PERFORMANCE WORK STATEMENT

INFORMATION TECHNOLOGY AND ENGINEERING SUPPORT (ITES) SERVICES FOR THE NATIONAL ENERGY TECHNOLOGY LABORATORY (NETL) (DE-RP26-03NT41820)

The following format has been used for this statement of work:

1.0 Introduction
2.0 Scope
3.0 Applicable Documents
4.0 Service Areas/Performance Requirements/Necessary Conditions
5.0 Notes/Guidance
6.0 Glossary

1.0 Introduction

1.1 NETL Background

The National Energy Technology Laboratory (NETL) is a multi-purpose national laboratory, owned and operated by the U.S. Department of Energy (DOE). The NETL implements research and development (R&D) programs to advance energy and energy-related environmental technology. The DOE Assistant Secretary for Fossil Energy is the NETL's Lead Program Secretarial Officer. The greatest portion of funding to NETL comes from DOE's Office of Fossil Energy; the remainder, about 10%, comes from other DOE programs, e.g., the Office of Energy Efficiency and Renewable Energy, as well as other federal agencies.

The NETL is the only national laboratory within the DOE complex that is government-owned and operated (GOGO). The NETL employees conduct various functions, including performing in-house research and development activities, implementing contracted R&D efforts, performing analysis to support policy development, and establishing partnerships through licensing and CRADA activities. The NETL has the authorities of a DOE operations office integrated with the implementing functions typically conducted by DOE Management and Operating (M&O) contractors. Over 590 federal employees work on-site at the NETL. The staff also includes over 550 contractor employees which support NETL's activities.

1.2 NETL Mission

The primary mission of the NETL is to conduct and implement science and technology programs to resolve the environmental, supply, and reliability constraints of producing and using fossil resources. This work is segmented according to coal, oil, and gas programs. Additional information on NETL's R&D programs can be found at www.netl.doe.gov.

The NETL vision is to be the preferred provider of energy technology and policy options that benefit the public. To do this the laboratory will strive to:

- Become a world-class institution noted for the advancement of energy science and technology by attracting leading researchers and establishing state-of-the-art facilities.
- Create a research environment that fosters multi-disciplinary collaboration and the generation of innovations with the potential for major improvements in the cost, environmental performance, and reliability of energy services.
- Be recognized for addressing energy and environmental issues through partnerships with research institutions, the private sector, and government agencies.
- Promote economic development through supporting the commercialization of technology, building an educated workforce, and establishing strong collaborations with academic institutions and businesses.

1.3 Goals of This Contract

1.3.1 Background

The cornerstone of the current Information Technology (IT) support services contract provides support for the day-to-day operation of NETL computer facilities and other computing resources, including servers, networks, telephone, video teleconferencing, desktop computers, peripherals, technical support for the end users, and software engineering. Since the inception of the existing contract, NETL has experienced a dramatic expansion of requirements and services that are classified as IT engineering. Activities within this arena require a strategic and systematic approach to solution development, require knowledge of Enterprise Architecture methodologies, and often have a focus on analyzing evolving technologies, system design, and infusion of new technologies into the NETL IT infrastructure.

Factors driving these requirements include:

- The President's Management Agenda which includes expanded electronic government initiatives with emphasis on citizen-centered electronic government.
- In the aftermath of 9/11 terrorist attacks, all federal installations have had to comply with an increasing number of directives related to cyber security.
- The Clinger-Cohen Act requires that federal organizations have robust processes in place that provide a framework for selection, management and control of IT investments. NETL has established an Enterprise Architecture (EA) Team and developed an EA Investment Management Process, to govern its IT investment.
- NETL has adopted a 3-year planning cycle designed to identify and implement IT strategic initiatives that support the labs' requirements with a major focus on enabling technologies that facilitate deployment of DOE-wide e-government initiatives.

1.3.2 Goals

A goal of this contract is to acquire the ability to be responsive to these new requirements and to quickly respond to the ever-changing requirements of the complex IT environment. The expectation is that this contract will facilitate access to a cadre of requisite experience, skills, and personnel to plan and implement a new requirement over a limited time span and augment the core contract personnel with specialized skills necessary to design and deploy new technologies and solutions. With this goal achieved, activities such as, technology focused feasibility studies, process re-engineering, business analysis, systems analysis, system design, enterprise

architecture, software development at increasingly higher levels of the Software Engineering Institute/Capability Maturity Model, preparation of technical specifications related to acquisition of hardware and software, deployment of complex rapidly developing new technologies into the existing IT environment, risk assessments, electronic data interchange, electronic commerce and E-Government, knowledge management, and infusion of new cyber security technologies will be easily accommodated.

Anther goal of this contract is to move to an overarching project management approach to ensure that:

- Requirements are satisfied
- Costs are controlled
- Schedules are met
- ROI is maximized
- Business objectives are attained

An additional goal of the contract is to continue to support the day-to-day operation of NETL computer facilities and other computing resources.

2.0 Scope

2.1 Types of Services

Services shall cover the full breadth of information technology support essential for a multi-location, multi-function, United States national laboratory. The types of services include, but are not limited to, the following:

- Maintenance and Operations
    - Cyber Security
    - Computer Facility Operations (Client Server) Support
    - Desk Top (End User) Support
    - Telecommunications Services
    - Networks (Data Services)
    - Client Systems Engineering
- Enterprise Engineering
    - Enterprise Architecture Support
    - Enterprise Systems Development and Maintenance
        - Enterprise Systems - ESD
        - Enterprise Systems – CHRIS
        - Enterprise Systems – CBT
- Information Technology Variable Engineering Task
- Management and Oversight

2.2 Resources

2.2.1 Contractor-Furnished Resources

The contractor shall furnish all personnel, facilities, equipment, materials and supplies necessary to perform the work under this contract, except for that specifically identified as being provided by the Government in Section 2.2.2.

2.2.2 Government-Furnished Resources

The resources to be furnished by the Government for use in accomplishing the work under this contract are identified in the electronic reading room located at http://www.netl.doe.gov/business/solicit/ssc2003/ and are governed by Sub-Section (TBD) in Section H of this contract.

2.3 Core Work and Variable Work

IT tasks will consist of either core work or variable work. These types of work will differ by their required duration, their resource commitment/location, or their frequency.

2.3.1 Core Work

Core work consists of tasks that are ongoing or frequently conducted. Core work will be conducted using personnel located on-site at an NETL location. Core work may be conducted using personnel located off-site subject to Contracting Officer Representative's (COR) approval.

2.3.2 Variable Work

Variable work will be defined and funded as required and supplements core work on an as needed basis. Variable work may require specialized skills or additional resources.

3.0 Applicable Documents

The following documents are referenced in this statement of work. This list is not intended to be an exhaustive list.

Clinger-Cohen Act
The President's Management Agenda
EA Investment Management Process

4.0 Service Areas/Performance Requirements/Necessary Conditions

The work to be accomplished under this statement of work is identified under individual service areas or as necessary conditions. The work is described through the use of performance requirements.

4.1 General Necessary Conditions

Some requirements are supplemental to or supportive of the accomplishment of the performance requirements. These requirements are identified as Necessary Conditions. These conditions, while they may not be accompanied by measures and expectations, must be satisfied for the

Contractor to attain maximum eligible fee. The following necessary conditions apply to all of the work identified under this statement of work.

NECESSARY CONDITION No. 4.1.1 – Access Security
The contractor shall ensure access security (administrative and configuration) to NETL IT systems. Ensure that only authorized individuals have knowledge of such passwords and accounts.

NECESSARY CONDITION No. 4.1.2 – Billing Disputes
The contractor shall review 3rd party IT vendor invoices and resolve billing disputes.

NECESSARY CONDITION No. 4.1.3 – Certification and Accreditation
The contractor shall conduct scheduled and as-needed risk assessments, vulnerability assessments, certifications, and accreditations of NETL's systems and applications in accordance with DOE regulations.

NECESSARY CONDITION No. 4.1.4 – Contingency Plans
The contractor shall develop and maintain contingency plans for all IT services, systems and major applications supported through this contract unless specifically excluded by the COR.

NECESSARY CONDITION No. 4.1.5 – Drawings and Documentation
The contractor shall prepare and maintain any operational drawings, technical architecture as-built drawings, and diagrams that facilitate the documentation and understanding of NETL processes and/or systems.

NECESSARY CONDITION No. 4.1.6 – Information Technology Change Process
The contractor shall actively participate in the Information Technology Change Control process. This includes, but is not limited to, consulting with others to determine the impact on NETL's environment, preparing and submitting change requests, implementing approved change requests in accordance with the guidance provided by the Configuration Control Board, developing and maintaining supporting documentation, adhering to the change control processes in effect, reviewing the processes in effect and recommending improvements, and participating in Configuration Control Board meetings as needed.

NECESSARY CONDITION No. 4.1.7 – Information Technology Solutions
The contractor shall inform users accurately and expediently regarding the application of information technology to solve their information needs.

NECESSARY CONDITION No. 4.1.8 – IT Procurement Support
The contractor shall provide IT procurement support to include, but not be limited to, development of specifications to meet defined requirements, preparing IT procurement requests, performing advance IT market surveys to determine cost estimates for various initiatives and identify most favorable pricing sources.

NECESSARY CONDITION No. 4.1.9 – IT Systems Changes/Enhancements
The contractor shall proactively recommend changes and/or enhancements to IT systems to provide better efficiency, productivity, stability, and/or cost savings.

NECESSARY CONDITION No. 4.1.10 – Maintenance Agreement Support
The contractor shall provide IT resource (hardware, software, copiers, and FAX equipment) maintenance agreement support to include, but not be limited to, notifying the associated ITD

Functional Lead of any maintenance agreements or software licenses that will expire within 60 days prior to the expiration date and submit the purchase requisition to the Government procurement system for renewal at least 45 days prior to the expiration date; coordination of review of maintenance agreements (to ensure requirements of coverage are met); coordination of site visits to perform maintenance by external providers; coordination of return to vendor for repair, items that are not covered by onsite maintenance agreements; and coordination of repair of items not covered by maintenance agreement as required.

NECESSARY CONDITION No. 4.1.11 – Measure Performance and Results
The contractor shall recommend and implement methods to measure performance and results, including customer satisfaction.

NECESSARY CONDITION No. 4.1.12 – Meeting Participation
The contractor shall actively and fully participate in meetings associated with the effort defined in this performance work statement. Active and full participation includes meeting preparation, meeting attendance, verbal participation, and completion of resulting action items within the assigned due date.

NECESSARY CONDITION No. 4.1.13 – Policy and Procedure Support
The contractor shall provide support in the design, development, implementation, and maintenance of information technology policies and procedures commensurate with federal regulations and available technology.

NECESSARY CONDITION No. 4.1.14 – Project Management
The contractor shall provide a consolidated and overarching project management function that is responsible for: ensuring project plans, including resource requirements and projected costs, are developed for each project; managing the interaction and coordination of resources; meeting all project schedules; maintaining and communicating comprehensive project plans and schedules; ensuring cost and resource projections are not exceeded; and ensuring effective communication of efforts and activities.

NECESSARY CONDITION No. 4.1.15 – Qualified Personnel
All work performed through this contract shall be carried out by personnel who are fully qualified to perform the effort described herein.

NECESSARY CONDITION No. 4.1.16 – Software License Management
The contractor shall provide software license management support to include, but not be limited to, tracking license distribution, ensuring adequate license coverage by informing the appropriate ITD Functional Lead when available licenses are nearly exhausted, interpreting license agreements, seeking alternative licensing vehicles/pricing, performing research for licensing initiatives, collection of information necessary to respond to internal and external licensing audits, verifying license upgrade conditions are met, tagging software media using Government issued labels, tracking software licenses using the Government property management system, and retiring and disposing of excess license materials (in conjunction with the Government property management function).

NECESSARY CONDITION No. 4.1.17 – Standard Operating Procedures
The contractor shall perform all assigned functions/activities using standard operating procedures (SOPs) that combine the contractor's corporate experience and standards with NETL's existing processes. The operating procedures shall be documented, configuration controlled, and all staff shall be trained to adhere to them.

NECESSARY CONDITION No. 4.1.18 – State of the Art Technologies
The contractor shall research, review, evaluate, issue white papers, and provide recommendations regarding new and emerging state-of-the art IT technologies for their potential impact to the operating environment of NETL. If approved for implementation, recommend a plan for the appropriate integration into the NETL infrastructure.

NECESSARY CONDITION No. 4.1.19 – Strategic/Operational Plans
The contractor shall participate in the development of strategic and operational plans for the future direction of IT activities.

NECESSARY CONDITION No. 4.1.20 – Submission of Reports
The contractor shall ensure that all required reports and invoices are submitted on time, are error free, and of high quality.

NECESSARY CONDITION No. 4.1.21 – System Auditing
The contractor shall periodically audit all systems and applications for compliance with policies, standards and baselines.

NECESSARY CONDITION No. 4.1.22 – Uniform Delivery of Services
The NETL, although dispersed geographically, functions as a single organization from both a managerial and technical infrastructure perspective. All IT services provided on-site at any NETL office shall be delivered in a uniform and consistent manner.

4.2 Service Area - <u>OVERSIGHT AND LOGISTICS</u>

The contractor shall provide an overarching management function that will ensure effectiveness, efficiency, and synergy of the effort performed under this contract. The contractor shall do the following, but not be limited to:

A. Provide logistics support for, but not limited to, Enterprise Architecture (EA) Team, Configuration Control Board (CCB), Architecture Control and Implementation Board (ACIB), and planning activities. Logistics support includes ,but is not limited to, meeting coordination; action item tracking; meeting content documentation; change control administration; and the creation, collection, and distribution of meeting support materials.

B. Provide user communication support to include, but not be limited to, maintaining the ITD Intranet Tips and Tricks information, developing user help aids, coordinating the development and subsequent publishing of Intranet postings, and maintaining ITD Intranet web pages (content and appearance).

C. Provide organizational reporting support to include, but not be limited to, the gathering and compilation of information for Office of Management and Budget submissions and other

Departmental or Government-wide calls for information, gathering and assembling information for NETL weekly report submission, and gathering and assembling information to support the publishing and maintenance of high level metrics.

D. Provide Information Technology Division (ITD) property tracking support to include, but not be limited to, tagging of IT hardware (when required), generation of ad hoc reports from the Government property management system to support reporting requirements and analyses, documenting IT property moves, and reconciliation of IT property inventories.

REPORTS:

1) ITD Weekly Report
2) High Level Metrics Monthly Report
3) CCB Meeting Minutes Report (to be completed within 5 business days of event)
4) CCB Request Status Report (to be completed in advance of a scheduled meeting)
5) ACIB Meeting Minutes Report (to be completed within 3 business days of event)
6) EA Team Meeting Minutes Report (to be completed within 3 business days of event)
7) Ad hoc Property Reports (to be completed within 5 business days of request)
8) Maintenance Coverage Status Monthly Report
9) Technology Forecast Quarterly Report
10) IT Procedure Status Quarterly Report
11) Monthly Master Project Schedule Report
12) Annual Travel and Training Plan

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.3 Service Area - MAINTENANCE AND OPERATIONS

4.3.1 Sub-Service Area -CYBER SECURITY

Cyber security provides support for NETL's unclassified network infrastructure to ensure a safe and secure environment for the network and all of its components. The contractor shall, in the event of a change in the security of all or part of NETL's network, expand the support to provide staff capable of operating in a classified environment. Specific objectives of cyber security will include, but not be limited to:

A. Provide engineering support to address cyber threats and the increasing number of regulations related to cyber security. This involves: investigating biometric identification for stronger authentication, new methods of network intrusion detection, virus shields, digital signatures, and public key technologies for infusion into the NETL IT environment in support of the President's e-government initiatives and lab requirements.

B. Work closely with all internal and external entities to ensure compliance with cyber security "best practices" for the: identification of critical information, analysis of threats, analysis of vulnerabilities, assessment of risks, and application of countermeasures.

C. Operate and administer NETL's key cyber-security infrastructure including: firewalls, intrusion detection systems, content filtering/monitoring, vulnerability assessment tools, file integrity monitoring, centralized log store, and other network/system monitoring tools.

D. Maintain a 24/7/365 cyber incident monitoring and response capability. To include: 24/7/365 monitoring of firewall and intrusion detection systems and formal documentation and escalation of incidents.

E. Maintain a cyber security incident response team composed of members capable of quickly responding to an escalated incident.

F. Coordinate incident responses with proper internal, external, law enforcement, and contract authorities.

G. Produce and maintain standard baselines and procedures for secure configuration of NETL standardized operating systems.

H. Administer and maintain and/or produce and/or acquire cyber security related training materials. Conduct cyber security training utilizing training materials acquired or developed.

I. As part of routine or special request operations investigate, document, and report incidents of waste, fraud, and abuse of information technology resources.

J. Conduct special projects involving evaluation, development, and application of information security technology, plans, policies, and procedures.

REPORTS:

CYBER incident report (CIAC)

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.3.2 Sub-Service Area - COMPUTER FACILITY OPERATIONS (CLIENT SERVER) SUPPORT

The contractor shall provide the necessary supervision and labor to support the operation of the NETL computer facilities and other computing resources; and provide analytical, technical, administrative, and engineering support for the connection of desktop computers, mini-

computers, servers (file, data base, and application), peripherals, workstations, and other devices into the NETL local, metropolitan, and wide area network(s) within and outside of NETL. The contractor shall rigorously attempt to achieve 100% availability for all of NETL's IT services and computing resources and do the following, but not limited to:

A. Monitor all computer facility computer systems to ensure maximum availability of the IT services they provide. Upon detection of computer system problems or failures, perform remedial actions to restore the associated IT services.

B. Run and technically support production jobs in accordance with defined schedules and in compliance with current policies and procedures. This support includes, but is not limited to, hardware maintenance, software maintenance, and performing data base maintenance procedures including data base backups and restores.

C. Operate and maintain the hardware and operating system software for all WEB, database, file, print, and application servers, as well as, firewalls, network monitoring systems, and email systems.

D. Perform NetWare, Windows, and UNIX server backups to provide for system restoration, file and database recovery, and disaster recovery.

E. Recover, reload, and restore files, server volumes, and databases as required to provide immediate user access to required data.

F. Develop, maintain, and test each calendar year a Disaster Recovery Plan for the NETL computer facilities and the networks. The contractor will certify to, and receive documented approval from, the designated ITD representative that the test was satisfactorily completed.

G. Conduct a comprehensive preventive maintenance (PM) program for NETL's hardware and software. These PM activities shall be developed and implemented in a manner consistent with industry standards and guidelines, and manufacturer-recommended maintenance schedules. It will be necessary that the method utilized in performing PM activities ensures the impact upon the NETL staff is kept at a minimum level. A yearly PM schedule is to be published to all NETL employees allowing adequate mission planning during planned service outages.

H. Provide technical support for operation and maintenance of NETL's collaborative messaging system (mailbox, calendar, scheduling, and integrated document managing). Operate and maintain both inbound and outbound Internet e-mail services for all NETL desktop computers and workstations connecting to the NETL Network. Operate and maintain web-based e-mail services.

I. The contractor shall provide resource utilization and capacity planning support. This should include but not be limited to baselining utilization of server resources (CPU, memory, storage space, backup capacity), monitoring of the server resources to identify utilization/consumption trends, and projecting when resource utilization/consumption will be such that delivery of services by the servers falls below acceptable performance levels. The contractor shall provide recommendations for server and server component (hardware and

software) replacement, upgrade, enhancement to prevent allowing the delivery of services provided by the servers to fall below acceptable levels.

REPORTS:

1) Server Virus Signature Level Weekly Report
2) Tape Backup Daily (business) Report
3) Server Uptime Monthly Report
4) Disk Space Utilization Daily (business) Report
5) Data Restore Summary Weekly Report
6) Master Project Schedule Bi-Weekly Report
7) Service Interruption Reports (to be completed within 1 business days of event)
8) Preventive Maintenance Summary Report
9) Completed Tape Restore Checklists (to be provided within 1 business days of event)
10) Annual Disaster Recovery Plan

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.3.3 Sub-Service Area - DESKTOP (END USER) SUPPORT

The contractor shall provide technical and administrative support for the operation, installation and maintenance of existing, new, and upgraded software and hardware for NETL's client (end user) community. The hardware and software can include, but are not limited to, desktop and laptop computers, scientific workstations, terminals (connected to a host), PDAs, handheld computers, printers, modems, network interface cards, disk drives, memory, COTS, custom software, operating systems, etc.

The contractor shall operate an on-site helpdesk, during standard hours of operation, with a technical knowledgeable, courteous, and responsive staff. The role of the Helpdesk will be to resolve questions concerning the application software and hardware used at NETL; log and track requests for resolution of hardware and software problems; and handle installation, maintenance, and repair/replacement of hardware and software applicable to end users. The contractor's responsibilities shall include, but are not limited to, providing the following support for desktop and general computing services:

A. Record and assign all support calls to the NETL Helpdesk. Track all client, network, application, and information technology system problems and/or repairs.

B. Quickly respond and resolve client hardware and software problems by phone to the maximum extent possible and at the client station when required. Users and Functional Leads shall be kept informed on the progress of the action.

C. Provide on-site repairs for desktop computers, printers, monitors, and other peripherals. Repairs will consist primarily of component replacement. Complex repairs will be accomplished off-site by a government-designated vendor. The contractor will track equipment repaired off-site to ensure that work is done in a timely manner.

D. Manage a spare-parts inventory for computers, communications equipment, and peripheral components to minimize equipment repair time. Parts, supplies, and equipment required for on-site repairs will be purchased by the Government as requested by the contractor.

E. Coordinate and support the installation, service, technical consulting, and repair of desktop computers, printers, terminals, workstations, and other computing resources.

F. Maintain and operate a central repository for providing, maintaining, and managing a "loaner pool" of laptop computers, replacement desktop computers, cell phones, and pagers.

G. Develop and maintain user help guides, as required. Develop and conduct user training of supported hardware and software based on guidance from the IT Division.

H. Notify users and key NETL personnel of planned and unplanned outages of systems, networks, and other major components.

I. Maintain a detailed inventory of user assigned, and ITD supported, desktop equipment, e.g., workstations, printers, scanners, external CD-RW, external DVD, PDAs, etc.

J. The contractor shall prepare project plans, including resource requirements and projected cost. Maintain project plans and report on assigned initiatives and scheduled milestones to ensure that cost and resource projections are not exceeded.

REPORTS:

1) Weekly report of all overdue HEAT tickets.
2) Monthly voice mail report for the Helpdesk.

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.3.4 Sub-Service Area - **TELECOMMUNICATIONS SERVICES**

The contractor shall provide management and technical support for NETL's telecommunications systems including teleconferencing, voice, voice mail, cellular, paging, radio frequency services, video telecommunications conferencing, satellite television, cable television, and conference room audio/visual systems. The contractor shall:

A. Provide management of NETL's telecommunications services during standard hours of operation to ensure requests for services, service changes, maintenance, and service disconnects are addressed within established NETL guidelines.

B. Provide Moves, Adds, and Changes of phone service at the PBX, communication closet, internal circuit and handset levels.

C. Provide problem resolution, including, but not limited to, identify problems, troubleshoot and repair voice and data telecommunications circuits, coordination of repair of telecommunications equipment, site visits to perform maintenance by external providers, the return of equipment to vendor for repair and tracking of equipment being repaired.

D. Perform remedial maintenance, as required, and periodic preventive maintenance on NETL's voice communications cable plant.

E. Work with commercial vendors or other service providers (e.g., NIOSH), to resolve installation, performance and service disconnect issues in a timely manner.

F. Manage and maintain NETL's voice messaging systems, including, but not limited to, system configuration, mailbox configuration, add/delete/change voice mailbox configurations, and maintain documentation of system/mailbox configurations. Regularly audit voice mail accounts to ensure voice mail assignments are current, accurate and comply with federal regulations.

G. Design, maintain, upgrade, test, and perform system integration for NETL non-secure video teleconferencing systems (e.g. room, desktop, etc), facilities, and networks.

H. Maintain NETL's conference facility audio/visual systems, satellite and cable television systems. Test, diagnose and repair performance problems.

I. Coordinate the disconnection of services when needed. This will include, but not be limited to, cellular services, paging services, dialup and broadband internet services, and local phone services.

J. Coordinate the assignment of telecommunications equipment to NETL staff, maintain electronic records of equipment using the NETL property system. Maintain records of equipment repairs, failures, status, history, and other information.

K. Coordinate the procurement of new approved services through government agencies (e.g. GSA), prepare and submit service requests, develop implementation schedules, track schedules, and update telecommunications system documentation.

L. Review invoices from commercial and government agencies for telecommunications services, review usage, and verify charges. Notify DOE staff when usage or charges exceed established criteria.

M. Plan, submit for approval, and implement changes to NETL's voice network architecture and infrastructure.

N. Coordinate the use of assigned radio frequencies. Maintain documentation of assigned radio frequencies, system users and equipment.

O. Coordinate the renewal of assigned radio frequency authorizations and the submission of applications for new radio frequency authorizations.

P. Provide second level support to answer end user questions on the operation of telecommunications systems.

Q. Coordinate the assignment of DOE provided calling cards. Maintain electronic records of call card assignments. Submit requests for new calling cards, calling card service changes and calling card cancellations to the designated DOE staff.

R. Manage a spare-parts inventory for telecommunications equipment, and peripheral components to minimize equipment repair time. Parts, supplies, and equipment required for on-site repairs will be purchased by the Government as requested by the contractor.

S. Provide resource utilization and capacity planning support. This should include but not be limited to baselining utilization of telecommunications services (e.g. PBX trunk utilization), shared hardware usage (e.g. voicemail port usage), and hardware availability (e.g. PBX analog and digital port availability,); identify utilization trends; and project when resource utilization/assignment will cause the availability of services to fall below acceptable performance levels. The contractor shall provide recommendations for equipment and service replacement, upgrade, enhancement to prevent allowing the delivery of services to fall below acceptable levels.

REPORTS:

1) Monthly:
   a) Telecommunications expenses – for each month of the current FY, listed by location showing service provider and service type. Expenses to be shown by month with year-to-date cumulative totals.
   b) Video Conferencing Usage – For each month of the current FY, showing, showing each systems usage, total calls and total number of hours.
2) For each month of the current FY, with cumulative yearly totals:
   a) Status and count of new repair calls.
   b) Status and count of new service requests.

c) Status and count of new MAC requests.
d) Status and count of all open overdue repair, MAC and new service requests.

3) For each month of the current FY:
   a) Status, count, system down time and resolution of all incidents affecting voice mail services.
   b) Status, count, system down time and resolution of all incidents affecting voice services to 16 stations or more.
   c) Status, count, system down time and resolution of all incidents affecting video conferencing services.
4) Monthly status of telecommunications projects. Report should describe current status, show planned versus actual schedule, show planned versus actual cost and identify potential cost and schedule issues.
5) Weekly status reports.
6) Monthly cell phone usage reports.

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.3.5 Sub-Service Area - NETWORKS (DATA SERVICES)

The contractor shall provide technical support in the design, operation, upgrading, re-configuration, and selection of NETL network components, automated switched voice/data (Information Exchange) systems, and cable facilities. The contractor shall:

A. Provide engineering and technical support in the design, development, implementation, and maintenance of facilities, services, topologies, network protocols, network architecture, and equipment such as, but not limited to, fiber optic cable, Ethernet, FDDI (Fiber Distribution Data Interface), SONET (Synchronous Optical Network), ISDN (Integrated Services Digital Network), Asynchronous Transfer Mode (ATM), Frame Relay, packet switching networks, and connectivity elements of the networks (such as bridges, routers, hubs, and switches).

B. Perform remedial maintenance, as required, and periodic preventive maintenance on NETL's data communications cable plant.

C. Install, move, configure, maintain, monitor performance, test, diagnose, and resolve problems for all network hardware and software components.

D. Install, maintain, update and operate software for network and/or network security.

E. Coordinate circuit implementation and performance of communication networks with commercial vendors or other providers (e.g., NIOSH), resolve substandard communications performance in a timely manner, analyze hardware and software, and develop conceptual designs.

F. Develop and implement network engineering contingency and evaluation plans.

G. Update and maintain network engineering and operation documentation.

H. Plan, implement and maintain a Network Management Control Center (NMCC). Determine requirements for, and implement, Network Management tools, and monitor all Admin LAN communication devices using these tools.

I. Design, develop, document, implement, and maintain NETL's future and existing network infrastructure. Including: internet protocol coordination, domain name services (DNS), dynamic host configuration protocol (DHCP), and Public Key infrastructure (PKI).

J. The contractor shall provide resource utilization and capacity planning support. This will include, but not be limited to, baselining utilization of network resources, monitoring of network resources to identify utilization/consumption trends, and projecting when resource utilization/consumption will be such that delivery of network services falls below acceptable performance levels. The contractor shall provide recommendations for network component (hardware, software, service) replacement, upgrade, and enhancement to prevent allowing the network service performance to fall below the acceptable levels.

REPORTS:

1) Monthly:
   a) Outage data for Network services – date/time outage reported, date/time service restored, corrective actions, and number of users affected.
2) For each month of the current FY, with cumulative yearly totals:
   a) Count of new maintenance requests.
   b) Count of new service change requests.
   c) Status and count of all requests not completed with established time frame.
3) Monthly status of Network projects. Report should describe current status, show planned versus actual schedule, show planned versus actual cost and identify potential cost and schedule issues.
4) Weekly status reports.

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.3.6 Sub-Service Area - CLIENT SYSTEMS ENGINEERING

The contractor shall provide the necessary supervision and labor to support the operation of NETL client systems; provide analytical, technical, administrative, and engineering support for the connection of desktop computers, mini-computers, workstations, PDAs, handheld computers and other devices into the NETL local, metropolitan, and wide area network(s) within and

outside of NETL The contractor shall provide necessary supervision and labor to support the design, deployment, configuration, integration, and maintenance of NETL client systems. This includes configuration and deployment of administrative computing software/applications to individual desktops.

A. Develop complete, reliable, networked client systems through the integration of computing hardware, client operating systems, network operating systems, and application software.

B. Design, develop, and maintain configurations for a variety of client computing systems, such as workstations, laptops, and handheld computers. This includes the configuration, integration, and support for a variety of peripheral devices such as printers, scanners, external storage devices, audio/video devices, and other accessories.

C. Design, develop, and maintain installations of a variety of client operating systems. Included, but not limited to, activities associated with the investigation of new operating systems, installation techniques and options, the maintenance and update options for new and existing operating systems, and the configuration of the many different components of the workstation operating system to provide for reliable and stable integration of such in the NETL environment.

D. Design, develop, and maintain installations for a variety of application software. This includes both COTS applications and internally developed applications.

E. Design, create, and maintain standardized client images for deployment purposes. Included, but not limited to, activities associated with the creation and maintenance of preconfigured workstation “images” to facilitate the rapid deployment of new equipment and the rapid restoration of existing equipment.

F. Utilize effective, efficient, and automated centralized management techniques for software deployment, maintenance, and configuration.

G. Utilize centralized network tools for the management of client computing hardware and software.

H. Troubleshoot and resolve "desktop system" errors, utilizing advanced analytical skills and troubleshooting techniques.

I. Design, develop, and maintain client systems for remote access/mobile computing activities. This includes host and client components.

REPORTS:

1) Not Applicable.

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.4 Service Area - ENTERPRISE ENGINEERING

4.4.1 Sub-Service Area - ENTERPRISE ARCHITECTURE SUPPORT

Enterprise Architecture (EA) is the process which provides the facilitation and governance to manage the IT/business alignment. The objective is to make effective business investment decisions. The EA process is driven by the strategic intent of the enterprise. EA serves as a bridge between strategy and implementation and develops an environment which provides flexibility and adaptability for changing business, information and application needs. Enterprise architecture provides a blueprint of where the organization is and where it would like to be. Through the use of explicit models and artifacts, the EA develops a roadmap to get there.

The contractor shall provide the professional expertise and support in the planning, development and execution of NETL's Enterprise Architecture (EA). EA support shall cover the full breadth of EA, including Business Architecture, Information Architecture, Applications Architecture and Technology Architecture. The contractor shall provide the following services:

A. Work closely with NETL business representatives, often in workgroups or teams, to capture business goals and processes and the information needed to perform those processes. The captured data is used to develop architectural models that depict multiple views of the enterprise. The models are used to develop applications, identify potential process improvements, and communicate organizational functions.

B. Using the information captured through performance of item A, create project work packages for use in defining and managing the application development effort. The package shall be of sufficient clarity and detail to allow development by a third party software application developer.

C. Make the enterprise explicit through architectural modeling, which include current and future state models for four key components, Enterprise Business Architecture, Enterprise Information Architecture, Enterprise Technical Architecture, and Enterprise Solutions (or applications) Architecture.

D. Produce models that effectively communicate to multiple target audiences.

E. Bridge the gap between business and software engineering by serving as the business representative's liaison throughout the application development and deployment process.

F. Add detail and clarity to NETL's high-level EA diagrams. At the highest levels NETL uses two diagrams to connect our architectural elements. Those diagrams are the Zachman Framework and the NETL Strategic Structural Model. The Strategic Structural Model is a matrix of organizational functions versus information categories. The information necessary to add this detail is attained through the performance of item A. above as well as through the analysis and explicit modeling of organizational functions.

G. Perform analysis on NETL EA and recommend initiatives which would best meet the business strategy. The analysis should include interrelationships & interdependencies which will aid in NETL decision making.

H. Facilitation of IT portfolio management.

I. Participate and provide technical expertise to NETL's EA Team. Support the EA Team in the performance of NETL's EA Investment Management Process.

J. Measure NETL's EA utilizing industry standard measurement tools such as SEI CMM and other similar assessment tools.

K. Capture and assess performance measures such as; number of projects completed, customer satisfaction, adherence to project schedules, number and impact of EA process improvements.

L. Perform internal reviews at critical milestones throughout the EA process.

M. Monitoring industry best practices, technical advances, and architectural standards.

N. Communicate the value of EA within the NETL, promoting an understanding of the role EA plays in accomplishing NETL's mission. Communication should be tailored based upon the target audience.

REPORTS:

The contractor shall submit a Monthly EA Progress Report which documents all relevant effort performed under the EA task, including but not limited to:

1. Workgroup and E-Team Meetings attendance.
2. Completion of assigned action items.
3. Lessons learned and associated opportunities for process improvement
4. Project status, including comparison to planned schedules and issues / roadblocks

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.4.2 Sub-Service Area - ENTERPRISE SYSTEMS DEVELOPMENT AND MAINTENANCE

4.4.2.1 Task Area - ENTERPRISE SYSTEMS --- ESD

The contractor shall develop new application systems, and maintain and/or enhance existing NETL applications in accordance with NETL's Enterprise System Development Methodology.

The methodology shall be applied in its entirety, or in part, commensurate with the complexity, size, and scope of each application. The application development and engineering activities performed in this evolutionary methodology shall provide a consistent, repeatable and secure environment to include: architecture, requirements capture, analysis and design, implementation, quality control and testing, deployment, environment management, configuration management and related project management, provide consultation and training. The contractor shall do the following, but not be limited to:

As required, use NETL's standard development tools for new application systems or enhancements to existing application systems.

A. Perform maintenance of application software to include: changing and modifying systems through a change request procedure; system and program documentation updates; periodic reviews of system operations to ensure maximum effectiveness; and problem resolution of system failures and programming errors.

B. Provide application management support to ensure appropriate change control and custom-application library management.

C. Provide a Quality Control environment to test all new and changed application systems thoroughly to preclude failures in a production environment. Processes to eliminate Single Points of Failure shall be incorporated into contractor work activities and contractor shall inform ITD staff of all Single Points of Failures.

D. Aggressively search for Commercial-off-the-Shelf (COTS), Government-off-the-Shelf (GOTS) or external sources to satisfy NETL's requirements for new or replacement application systems. Additionally, the contractor shall leverage outsourcing services when beneficial to the government.

E. Architect, design and code application systems to ensure optimal performance and resiliency such that data can easily be recovered and restored from operating system crashes, program aborts and media failures.

F. Develop APIs (application program interfaces), install and maintain COTS/GOTS and application software as required for various operating systems, databases, and programming language environments.

G. Provide technical assistance for system integration functions utilizing available hardware and software interfaces, investigating potential integration functions and services, and installing and testing connections, interactions and operations between different operating, application, network, email, and database systems.

H. Code, test, install, and monitor queries to generate reports and retrieve data from external systems, such as, DISCAS and other HQ databases and computer systems. Tools and languages used include, but are not limited to, Powerhouse, COBOL, Focus, and Lotus Notes.

I. Where possible, utilize standards-based methodologies such as modeling and markup languages that describe software elements in pictorial form and allow data to be modeled and transmitted in platform and programming language independent format. Utilization of J2EE, CORBA, UML, PKI and Class Diagram technologies are required.

J. Provide database administration for NETL database repositories to include, but are not limited to Oracle, Microsoft SQL Server, Lotus Notes and MS-Access.

K. Provide documentation consistent with identified artifacts within the NETL Enterprise System Development Methodology and other documentation as required for software quality management.

L. Apply project management principals to include but not limited to: Project scope, cost control, schedule, resource leveling, project phase management, risk, milestone tracking, deliverables, Return on Investment (ROI), Total Cost of Ownership (TCO).

M. Within the Enterprise Systems environment, be responsible for the look and layout of product Web based applications. This includes but is not limited to image area, visual appeal, and navigability of the product site or set of pages. Technical capability shall be required to be aware of the production process followed to create the product artwork.

4.4.2.2 Task Area - ENTERPRISE SYSTEMS --- CHRIS

The contractor shall provide support for the DOE Corporate Human Resources Information System (CHRIS). The CHRIS system is physically located at the NETL Morgantown facility. The contractor shall maintain and/or enhance the CHRIS system consistent with the principles outlined in the Enterprise Systems –ESD section above. The contractor shall provide the following services:

A. Provide the support required performing the CHRIS UNIX systems administration support. This includes administration and implementation of UNIX systems at NETL and providing (as needed) remote support for the equipment located at HQ.

B. Provide the necessary network and security architecture and infrastructure to support the CHRIS system consistent with related elements defined and outlined within this Statement of Work.

C. Provide support for workstation configuration and backup. This includes supporting field sites encountering technical problems, providing additional backup support for PeopleSoft Configuration Management (upgrades and moving modifications), and preparing installation/documentation materials. Additionally, support is required to address the CHRIS system backup configuration at the DOE Headquarters location.

4.4.2.3 Task Area - ENTERPRISE SYSTEMS --- CBT

The contractor shall support NETL computer-based training efforts and provide the following:

A. Provide support to aid in the development of computer-based training (CBT) modules.

B. Prepare text and/or graphics for training modules.
C. Edit and/or test developed training modules (as required).
D. Provide support to an ES&H training tracking system and an assessment tracking system and its related processes. Support HTML-format pages associated with relevant ES&H directives.

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.5 Service Area - INFORMATION TECHNOLOGY VARIABLE ENGINEERING TASK

The contractor shall provide support for variable tasks that will be defined and funded on an as needed basis. These tasks may require specialized expertise. The work may include tasks such as the following:

1. Implementation of COTS/GOTS solution to satisfy requirements.
2. Implementation/development of new systems that require a faster implementation than available resources allow.
3. Evaluation of multiple market offerings to determine best fit for satisfying requirements.
4. Execution of pilot projects employing new technologies not in production at NETL.
5. ROI studies on EA initiatives/proposals.
6. Costing studies to assess economic/budget impact of strategic directions.
7. Provide support for the rapid design and implementation of new information technology architecture and infrastructure to support emerging business requirements (e.g. J2EE, Metadata, Data Warehousing, and Portal Technology).
8. Third-party analysis of current state-of-the-art business, information, applications and/or technology architectures.
9. N-tiered JAVA based application development.
10. Technology market study to include assessment of current environment, competing technology solutions, technology trends, and market trends.
11. Workforce analysis study / human capital management.
12. Transition road-map (migration planning) which provides various scenarios to move from current state (as-is) to future state (to-be), e.g., NETL's possible movement toward handling classified information.
13. Solutions (applications) portfolio analysis, to include cost, value, risk, timing of benefits, and ROI.
14. Technology portfolio analysis consisting of a third-party professional analysis of a portion of or NETL's entire current state infrastructure to include recommendations for high ROI (return on investment) initiatives.
15. Major systems (I-manage level) implementation plan, impact, gap analysis, and integration.
16. Application of industry measurement tools such as Software Engineering Institutes Capability Maturity Model (CMM).

17. External expert voice to present / converse with organizational executives on information technology subject(s) of strategic importance (could be subjects ranging from homeland security to the value of EDMS or portal technology.)
18. Research and preparation of Cyber Security documents, e.g., Cyber Security Program Plan, etc.
19. Augmenting staff to complete short-term projects requiring significant staff or expertise that is not needed to support normal daily activities.
20. Real-time web presentation (web portal) of on-going experiments for the Office of Science and Technology.
21. Evaluate, recommend, test, and implement Electronic Laboratory Notebooks into the NETL environment for the Office of Science and Technology.
22. General support for NETL's high speed Scientific LAN.
23. Support to NETL's scientific, research computing environment, including support for, but not limited to, NetWare and Windows 2000 servers, desktop and laptop computers, PDAs, handheld computers, printers, modems, network interface cards, disk drives, memory, COTS, custom software, operating systems, etc. Engineering software that may need installed and or maintained may include, but not be limited, to Bentley's AutoPlant plant design series including their instrumentation design suit, AutoCAD 2000i that works in relation to Bentley software and AutoCAD Mechanical Desktop and Inventor series, Flowsoft orifice run sizing software, MathCAD, ChemCAD, PVElite ASME section VII design software, Caeser II ASME B31.3 and B31.1 design software, and Algor finite element analysis software.

Performance Measures	**Performance Expectations**
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

4.6 Service Area – CONTRACT MANAGEMENT and ES&H

The contractor shall develop and implement innovative approaches and adopt practices that foster continual improvement in accomplishing the mission of NETL and in providing quality support services to NETL.

Furthermore, the contractor shall use effective and efficient management structures, systems, and operations that are cost-effective while achieving and maintaining (1) high levels of quality and (2) a proactive environment, safety, and health (ES&H) culture in accomplishing NETL's mission. This proactive ES&H culture includes (1) the ability to apply DOE's Integrated Safety Management's (ISM) seven principles and five functions in the planning, budgeting, executing, and improving its management and work activities, (2) the successful execution of requirements in the Contractor's ISM plan, and (3) the continual improvement of NETL's environmental posture by using an environmental management system (EMS) to manage environmental risk.

The contractor shall plan and execute work in such a manner that will foster the objective demonstration of competence in management areas such as (1) problem resolution, (2) coordination, (3) innovation, and (4) manpower management. In addition, the contractor shall

conduct all work in a manner that continually improves productivity, minimizes waste, and complies with all applicable laws, regulations, and terms and conditions of the contract, including attaining the contract's socioeconomic goals.

Performance Measures	Performance Expectations
The Performance Measures will be defined in the Performance Evaluation Plan (PEP). The measures will be established to cover Quality, Timeliness, and/or Cost.	The Performance Expectations for this service area are identified in the Performance Evaluation Plan (PEP) and are rated on a scale from Excellent to Poor.

5.0 Notes/Guidance

Reference 4.4.2.3 – NETL's computer-based training (CBT) environment currently utilizes the Oracle RDBMS, Centura software toolkit and Macromedia's Authorware.

Reference 4.3.2 D. - In prior contracts, the minimum schedule for backups was full NetWare and Windows server backups, Monday through Friday, during non prime time hours. In prior contracts, the minimum schedule for UNIX server backups was full server backups during each Preventive Maintenance event. In prior contracts, the minimum schedule for CHRIS database files was a full backup of all essential database files, Monday through Friday during non prime time hours.

Reference 4.3.2 G. - In prior contracts, this work has been accomplished during off-hours to minimize the impact upon the majority of staff performing work at NETL.

Reference 4.3.3 - The Helpdesk currently accommodates an average of 2,000 calls per month.

Reference 4.4.2.1 – NETL current standard development tools include Centura SQL Windows, Delphi, Oracle Developer 2000, C++, Visual Basic, SQL, Microsoft Access, Lotus Notes, Microsoft SQL Server, WEBLogic and JAVA

Reference 4.4.2.1 F – Current applicable operating systems, databases and programming language environments include Novell NetWare, Windows 2000 Server, Windows 9x, Windows 2000 Professional, UNIX/LINUX, Centura SQL Windows, Delphi, Oracle Developer 2000, C++, JAVA, Visual Basic, SQL, Microsoft Access, Oracle RDBMS, Lotus Notes, and Microsoft SQL Server.

6.0 Glossary

6.1 Acronyms

Acronyms	Definition
(TBD)	To Be Determined
ACIB	Architecture Control and Implementation Board
ATM	Asynchronous Transfer Mode
CBT	Computer Based Training

CCB	Configuration Control Board
CHRIS	Corporate Human Resources Information System
CIAC	Cyber Incident Report
CO	Contracting Officer
COR	Contracting Officer's Representative
COTS	Commercial Off the Shelf
CMM	Capability Maturity Model
DHCP	Dynamic Host Configuration Protocol
DISCAS	Departmental Integrated Standard Accounting System
DNS	Domain Name Services
DOE	Department of Energy
EA	Enterprise Architecture
EDMS	Electronic Document Management System
ESD	Enterprise System Development
ES&H	Environmental Safety and Health
FDDI	Fiber Distribution Data Interface
GOGO	Government Owned – Government Operated
GOTS	Government Off the Shelf
ISDN	Integrated Services Digital Network
ISM	Integrated Safety Management
ITD	Information Technology Division
LAN	Local Area Network
M&O	Management and Operating
MAC	Moves, Adds and Changes
NETL	National Energy Technology Laboratory
NIOSH	National Institute for Occupational Safety and Health
NMCC	Network Management Control Center
PBX	Private Branch Exchange
PEP	Performance Evaluation Plan
PKI	Public Key Infrastructure
PM	Preventive Maintenance
ROI	Return on Investment
SONET	Synchronous Optical Network
SOP	Standard Operating Procedures
TCO	Total Cost of Ownership

6.2 Words/Phrases

(TBD)

Performance Requirements

Performance requirements of this contract are expressed in the following manner:

Each performance requirement will contain the following three elements. In each case, when taken together, these elements constitute a performance requirement.

Performance Objective - Objectives are identified in the basic contract for each service area. Performance objectives may also be found in the Task Orders issued under this statement of work.

Performance Measures - The characteristics or aspects of achieving an objective that will be monitored by the Government. The Government will review information that has been gathered for these critical aspects. Each objective may have one or more measures. The performance measures may be stated in the basic contract or in the task orders issued under this contract.

Performance Expectations - The targeted level or range of levels of performance for each performance measure. Performance expectations are identified for the measures found in the basic contract and in any individual task orders.