The award-fee organization consists of: the Fee Determining Official (FDO); an Award Fee Review Board (AFRB) which consists of a chairperson, the AFOSR Contracting Officer (CO), a recorder, other functional area participants, and advisor members; and the performance monitors. The FDO, AFRB members, and performance monitors are listed in Annex 1.

### **3.0 RESPONSIBILITIES**

a. **Fee Determining Official.** The FDO approves the award fee plan and any significant changes. The FDO reviews the recommendation(s) of the AFRB, considers all pertinent data, and determines the earned award-fee amount for each evaluation period.

b. **Award Fee Review Board.** AFRB members review Performance Monitors' evaluation of the contractor's performance, consider all information from pertinent sources, prepare interim performance reports, and arrive at an earned award-fee recommendation to be presented to the FDO. The AFRB may also recommend changes to this plan.

c. **AFRB Recorder.** The AFRB recorder is responsible for coordinating the administrative actions required by the Performance Monitors, the AFRB and the FDO, including: 1) receipt, processing and distribution of evaluation reports from all required sources; 2) scheduling and assisting with internal evaluation milestones, such as briefings; and 3) accomplishing other actions required to ensure the smooth operation of the award fee plan/process.

d. **AFOSR Contracting Officer (CO).** The AFOSR CO is the liaison between the contractor and government personnel.

e. **Performance Monitors.** Performance Monitors maintain written records of the contractor's performance in their assigned evaluation area(s) so that a fair and accurate evaluation is obtained. They also prepare interim and end-of period evaluation reports as directed by the AFRB.

#### **4.0 AWARD-FEE PROCEDURES**

a. **Available Award-Fee Amount.** The available award fee for each evaluation period is shown in Annex 2. The award fee earned will be paid based on the contractor's performance during each evaluation period. In order to receive the full amount of award fee for a given period, the performance must be rated "Excellent" in every category. If the performance is evaluated at least "Satisfactory" in all categories then the contractor will be awarded at least 25% of the award. If any of the categories are evaluated as "Unsatisfactory", the contractor will receive 0% of the award.

b. **Evaluation Criteria.** The Evaluation Criteria are provided in Annex 3. If the AFOSR CO does not give specific notice in writing to the contractor of any change to the evaluation criteria prior to the start of a new evaluation period, then the same criteria listed for the preceding period will be used in the subsequent award-fee evaluation period. Any changes to evaluation criteria will be made by revising Annex 3 and notifying the contractor.

c. **End-of-Period Evaluations.** The AFRB Recorder notifies each AFRB member and performance monitor approximately ten (10) business days before the end of the evaluation period. Performance monitors submit their evaluation reports to the AFRB approximately five (5) business days after the end of the evaluation period. The AFRB prepares its evaluation report and recommendation of earned award fee. The AFRB briefs the evaluation report and recommendation to the FDO. At this time, the AFRB may also recommend any significant changes to the award-fee plan for FDO approval. The FDO determines the overall grade and earned award-fee amount for the evaluation period within approximately fifteen (15) business days after each evaluation period. The FDO letter informs the contractor of the earned award-fee amount. The AFOSR CO issues a contract modification within approximately two (2) business days after the FDO's decision is made authorizing payment of the earned-award-fee amount.

d. **Contractor's Self-Assessment.** When the contractor chooses to submit a self-evaluation, it must be submitted to the AFOSR CO within five (5) business days after the end of the evaluation period. This written assessment of the contractor's performance throughout the evaluation period may also contain any information that may be reasonably expected to assist the AFRB in evaluating the contractor's performance. The contractor's self-assessment may not exceed five (5) pages.

#### **5.0 AWARD FEE PLAN CHANGE PROCEDURE**

All significant changes are approved by the FDO; the AFRB Chairperson approves other changes. Examples of significant changes include changing evaluation criteria, adjusting weights to redirect contractor's emphasis to areas needing improvement, and revising the distribution of the award-fee dollars. The contractor may recommend changes to the AFOSR CO no later than thirty (30) calendar days prior to the beginning of the new evaluation period. After approval, the AFOSR CO shall notify the contractor in writing of any change(s). Unilateral changes may be made to the award-fee plan if the contractor is provided written notification by the AFOSR CO before the start of the upcoming evaluation period. Changes effecting the current evaluation period must be by mutual agreement of both parties.

## **6.0 CONTRACT TERMINATION**

If the contract is terminated for the convenience of the Government after the start of an award fee evaluation period, the award fee deemed earned for that period shall be determined by the FDO using the normal award-fee evaluation process. After termination for convenience, the remaining award fee amounts allocated to all subsequent award-fee evaluation periods cannot be earned by the contractor and, therefore, shall not be paid.

3 Annexes

1. Award-fee Organization
2. Award-Fee Allocation by Evaluation Periods
3. Evaluation Criteria

## ANNEX 1

### AWARD-FEE ORGANIZATION

Fee Determining Official	Deputy Director, AFOSR/CD
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<b>Award Fee Review Board (AFRB) Members</b>	
Award Fee Review Board Chairperson	Director, Contracting AFOSR/PK
AFOSR Contracting Officer	AFOSR/PK
AFRB Recorder	AFOSR/PI
AFOSR Technical Representative	AFOSR Chief Information Officer
AFOSR IT Security Representative	AFOSR Information Systems Officer
AFOSR Quality Assurance	AFOSR Information Systems Officer

#### **Performance Monitors**

##### **Area of Evaluation**

##### **Performance Monitor(s)**

<b><u>Area of Evaluation</u></b>	<b><u>Performance Monitor(s)</u></b>
A Trouble Call/Service Call Evaluation	AFOSR Information Systems Officer
B Scheduled Maintenance Outages	AFOSR Information Systems Officer
C ADPE Inventory/Accountability	AFOSR Equipment Custodian Officer (ECO)
D Web Site Availability/Adherence to AFRL Standard	AFOSR CIO
E Server Availability	AFOSR CIO
F TCNO Completion	AFOSR Information Systems Officer
G Management Information System Application Outages	AFOSR CIO
H VTC Outages/On-Time Set-Up	AFOSR Protocol

## ANNEX 2

### AWARD-FEE ALLOCATION BY EVALUATION PERIODS

The award fee earned by the contractor will be determined at the completion of evaluation periods shown below. The dollars shown corresponding to each period is the maximum available-award-fee amount that can be earned during that particular period.

Evaluation Period*	Duration	Available Award Fee
First	1 Jan 06 – 30 Jun 06	\$87,415.50
Second	1 Jul 06 – 31 Dec 06	\$87,415.50
Third	1 Jan 07 – 30 Jun 07	\$94,027.00
Fourth	1 Jul 07 – 31 Dec 07	\$94,027.00
Fifth	1 Jan 08 – 30 Jun 08	\$92,481.50
Sixth	1 Jul 08 – 31 Dec 08	\$92,481.50
Seventh	1 Jan 09 – 30 Jun 09	\$86,590.00
Eighth	1 Jul 09 – 31 Dec 09	\$86,590.00
Ninth	1 Jan 10 – 30 Jun 10	\$97,085.00
Tenth	1 Jul 10 – 31 Dec 10	\$97,085.00

\* The Government may unilaterally revise the distribution of award-fee dollars among the evaluation periods. The contractor will be notified of such changes, if any, in writing by the CO before the relevant period is started and the award-fee plan will be modified accordingly. Subsequent to the commencement of a period, changes may only be made by mutual agreement of the parties.

## ANNEX 3

### EVALUATION CRITERIA

#### COST CONTROL/PERFORMANCE

*	UNSATISFACTORY	SATISFACTORY	EXCELLENT
A	Less than 84.9% of all trouble calls fixed in 4 working duty hours or less from time initial call is place to the helpdesk.	85.0% to 90.9% of all trouble calls fixed in 4 working duty hours or less from time initial call is place to the helpdesk.	91.0% or more all trouble calls fixed in 4 working duty hours or less from time initial call is place to the helpdesk.
B	More than 3 disruptive maintenance work or outages are performed during normal operating hours (0600 hours to 1800 hours Eastern Standard Time)	1 to 3 disruptive maintenance work or outages performed during normal operating hours (0600 hours to 1800 hours Eastern Standard Time)	No disruptive maintenance work or outages performed during normal operating hours (0600 hours to 1800 hours Eastern Standard Time)
A	Non-availability of IT client platform exceeds 4.0% of normal operating hours	Non-availability of IT client platform between 4.0% and 2.0% of normal operating hours	Non-availability of IT client platform is less than 2.0% of normal operating hours
A	Less than 84.9% of initial user service calls or initial user requests logged as received in specified database or application. Service calls are documented, and resolved or assigned to the appropriate technical group for resolution	85.0% to 90.9% of initial user service calls or initial user requests logged as received in specified database or application. Service calls are documented, and resolved or assigned to the appropriate technical group for resolution	91.0% or more initial user service calls or initial user requests logged as received in specified database or application. Service calls are documented, and resolved or assigned to the appropriate technical group for resolution
A	Less than 84.9% of trouble calls answered within 3 rings.	85.0% to 94.9% of trouble calls answered within 3 rings	95.0% or more of trouble calls answered within 3 rings
A	Less than 79.9% of all trouble call problems resolved on the first call (one phone call, user may speak to more than one person), if required field dispatch is scheduled during first call.	80.0% to 89.9% of all trouble call problems resolved on the first call (one phone call, user may speak to more than one person), if required field dispatch is scheduled during first call.	90.0% or more of all trouble call problems resolved on the first call (one phone call, user may speak to more than one person), if required field dispatch is scheduled during first call.

\*Column corresponds to Performance Monitor's area of evaluation (see Annex 1).

*	<b>UNSATISFACTORY</b>	<b>SATISFACTORY</b>	<b>EXCELLENT</b>
C	Less than 94.9% of ADPE inventory added, updated, and maintained accurately in specified database or application.	95.0% to 98.9% of ADPE inventory added, updated, and maintained accurately in specified database or application.	99.0% or more of ADPE inventory added, updated, and maintained accurately in specified database or application.
G	Less than 84.9% of Management Information System application outages resolved within 4 working duty hours of notification	85.0% to 89.9% of Management Information System application outages resolved within 4 working duty hours of notification	90.0% or more of Management Information System application outages resolved within 4 working duty hours of notification
D	Maintain less than 84.9% availability and connectivity to all web sites for end users during normal operating hours	Maintain 85.0% to 89.9% availability and connectivity to all web sites for end users during normal operating hours	Maintain 90.0% or more availability and connectivity to all web sites for end users during normal operating hours
E	Maintain less than 89.9% availability of networks and connectivity for end users during normal operating hours	Maintain 90.0% to 98.9% availability of networks and connectivity for end users normal operating hours	Maintain 99.0% or more availability of networks and connectivity for end users during normal operating hours
E	Less than 89.9% of network outages resolved within 2 working duty hours of notification during normal operating hours or within 8 hours for non-duty hours (i.e. weekend or government listed holiday)	90.0% to 94.9% of network outages resolved within 2 working duty hours of notification during normal operating hours or within 8 hours for non-duty hours (i.e. weekend or government listed holiday)	95.0% or more of network outages resolved within 2 working duty hours of notification during normal operating hours or within 8 hours for non-duty hours (i.e. weekend or government listed holiday)
E	Less than 89.9% availability and connectivity for end users to AFOSR servers and connectivity during normal operating hours	Maintain 90.0% to 98.9% availability and connectivity for end users to AFOSR servers and connectivity during normal operating hours	99.0% or more availability and connectivity for end users to AFOSR servers and connectivity during normal operating hours

\*Column corresponds to Performance Monitor's area of evaluation (see Annex 1).

*	<b>UNSATISFACTORY</b>	<b>SATISFACTORY</b>	<b>EXCELLENT</b>
E	Less than 89.9% of AFOSR server outages resolved within 2 working duty hours of outage	90.0% to 94.9% of AFOSR server outages resolved within 2 working duty hours of outage	95.0% or more of AFOSR server outages resolved within 2 working duty hours of outage
H	Less than 89.9% of video teleconferencing outages will be resolved within 10 minutes from meeting start, possible resolutions are moving meeting to an alternate AFOSR VTC location	90.0% to 94.9% of video teleconferencing outages will be resolved within 10 minutes from meeting start, possible resolutions are moving meeting to an alternate AFOSR VTC location	95.0% or more of video teleconferencing outages will be resolved within 10 minutes from meeting start, possible resolutions are moving meeting to an alternate AFOSR VTC location
F	Implement TCNOs with less than 100% accuracy by the date/time specified in the TCNOs	Implement TCNOs with 100% accuracy by the date/time specified in the TCNOs	Implement TCNOs with 100% accuracy three duty days before the date/time specified in the TCNOs

\* Column corresponds to Performance Monitor's area of evaluation (see Annex 1).