STATEMENT OF WORK

IT Operational Support Services

**Warning:**

The Statement of Work (SOW) paragraphs, Contract Data Requirements List (CDRL) items, and Data Item Descriptions (DIDs) identified for your type of acquisition are recommendations only. You are expected to modify or add SOW paragraphs, CDRLs, or DIDs to address the specific requirements of your program.

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# INTRODUCTION AND OVERVIEW

This task related statement of work (SOW) will be issued for information technology (IT) operational support services to the FAA.gov Internet/Intranet Web operations environment.

## BACKGROUND

The Office of the (Identify your Office) has responsibility for Internet and Intranet Web Operations services. This task will provide for IT operational support services to the Internet/Intranet environment operated by (Identify your Office).

## SCOPE OF WORK

The scope of this task is to provide a variety of current and future IT operational support services to the Internet/Intranet environment operated by (Identify your Office). Internet/Intranet development will consist of organizational homepage production to include development and maintenance of current pages, and the infrastructure design, application migration, operation and maintenance of associated servers, as well as other hardware/software. The total level of support is constrained by the resources allocated or funded by the Government. The Contracting Officer’s Technical Representative (COTR) will provide direction for prioritizing projects or reallocating resources to meet new customer requirements. This includes support for any future technologies or special projects that are incorporated into the architecture.

## OBJECTIVES

The following are the specific objectives of this SOW:

1. To provide a variety of current and future IT operational support services to the Internet/Intranet environment operated by (Identify your Office).
2. To develop and maintain select current and future Web pages for Web clients, Agency groups, and vendors supporting Web clients per Service Level Agreements.
3. To operate and maintain all Web operational and test servers and other elements of Web operations, as well as capacity planning to ensure performance.
4. To support any future technologies or special projects incorporated into the architecture at the full life-cycle level with incremental implementation.
5. To respond to Web-oriented customer ticket requests as logged and forwarded to the Internet/Intranet Operations staff by the Web Operations Helpdesk.
6. To perform selected backup and recovery procedures, as necessary.
7. To perform IT Security procedures including but not limited to reviewing system security logs and news services that publish computer security warnings.
8. To perform Internet traffic analysis via traffic monitoring.
9. To support the FAA Web Consolidation Initiative by technically and programmatically facilitating the migration and consolidation of web sites and web applications.

# REFERENCES

## REGULATORY AND STATUTORY REQUIREMENTS

Regulatory and Statutory Requirements relative to an Agency’s Internet and Intranet include but are not limited to:

1. The Clinger-Cohen Act, February 10, 1996:
2. The Computer Security Act of 1987:
3. The Privacy Act as Amended (PL 93-5795 latest amendment), January 5, 1999:
4. The Paperwork Reduction Act of 1995:
5. Government Paperwork Elimination Act (GPEA):
6. The Electronic Freedom of Information Act (e-FOIA) Amendments of 1996:
7. The E Government Act of 2002:
8. Applicable Federal Information Processing Standards (FIPS):
9. Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998:
10. OMB Section 515 of the Treasury and General Government Appropriations Act for Fiscal Year 2001 (Public Law 106-554; H.R. 5658), Information Quality Guidelines:
11. OMB Circular A-123:
12. OMB Circular A-130:
13. OMB Privacy Policies for Federal Web Sites (OMB Memo 99-18), June 2, 1999:
14. Instructions for complying with President's Memo "Privacy and Personal Information in Federal Records" (OMB Memo 99-05), January 7, 1999:
15. Guidance on Inter-Agency Sharing of Personal Data-Protecting Personal Privacy (OMB Memo 01-05), December 20, 2000:
16. Children's On-Line Privacy Protection Act (COPPA) of 1998:

## DOT AND FAA POLICIES AND ORDERS

DOT and FAA polices and orders relative to the Agency’s Internet and Intranet include but are not limited to:

DOT Internet Policy (DOT H 1350.2):

FAA Internet and Intranet policies and orders (e.g., Password Administration Notice (1370.38), Internet Access Points Policy (1370.83), Internet Services Policy (1370.84)).

FAA Information Systems Security policies and orders (e.g., ISS Program Policy (1370.82)).

FAA Web Management Order (1370.93), August 17, 2004

<https://employees.faa.gov/library/web/web_guide/order/media/ND1370-93.doc>

# REQUIREMENTS

The Contractor must provide information technology (IT) Web operations support services for the Internet/Intranet environment managed by (Identify your Office). Government personnel, working as needed with the contractor project manager in support of this area, shift resources, staff and expertise as required for optimal efficiency and output. The contractor must provide similar assistance, with staff and resources supporting more than one functional area as required to achieve optimal expert support and efficient use of staff labor.

The contractor must provide and maintain support personnel with appropriate skill sets, (such as Program Manager, Programmer/Analyst, Data Architect, Principal IT Architect, and Senior Software Engineer) and ensure that these skills are maintained through ongoing requisite training, to successfully complete all assigned tasks.

## TASKS

### Internet/Intranet (i.e., Web) Technologies and Web System Operations Tasks

The scope of work is to provide a variety of current and future IT operational support services to the Internet/Intranet (i.e., Web) environment operated by (Identify your Office). This includes support for any future technologies that are incorporated into the architecture within the scope of this SOW.

Web Technologies and Web System development and support functions include the capability to perform system analysis, design, development, implementation and testing of Web pages/systems and technology implementations. Web technology implementation will include coordination with vendors and agency groups supporting Web clients, and support for the implementation of automated systems using Internet technologies. Specific tasks include planning, analysis, troubleshooting, integration, installation, operations, maintenance, infrastructure design, application migration; documentation, and administration services for the FAA’s Web servers and Web technology implementations. The contractor will assess incoming development, server and special projects for implementation feasibility. The contractor will advise the Government of those projects that require support above the level consistent with maintaining effective daily operations for approval before work is started.

### Documentation Tasks

#### Document Web Applications

The Contractor must document developed Web applications in accordance with applicable regulatory and statutory requirements as well as with applicable Department- and Agency-level policies and orders relative to the operation of an Agency’s Internet and Intranet. These include but are not limited those references identified in Section 2.0 above.

#### Define System Environment

The Contractor must define the system environment, security vulnerability, stability, size, scale, complexity, reliability, integrity, communications, and storage requirements using proven and new system development methodologies and tools. The Contractor must draft proposed hardware, software, and firmware requirements. The Contractor must develop test plans and prepare test analysis reports as directed. Testing may include functional and technical, unit, system, interface and integration testing. The Contractor must be required to correct all discrepancies found during testing periods prior to system acceptance/accreditation or as otherwise agreed upon by the Government.

#### Provide Infrastructure and System Services

The Contractor must provide assistance with infrastructure design; perform system and application migration services and maintain system architecture and schematics on hardware, software, circuits, and codes for each system and user.

### Operations Support (Day-to-Day) Tasks

#### Analysis, Integration, and Development

1. Analyze and assess equipment and performance degradation, including determination of hardware, software, networking, and/or other technical changes necessary to meet operational requirements;
2. Integrate operational data storage and retrieval applications resident on diverse computer platforms such as mainframes, minicomputers, and microcomputers into Web technologies systems;
3. Draft requirements/specifications for new hardware, software, and/or services; develop and maintain a Project Management Plan (as referenced in Section 4.0) with milestones, a conceptual and physical system design and system requirements to include database design, process flows, forms, inputs, outputs, and inquiries;
4. Develop system documentation that will capture: functional, interface, integration, data, security, and internal control requirements for all system, subsystem or modules. The documentation will also include: data sensitivity and criticality description, database design, and security and internal control specifications.

#### Implementation, Testing, Operations, and Maintenance

The Contractor must perform implementation, testing, operations, and life cycle maintenance of Web systems and technology implementations, including Web page development and coordination with agency groups and the vendors hosting Web clients.

#### Use of Internet Technologies

The Contractor must support the implementation of automated systems that use Internet technologies; and review implementation plans to ensure that expected system resources are available in the short and long term.

#### Web Support Facility

The Contractor must maintain a Web support service to provide assistance and help to users in all areas related to Web technologies, including personalized assistance, telephone assistance and limited training. This includes reviewing and responding to technically oriented incoming e-mails on an as-needed basis.

The Contractor must support Commercial Off-the-Shelf (COTS) applications as required, such as functional and technical test and evaluation of the software including database design, network performance, etc. The Contractor may be required to develop an interface with the application and install the software and any updates and upgrades. The Contractor must support log analysis; infrastructure design; application and system migration; data conversion, implementation, and maintenance of the system.

The Contractor must support a development, staging, and production environment which utilizes ORACLE RDMS and MS SQL for use by FAA developers as standard Back-End for in-house and COTS applications.

### Management Planning and Performance Tasks

#### Plans and Strategies Development

As directed by the Government, the Contractor must develop and/or execute a conversion and implementation plan and strategies, and develop disaster recovery, risk assessment and configuration management plans related to Web technologies and the FAA Web Consolidation Initiative. This may include control of software releases, program changes, investigating program problems, reviewing and evaluating infrastructure design, log analysis; and system change requests for complexity and size, and preparing hour and cost estimates for change requests.

#### Productivity Enhancements

The Contractor must conduct periodic performance measurement and evaluation activities that may lead to the reengineering of existing applications to improve productivity, changing functional and technical requirements, etc. The Contractor may be required to document requirements of existing systems that were not previously documented or need to be updated; as well as to develop and maintain a configuration management program for all supported hardware and software. The contractor will provide assistance to (Identify your Office) on such areas as security issues that apply to Web applications and Web security, keyword and search engine implementation.

#### Data Collection and Analysis

The Contractor must provide a capacity management function, including collection and maintenance of statistics on bandwidth usage, storage usage and current storage capacity. The Contractor must collect and maintain statistics on hardware and software problems and maintenance service calls. The Contractor must perform regular analysis for timeliness and Government notification of workload status and must collect and maintain statistics on the number of users, quantities of information available to them, and their use of it.

#### Special Requirements Tasks

Specific tasks, as directed, which may occur less regularly, include:

1. Providing assistance in planning and performing data conversions to Web technologies;
2. Providing assistance in planning and performing tasks associated with the FAA Web Consolidation Initiative;
3. Developing data conversion or validation routines or other special applications, as required;
4. Developing and maintaining a continuous improvement/quality assurance program; and,
5. Administering domain addresses.

## END RESULTS/DELIVERABLES

The Contractor will provide the COTR with a schedule of employees providing coverage for Internet Operations support. The Contractor will provide coverage from 7:00 AM to 5:00 PM, Monday through Friday, unless there is a Government holiday. If a contractor employee is to be on leave, notification will be given to the COTR. If the leave is known in advance, advance notification will be given so that the workload may be balanced. If the leave is unexpected, notification will be given to the COTR at the time of the occurrence.

### Internet/Intranet (i.e., Web) Technologies and Web System Operations Tasks

Table 1 provides the required deliverables for the Internet/Intranet (i.e., Web) Technologies and Web System Operations Tasks (Section 3.1.1). Table 1 includes the end result/deliverable, acceptance criteria, and intended use, when applicable:

|  |  |  |
| --- | --- | --- |
| **End Result/ Deliverable** | **Acceptance Criteria** | **Intended Use** |
| Planning for the FAA's Web servers and Web technology implementations | Written documentation demonstrating future capacity planning. | Capability/Capacity Planning Purposes |
| Disaster Recovery Plan | Develop, Update and test as necessary the Disaster Recovery Plan for FAA Web Operations. | Continuity of Operations |
| Analysis and Troubleshooting of FAA Web servers and Web technology implementations | Analysis and troubleshooting of those Web servers and other technologies associated with the operations and maintenance of FAA.gov is performed in accordance with established operational metrics. | Customer Satisfaction Metrics |
| Analysis and Troubleshooting of FAA Web site problems including broken links | Analysis and troubleshooting of FAA.gov and associated Web client sites is performed in accordance with established SLAs. | Customer Satisfaction Metrics |
| Integration of emerging Web technologies | New Web technologies are integrated into the current FAA.gov Web operations as required with little to no impact to the user community. | Support Capability Management and Configuration Management Purposes |
| Installation of hardware/software upgrades and patches | Hardware/software is installed and documented and appropriate overlap of trained personnel. | Configuration Management Purposes |
| Operation of FAA.gov-related Servers | Servers are operational 99% of the time. | Customer Satisfaction Metrics |
| Documentation and Administration of FAA.gov Web operations servers and other associated technologies. | Documentation is developed and maintained for all software licensing and hardware involved in the Web operations including routine hardware maintenance. | Configuration Management Purposes |
| Assess incoming Web development and server activity work for feasibility within the current support level | All incoming Web site development work and infrastructure changes that requires support above the level consistent with maintaining effective daily Web operations is reported to the Government for approval within 2 business days of receiving the request. | Customer Satisfaction Metrics |

### Table 1: Internet/Intranet (i.e., Web) Technologies and Web System Operations Tasks

### Documentation Tasks

Table 2 provides the required deliverables for the Documentation Tasks. The table includes the end result/deliverable, acceptance criteria, and intended use, when applicable:

|  |  |  |
| --- | --- | --- |
| **End Result/ Deliverable** | **Acceptance Criteria** | **Intended Use** |
| Document developed Web applications in accordance with applicable regulatory and statutory requirements, published FAA policies and procedures and industry and Government de facto standards. | Documentation is developed and maintained in accordance with Section 2 References. | Configuration Management Purposes. |
| Update the system environment security vulnerability, stability, size, scale, complexity, reliability, integrity, communications, and storage requirements. |  |  |
| Draft server hardware, software and firmware requirements. | All elements of the FAA.gov Web operations are defined in accordance with SCAP procedures. | Configuration Management Purposes and for Security and information assurance purposes. |
| Update test plan and prepare a test analysis report. | Test plans and analysis reports are developed in accordance with SCAP procedures. | Security and information assurance purposes. |
| Identify, update and maintain system architecture/schematic on hardware and software for all elements of the FAA.gov Web operations. | A system architecture/schematic is developed and maintained for all elements of the FAA.gov Web operations. | Configuration Management Purposes, Performance Monitoring. |

### Table 2: Documentation Tasks

### Operations Support (Day-to-Day) Tasks

Table 3 provides the required deliverables for the Operations Support (Day-to-Day) Tasks. The table includes the end result/deliverable, acceptance criteria, and intended use, when applicable:

| **End Result/ Deliverable** | **Acceptance Criteria** | **Intended Use** |
| --- | --- | --- |
| Analyze and assess equipment and performance degradation, including determination of hardware, software, networking and/or other technical changes necessary to meet operational requirements. | Maintain documentation (SOP’s) for all elements of the FAA.gov Web operations. Maintain performance metrics for elements of faa.gov | Configuration Management Purposes & Performance Monitoring. |
| Draft requirements/specifications for new hardware, software and/or services. | Requirements/specifications are developed and maintained. | Configuration Management Purposes. |
| Maintain a Project Management Plan with milestones. | Project Management Plan is developed and delivered within 30-days of contract signature and updated quarterly. | Web and Infrastructure Planning. |
| **End Result/ Deliverable** | **Acceptance Criteria** | **Intended Use** |
| Draft a conceptual and physical system design and system requirements to include database design, process flows, forms, inputs, outputs and inquiries. | Develop and maintain a conceptual and physical system design and requirements of the Web operations systems. | Configuration Management Purposes. |
| Update and maintain system documentation that will capture functional interface, integration, data security and internal control requirements, data sensitivity and criticality description, system/subsystem or modules, program, database design, security and internal control specifications. | A system architecture/schematic is developed and maintained for all elements of the FAA.gov Web operations and for SCAP purposes. | Configuration Management Purposes and for Security and information assurance purposes. |
| Perform implementation, testing, operation and life cycle management of Web operations systems and technology implementations including Web page development coordination with agency groups and vendors supporting Web clients. | Develop and maintain documentation (SOP’s) for all elements of the FAA.gov Web operations. | Configuration Management Purposes. |
| Support the implementation of automated systems that use Web technologies. | Automated systems that use Web technologies are supported in accordance with established SLAs. | Customer Satisfaction Metrics. |
| Review implementation plans to ensure that expected system resources are available in the short and long term. | The Government will review Implementation plans on a monthly basis. | Configuration Management Purposes and Customer Satisfaction Metrics. |
| Maintain a Web support capability to provide assistance and technical support to users in all areas related to Web technologies including personalized assistance and telephone assistance. This includes reviewing and responding to incoming technically oriented e-mails on an as-needed basis. | Customer satisfaction metrics will be developed and maintained to show the number of tickets opened, closed, resolved, unresolved, and steps taken to resolve the issues so that lessons learned can be achieved from the metrics. E-mails will be responded to within one business day of receipt. | Customer Satisfaction Metrics. |
| Support commercial-off-the-shelf (COTS) applications as required such as functional and technical test and evaluation of the software including database design, network performance, etc. | Test and evaluation of the software is developed in accordance with SCAP procedures. | Configuration Management Purposes and for Security and information assurance purposes. |
| Develop an interface with the application and install the software and any updates and upgrades to support data conversion, implementation, user and maintenance of the system. | New Web technologies are integrated into the current FAA.gov Web operations, as required with little to no impact to the user community. | Configuration Management Purposes. |

### Table 3: Operations Support (Day-to-Day) Tasks

### Management Planning and Performance Tasks

Table 4 provides the required deliverables for the Management Planning and Performance Tasks. The table includes the end result/deliverable, acceptance criteria, and intended use, when applicable:

|  |  |  |
| --- | --- | --- |
| **End Result/ Deliverable** | **Acceptance Criteria** | **Intended Use** |
| Develop conversion and implementation plans and strategies | Conversion and implementation plan and strategies are developed and executed as required in Section 3.1.4.1 | Configuration Management Purposes. |
| Develop disaster recovery, risk assessment, and configuration management plans related to Internet technologies. | Required documents are developed and approved. | Configuration Management Purposes. |
| Conduct periodic performance measurement and evaluation activities that may lead to reengineering existing applications to improve productivity, changing functional and technical requirements, etc. | Performance measurement and evaluation activities are conducted periodically, as required. | Configuration Management Purposes. |
| Establish and maintain a capacity management function, including collection and maintenance of statistics on bandwidth usage, storage usage and current storage capacity. | Collection and maintenance of statistics on bandwidth usage, storage usage and current storage capacity are developed and maintained. | Configuration Management Purposes and Future Growth Potential. |
| Collect and maintain statistics (NetTracker, Topaz, OpsManager, Seefusion, Akamai) on hardware and software problems and maintenance service calls. | Statistics are maintained through the use of help desk software to track service calls. | Configuration Management Purposes and Customer Satisfaction/Performance Metrics. |
| Perform regular analysis for timeliness and Government notification of workload status. | A minimum of Biweekly (every 2 weeks) meetings will be held with the COTR to ensure timeliness and Government notification of workload status. | Time Management Purposes and Customer Satisfaction Purposes. |
| Collect and maintain statistics on the number of users, quantities of information available to them, and their use of it (NetTracker, Topaz, OpsManager, Seefusion, Akamai). | Statistics are maintained through the use of help desk software to track service calls. | Configuration Management Purposes and Customer Satisfaction/Performance Metrics. |

### Table 4: Management Planning and Performance Tasks

### Special Requirements Tasks

Table 5 provides the required deliverables for the Special Requirements Tasks. The table includes the end result/deliverable, acceptance criteria, and intended use, when applicable:

|  |  |  |
| --- | --- | --- |
| **End Result/ Deliverable** | **Acceptance Criteria** | **Intended Use** |
| Provide assistance in planning and performing data conversions to Web technologies. | Data conversion assistance is provided in accordance with established SLAs. | Customer Satisfaction Metrics. |
| Develop validation routines or other special applications as required. | Special applications/routines are developed in accordance with established SLAs. | Customer Satisfaction Metrics. |
| **End Result/ Deliverable** | **Acceptance Criteria** | **Intended Use** |
| Maintain a continuous improvement/quality assurance program. | Customer Satisfaction levels remain above 95%. | Customer Satisfaction Metrics. |
| Administer domain addresses. | Domain addresses are administered as required. | Configuration Management Purposes. |

### Table 5: Special Requirements Tasks

## SCHEDULES/MILESTONES

The contractor must maintain a single project schedule from which various project reports must be produced. Table 6 shows the reports that must be provided:

|  |  |  |
| --- | --- | --- |
| **Item Number** | **Activity** | **Expected Completion Date** |
| 1 | Project Management Plan with milestones. | Within 30 days of contract signature and updated quarterly thereafter. |
| 2 | Weekly report rollup of help-desk activities. | Friday of each week. |
| 3 | Monthly report of Web site activities and metrics for (Identify your website) (NetTracker, Topaz, OpsManager, Seefusion, Akamai) | 15th of each month. |

### Table 6: Schedules/Milestones

## OTHER CONSIDERATIONS

The (Identify your Office) Web Operations team is comprised of the (Identify your Office) Government and contractor personnel assigned to provide Web-related support services to the Agency. The Web Operations team receives its incoming requirements for work from numerous FAA help-desks and customers not part of this SOW. Work requests are initiated in the form of Lotus Notes mail, Internet mail, phone calls, or self-service tickets via the Intranet. Requests are logged into Helpdesk software by Helpdesk staff and by self-service ticketing. A ticket is automatically assigned to the requesting client. This ticket can be used to track work, accumulate work hours against work efforts, and used for management reports, and performance metrics.

After initial registration, the requests are broken out by functional type (Web) and forwarded to the service providers. The Web Operations team can see the assignment of the work through access to the Helpdesk software. Currently, work is triaged by work process type, File Transfer requests, document posting, server support, special project assistance, and other development work, which includes Web updates as well as new development.

The Government POC will review the incoming flow of work for approval of ongoing efforts. In some cases, such as file transfers, approval is blanket for known clients, unless exceptions or problems are encountered. In some cases, such as development, approval is made with respect to the overall workload, milestones, deliverables, and resources required and already allocated. The POC and the contractor project manager post the overall production view of these project management items for ready reference.

Work is performed on-site with Government materials. While on the Government site, dress code and behavior is to be that of professional employees.

Development types of work require documentation to include requirement, life-cycle specification, and impact within the ongoing production profile.

End Results/Deliverables will be either continuing actions required by the Statement of Work, or will be due as directed by the COTR.

# PROGRESS/COMPLIANCE

The Government requires the following from contractors in order to monitor progress and ensure compliance:

1. Weekly Status Report: The Contractor must submit a Weekly Status Report by the end of each week, beginning after the first full week of effort. As a minimum, the Weekly Status Report will include:

* Work performed and/or completed during the week at the project level.
* Work still in progress by the end of the week at the project level.
* Work to be performed during the next week at the project level.
* Problem areas encountered, along with corrective actions taken.
* Estimate of impact on cost/manpower/schedule/technical performance.
* Areas requiring Contractor action.
* Areas requiring Government action.
* Performance metrics including issues, issue resolution, root cause analysis, capacity utilization, etc.

1. Weekly Meetings: The Contractor will participate in Weekly Meetings which will include, at a minimum, those items submitted in the Weekly Status Report.
2. Monthly Progress Report: The Contractor must submit a Monthly Progress Report by the 15th of each month, beginning after the first full month of effort, for all active projects. As a minimum, the Monthly Progress Reports will include:

* Work performed and/or completed during the month at the project level.
* Work still in progress by the end of the month at the project level.
* Work to be performed during the next month at the project level.
* Problem areas encountered, along with corrective actions taken.
* Estimate of impact on cost/manpower/schedule/technical performance.
* Areas requiring Contractor action.
* Areas requiring Government action.
* Summary of monthly and cumulative labor cost expenditures per labor category and staff positions vs. planned expenditures. Other direct costs will not be approved without prior approval of the COTR.
* Data concerning other direct costs will also be included with breakouts for recurring charges and upgrade and redesign costs. All costs will be tied to the impact on performance, cost, manpower, and performance, within the considerations of the performance matrix.
* Customer/end user assessment of service/products. The Government and Contractor must develop a format to be approved by the Government.
  + Project Management Team (PMT) Meetings
  + Quarterly Program Reviews
  + Outlines and Drafts
  + Development and maintenance of the Project Management Plan: 30 days after contract award, and updated quarterly thereafter, the Contractor must deliver a plan that reflects the methodology, processes and resources the Contractor must use to ensure that services are provided in accordance with (Identify your Office) standards and this SOW, which may include future Service Level Agreements with varying response times. The plan must address the objectives listed in Sections 1.3 and 3.0 and performance metrics.

Additionally, the following reports may be required:

1. Oral Reports: The Contractor must deliver oral progress reports as requested by the COTR. These reports must include all of the elements listed under monthly status reports, as appropriate.
2. Written Reports: The Contractor must provide the cognizant Government personnel brief, written reports on significant problems or outages within 8 hours after occurrence. As required, the contractor will deliver a white paper, describing a set of events, or occurrences, or a substantial problem, its analysis, diagnosis, alternatives development, suggested solution, and testing to validate suggested solutions or alternatives. Alternatives will provide cost/benefit elements, and tradeoffs among manpower, dollars, schedule, and performance impacts to the overall production matrix.
3. System-Generated Reports: The Contractor, in coordination with the current Help-desk contractor, must provide a series of standard system generated reports that are Web specific, from the Helpdesk support software to include, but not be limited to, the following:
   * Daily report of server status; ongoing and outstanding issues;
   * Weekly report listing outstanding/unresolved calls and an aged call summary;
   * Monthly summary of weekly reports;
   * Others, as the requirement arises;

The contractor must provide one electronic version of each report to the COTR and the alternate COTR.

# SPECIAL PROJECTS

Special projects identified will be full life cycle in nature, including documentation and any supporting schematics. Initial work under this SOW will be for very limited proof of concept support. It is expected that the contractor will provide advanced server and infrastructure support to include but not limited to log analysis; new technology tools review and implementation; and system and application migration. The Government and the contractor will agree upon an incremental implementation plan for full-scale development of special projects identified by the Government.