

**STATEMENT OF NEED
INFORMATION TECHNOLOGY
INFRASTRUCTURE AND END-USER
SUPPORT SERVICES**

**Solicitation Number
00-IT-SBA-0001**

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1.0 NATIONAL LABOR RELATIONS BOARD OFFICE MISSION

The National Labor Relations Board (NLRB) is an independent Federal agency created by Congress in 1935 to administer the National Labor Relations Act, the primary law governing relations between unions and employers in the private sector. The agency conducts secret-ballot elections to determine whether employees want union representation as well as investigate and remedy unfair labor practices by employers and unions.

The purpose of this initiative is to provide continued and expanded contractor support for information technology, and end-user support services. The Agency has a need to acquire commercial services on a recurring basis in support of its information technology program.

The requirements as presented in this Statement of Need (SON) are consistent with accomplishing the mission of the NLRB.

2.0 ACQUISITION OBJECTIVE

The NLRB's requirements, as defined in this Statement of Need, are for the acquisition of services to support the technical and customer environment necessary to ensure high quality performance, efficiency, and timeliness in investigating and adjudicating unfair labor practices. The combination of NLRB's continuing technological modernization, the diversity of location and size of offices, and varying customer competency levels adds complexity to the support solution. It is the goal of the Statement of Need to provide Information Technology support for the Infrastructure and End Users throughout the agency, contractors, and the "Work at Home" participants. The complete organizational structure and additional information on the NLRB may be found at the NLRB's Internet web site (<http://www.nlr.gov>).

3.0 INFORMATION TECHNOLOGY INFRASTRUCTURE AND END USER SUPPORT SERVICES SCOPE OF WORK

3.1 Overview

The NLRB has classified the services into three types, Network, Help Desk, and End User. This contract is intended to unify and facilitate these services, and provide a vehicle to generate a partnership to enhance the automated working environment for the customer. The intent of this contract is to implement a comprehensive support program. The NLRB is seeking innovative solutions and streamlined approaches in fulfilling its support needs.

The Contractor shall accomplish the following objectives during the performance of this contract:

- Ensure that all hardware and software resources covered under this contract are maintained as stated in this document.
- Provide the specified supporting services for hardware and software products and services associated with the technical environment/infrastructure covered under this contract.
- Ensure that all modifications and testing of the systems are accomplished with minimum disruptions and delays.
- Ensure that all services are carried out with professionalism, courtesy, accuracy, and thoroughness.
- Ensure customer satisfaction goals are met.

Initially, only the operational services and activities necessary to keep the current technical environment functioning at an optimal level will be utilized.

The remaining services will consist of activities that are generally decentralized, as well as services that permit the upgrading and replacement management activities necessary to maintain the appropriate life cycle of the information technology environment. These services represent optional requirements that may or may not be exercised during the term of any resulting contract.

The NLRB seeks a contract relationship that will meet the diverse nature of support requirements throughout the agency. Within the NLRB's organizational structure, the support requirements are distinctly different for the Headquarters offices than the Field Offices. Support to the Headquarters offices is simplified by the centralization of the staff in one building in Washington, DC. The Field offices vary in size, and are located nation-wide. As such, the ability to provide a consistent and a high quality level for support services is complex. The levels of experience and areas of responsibility also vary from office to office. In some offices there may be one contact point that attempts to help the end-user, and who also reports all problems to the centralized Help Desk. In other offices, the calls may be made by a number of staff. At the time that a contract is executed, there may be Computer Specialists located in nine of the offices. In some offices, the individuals are willing to work with a support person over the phone, and in other offices, they may expect a technician be dispatched for the slightest of problems.

The Contractor shall establish good communications and a solid working relationship with the "points of contact" in each office to work through the various types of support issues. There must be a balance of reasonable expectations of the customer, expertise of the technical support staff, and servicing the customer without burdening them. The customers are not interested in the internal processes, or the technical support staff's technical prowess, but in getting their computer problem solved so they can continue to do their job. Customers call the Help Desk to get assistance and solutions to their problems. The NLRB seeks a contract that takes these issues into consideration, and provides a solid support program utilizing innovative solutions that are cost effective, customer oriented, and that work.

3.2 OPERATIONAL SUPPORT REQUIREMENTS (Mandatory)

A broad description of the operational support requirements would be to state that “the Contractor shall do whatever is necessary to maintain the current technical environment and provide superior customer satisfaction”. The following requirements provide more detailed specifications associated with the types of services described in the Project Agreement.

Each requirement is typed in bold print, and where the Project Team believes beneficial, the requirement is followed with clarifying specifics in regular type. This additional information is intended to provide a clearer picture of the expectations for each requirement, and address problem areas that experience has shown to be areas where problems can arise as a result of multiple interpretations. The clarifying statements are not an exhaustive list of the tasks that may need to be completed within each requirement.

1. **The Contractor shall provide the NLRB with technical personnel to support and repair all NLRB Enterprise Servers.**
2. **The Contractor shall not make any changes, modifications, alterations, or enhancements to the NLRB's infrastructure, hardware, or software without prior approval from NLRB.**
3. **The Contractor shall provide support for all network hardware and software listed in the attachments.** Support involves administering, management, operating and monitoring Network components, including, but not limited to, all Network hardware, software, and tape backup units.
4. **The Contractor shall participate in technical evaluations of proposed new hardware, software, and networking technologies at the NLRB.** The Contractor shall work with the NLRB to certify the serviceability and maintainability of automation and network technologies introduced for use at the NLRB.
5. **The contractor shall respond to and fix network problems.** The Contractor shall troubleshoot network problems by responding to trouble calls and performing fault isolation and resolution. These services shall be available to all NLRB sites between the hours of 6:00 am to 6:00 p.m., five (5) days a week, excluding Federal holidays observed by the NLRB.
6. **The Contractor shall assist with the monitoring and reporting for all Network servers and node events.** The NLRB currently utilizes HP-Openview and Cabletron Lanview node manager and associated applications to perform this function.

7. **The Contractor shall find and accurately report all network problems within thirty (30) minutes of a failure to the NLRB. The Contractor shall resolve all network hardware problems within eight (8) hours of the failure at headquarters and within sixteen (16) hours in the field offices, and resolve ninety-five percent (95%) of all network software problems within three (3) hours of the failure for headquarters and six (6) hours of failure for field offices.** The Contractor is responsible for acquiring all spare parts necessary for the repair of servers. When possible, warranties should be utilized; however, the repair turnaround time for the repair of servers supercedes all warranties.
8. **The Contractor shall install, configure, test, and maintain network hardware and software.** Installation includes, but is not limited to, Ethernet hubs and routers, servers and network management hardware and software. Maintaining network hardware and software includes but is not limited to, downloading and installing patches, flash ROM upgrades, and drivers updates.
9. **The Contractor shall perform network problem and performance analysis as needed.** Such analysis may include, but is not limited to: measurement of current traffic on existing production networks; network traffic load balancing and segmentation; determination of maximum device load for Ethernet segments and servers; and evaluation of network management software packages.
10. **The Contractor shall perform a Root Cause Analysis (RCA) for Network problems when requested by the NLRB.** The Contractor shall perform problem analysis of the Network for system reliability, availability and maintainability to ensure optimal network performance levels.
11. **The Contractor shall conduct functional and performance testing of existing production, network components, paths, networks, sub-networks, and software as required.** The Chief, Information Infrastructure or designee shall do verification of all tests by validating and signing a checklist after successful completion of the testing.
12. **The Contractor shall be responsible for upgrading microcomputer and network hardware/software/firmware as directed by the Chief, Information Infrastructure or designee.** The Contractor shall install only upgrades approved by the NLRB. The NLRB may provide parts used in the upgrade.
13. **The Contractor shall provide support through an on-site Help Desk to all NLRB sites from 8:00 a.m. – 6:00 p.m., local time to each of the sites, excluding Federal Holidays.** The Help Desk is to be located at the NLRB Headquarters in Washington, DC. A support plan to accommodate Hawaii during the core hours must be included.
14. **The Contractor shall receive all calls for assistance through a centralized phone number.**

15. **The Contractor shall provide technical support for all hardware and software calls received. Technical support shall include but not be limited to hardware, software, and network diagnostics, analysis, troubleshooting, maintenance, problem identification and resolution.**
16. **The Contractor shall answer Help Desk calls within three (3) rings. If the situation arises in which all analysts are busy, a voice mail queue will allow the user to either hold on the line for the next available analyst, or immediately press a number on the phone to leave a message. The Contractor shall return all voice mail messages within one (1) hour of the customer's initial call.**
17. **The Contractor shall perform all problem management duties, shall maintain ownership of all calls reported to the Help Desk, and shall ensure completion of all problem calls prior to closing the problem record.** This includes logging all problems, outages, and requests for services into an automated tracking system; performing accurate troubleshooting and problem resolution; accurate assignment and escalation of problem records; customer follow-up to determine satisfaction; problem closure with the customer; customer surveys and quality assurance reviews and reporting; answer customer calls for assistance in using functions within the software; oversight of the development and distribution of Root Cause Analyses pertaining to outages, escalated calls, and problems resolved outside of the resolution/turnaround requirements; and reporting on all work activities, statistics, and trends of the contract.
18. **All problem records, asset changes, and requests for services shall be updated as status and resolution information is known.**
19. **The Contractor shall accurately troubleshoot and resolve over the phone those problems that are software related, configuration/integration related, access related, functional assistance, or any other operational problem that can be resolved through phone or remote access support.** Problems that may not be resolved over the phone include, but are not limited to: problems that require a hardware field technician; anomalies that require research; software problems that require a domain expert; and problems that the Help Desk does not have information or access from the Government required to solve the problem. The Contractor is responsible for notifying the Government of all situations in which they require additional information from the Government in order to complete work.
20. **The Contractor shall immediately notify the Government in writing or electronically of any information or accesses needed from the Government in order for the Help Desk to resolve a problem or fulfill requests.** This includes configuration nuances, profiles of NLRB developed software, configuration or technical environment changes, as well as problem assignment and escalation procedures.

21. **The Contractor shall develop and maintain a Help Desk Reference Guide and Database of procedures for handling calls made to the Help Desk, and technical solutions for resolving problems for all support services on this contract.** This includes: configuration nuances, known bugs and solutions, support requirements for NLRB-developed or customized applications, contact points/domain experts for NLRB-developed or customized applications, common and repeat problems and the solutions, root cause analysis for all service outages, changes made to the technical environment, and lessons learned from handling previous deployments, upgrades, and problems solved.
22. **The Contractor shall provide analysts who are proficient in using and supporting the hardware and software environment deployed throughout the NLRB.** This includes expert knowledge and skill in supporting the standard suite of office automation software; accuracy in troubleshooting the software according to how it is integrated into the NLRB desktop and network configurations; accuracy in determining whether problems are desktop configuration, network problems, hardware problems, or application bugs and problems.
23. **The Contractor shall provide and maintain an automated tracking and reporting system solution for managing all work activities on this contract.** This includes configuring, implementing, maintaining, and updating the system to provide logging, tracking, updating, escalating, closing, and reporting on all problems, requests, and asset management functions reflected in industry best practices for such services.
24. **The Contractor shall provide access to the tracking and reporting system to the NLRB Task Managers and other appropriate staff within the Information Technology Branch and support structure.** The quantity of NLRB users will be a maximum of 60 users. The Government shall retain ownership of all data files associated with the automated tracking and reporting system. At the end of the contract, all such files will be made available to the Government in a SQL format.
25. **The Contractor shall create a service request record for all calls received from customers in an automated tracking and reporting system. The tracking system will serve as the central repository of information used by the technical support staffs regarding work assignments and status, as well as asset management information.**
26. **The Contractor shall in writing or electronically escalate all problem records remaining open for more than sixteen (16) work hours to the Chief of Customer Support.**
27. **The Contractor shall perform a customer survey of 100% of the service calls for each month.** The NLRB will provide the survey criteria and weights. Although the Government may initiate service commitments within the agency, the requirements and performance criteria as stated in this Statement of Need (and resulting contract) represent the service commitment between the NLRB and any selected offeror.

- 28. The Contractor shall maintain a 90% customer satisfaction level in response to all support services delivered on this contract each month.** The Monthly Report shall include the statistical outcome of the customer survey, and any recommendations or planned improvements. All survey results reporting unsatisfactory performance shall require a Customer Complaint Record (CCR) to be submitted to the Chief of Customer Support. The CCR will include, but may not be limited to: nature of complaint, contract reference, validation, and action taken by contractor to prevent future occurrence. In instances where the customer complaint was not valid, the survey results will be recalculated to determine the customer satisfaction level. In the event there is a dispute regarding the validity of a complaint, the COTR and Project Team will make the final determination.
- 29. If the Contractor's customer satisfaction level drops below 90% for two (2) consecutive months, the Contractor's payment for the two (2) months will be reduced by 5%.** Since full payment for the first month (missing the 90% performance requirement) will have already been made, five percent (5%) of that payment will be taken from the payment made to the Contractor after the second month. This reduction in payment will be added to the five percent (5%) reduction in the payment for the second month to equal the total reduction for the missed performance requirement for the two (2) consecutive months.
- 30. The Contractor shall receive a bonus equaling three percent (3%) of the monthly payment amount for each month the customer satisfaction level is 97%.**
- 31. The Contractor shall submit a monthly report providing status of all contract activities. The report shall include but not be limited to statistical data regarding all problems and service requests, trend analyses reports, status of all projects and task orders, customer satisfaction survey results, recommendations that address specific trends and problems reported, and substantive activities planned for the upcoming month.** The report content must be informative, and contain information that provides the NLRB with information to determine where improvement efforts require a focused effort, or notify that specific changes in the technical environment are needed. Unless a report is being made regarding a significant outcome, or progress on a project or activity, reporting that individuals attended meetings is not informative.
- 32. The Contractor shall scan all systems for computer viruses at the completion of all end-user support service activities.**
- 33. The NLRB shall reserve the right to provide, at its discretion, any systems peripheral, upgrade, or component for installation by the Contractor at any time during the performance of this Contract. The Contractor shall schedule upgrade activity concurrent with other support services provided in this Contract.**

- 34. The Contractor shall be responsible for physically disassembling, relocating, and setting up, and operational testing of microcomputer systems and peripherals as part of office moves within the Headquarters location.**
- 35. The Contractor shall provide customer and technical support for special system setup and configurations required for systems shipped to the field, or for systems being used on travel.** Systems may be shipped for use in trials, briefings, conferences, replacement of older equipment, or new hires in field locations. These systems and peripherals must be configured appropriately for the requirement and within NLRB's technical guidelines.
- 36. The Contractor shall be responsible for installing hardware upgrades and options on microcomputers purchased under this Contract and on other new and existing microcomputers at the NLRB Headquarters location.**
- 37. The Contractor shall be responsible for updating the appropriate asset control paperwork, and for entering the appropriate information into the Asset Management database of the Automated Tracking and Reporting system.**
- 38. The Contractor shall provide a dispatch process that will ensure prior coordination with the customer (or a designee/point of contact) for any visit to a customer to repair hardware problems or address software problems that could not be resolved over the phone or through remote access.**
- 39. The Contractor shall repair all Headquarters hardware (computers, printers, and peripherals) problems within eight (8) work hours. In the event that a problem cannot be repaired within eight (8) hours of the customer's initial call, the Contractor shall provide the customer with a loaner computer of the same or better form, fit, and function, until the customer's computer has been repaired. The use of "break/fix technicians" is not an acceptable maintenance solution.**
- 40. The Contractor shall repair all field office hardware (computers, printers, and peripherals) problems within twelve (12) work hours. In the event that a problem cannot be repaired within twelve (12) hours of the customer's initial call, the Contractor shall provide the customer with a loaner computer of the same or better form, fit, and function, until the customer's computer has been repaired. The use of "break/fix technicians" is not an acceptable maintenance solution.**
- 41. The Contractor shall acquire, provide, and manage all loaner equipment used in carrying out remedial maintenance support on this contract.** Any equipment placed into service shall be a fully functional and the performance level equivalent to equipment removed for repair. This replacement equipment shall have supported software loaded, configured, and peripherals attached. If the customer has data files, documents, (including bookmarks and archive files) or other files on the defective microcomputer, the Contractor shall ensure that such files (when not damaged) are transferred to the replacement computer.

42. **When handling calls for hardware maintenance on equipment that is obsolete (meaning parts cannot be acquired), these calls shall be escalated to the Chief of Customer Support for a decision on how to resolve the call on a case-by-case basis.**
43. **The Contractor shall provide technical assistance in integration and configuration testing, implementation, and management of desktop solutions.**
44. **The Contractor shall develop and maintain a library of software copies (to include COTS and In-house developed software), configurations, and versions of all software used at all NLRB locations.** The Contractor must have their own copies of all of the software and configurations in use at the NLRB, and ensure that all technical staff have the appropriate software and configurations with them when performing support services.
45. **The Contractor shall be responsible for the installation, reinstallation, and removal of all COTS and government-developed software for use on both stand-alone and networked microcomputers used at the NLRB.** Installed or reinstalled software shall be configured to support the hardware configuration and peripherals in use with the system. The Contractor shall test all software after installation for full functionality. The NLRB shall provide the Contractor with a list of NLRB approved and supported commercial software applications whenever this list is changed.
46. **Upon request, the Contractor shall remain at the customer's location while the customer validates the operability of the system.**

3.3 OPTIONAL REQUIREMENTS

The optional requirements are activities that may require additional resources (staff, hardware, or software), may require travel that could not be defined (when, where, and duration) through the operational requirements, and are tasks that cannot be accomplished remotely with the operational resources. The optional requirements are tasks that the NLRB does not currently have all of the information necessary for the task to be priced. The execution of any optional requirement is dependent on the agency's budget for the specific activities for each year of the contract. All optional requirements shall be executed through negotiated task orders. The following requirements are provided to facilitate an understanding of the types of services potential, and to enable offerors to propose labor categories and rates for the possible service types.

3.3.1 OPTIONAL NETWORK SUPPORT REQUIREMENTS

The contractor shall upgrade the cable plant in NLRB Field offices. The NLRB field office cable plant will be upgraded to Category 5. In addition, the Ethernet hubs, Shiva LanRovers and Instant Internet units will be placed in cabinets.

The contractor shall relocate or rearrange the field office Computer Rooms (location of the servers and other IT equipment). The NLRB will be reviewing the space requirements for all major IT equipment installed in the field offices.

The contractor shall upgrade the network hardware and software in the field offices.

The contractor shall assist with the migration from Lotus cc:Mail to Microsoft Exchange in the field offices.

3.3.2 OPTIONAL END-USER SUPPORT REQUIREMENTS

The Contractor shall physically disassemble, relocate, and setup, and perform operational testing of microcomputer systems and peripherals as part of field office moves (Regions, Sub-Regions, Resident, and Judges Offices).

The Contractor shall be responsible for installing hardware upgrades and options on microcomputers purchased under this Contract and on other new and existing microcomputers at NLRB field offices.

The NLRB shall reserve the right to provide, at its discretion, any systems peripheral, upgrade, or component for installation to the field offices by the Contractor at any time during the performance of this Contract.

The NLRB may, at its option, procure and furnish any component to the Contractor for integration and deployment to the field offices.

The Contractor shall provide technical staff to assist in systems integration and configuration management testing, baselining and updating configurations, configuration analyses and recommended solutions, documentation, and implementation of configuration solutions for the desktop, network, communications, and any other aspects of the NLRB technical environment.

The Contractor shall provide customer and technical support for special project requests, and research and testing of emerging technologies. This includes, but is not limited to researching and testing products for special needs such as Naturally Speaking and Jaws, Palm systems, backup technologies, etc.

3.3.3 ACQUIRING HARDWARE AND SOFTWARE

The Contractor shall adhere to all applicable Government rules and regulations in any procurement made as a Government agent.

The Contractor shall provide microcomputer hardware and software to the NLRB in support of the initiative to replace existing obsolete microcomputers, replacement of hardware and software that will become obsolete in the future, and to perform maintenance on any NLRB hardware as required.

In accordance with FAR 52.246-16 Responsibility for Supplies, under Subsection Clause E.1, all components ordered by the Contractor for the NLRB shall be the property of the Contractor until such time as they have passed all tests, been loaded with the proper software, and successfully delivered to and accepted by the NLRB. The Contractor shall be provided the NLRB bar-code asset management tag that is to be affixed to all purchased hardware (as identified by NLRB) after acceptance at the NLRB work site.

The Contractor shall provide and support all of the required hardware, software, peripherals and options purchased from this Contract. The Contractor shall be responsible for ensuring that all microcomputers, printers, and other items work according to the manufacturer's guidelines and NLRB's technical direction.

The Contractor shall deliver fully configured microcomputer systems and peripherals purchased from this Contract, ensure software functions properly, ensure systems are free of computer viruses, and deploy to NLRB Regional Offices, Sub-Region Offices, Resident Offices, Judges Offices, and Work At Home Employees, as directed in the Task Order. In instances where equipment being deployed arrives faulty, inoperative, DOA, or otherwise defective, the Contractor shall repair or replace within eight (8) work hours, any hardware not operational upon arrival at a NLRB work site.

3.3.4 TECHNICAL WRITING AND DOCUMENTATION

The Contractor shall be responsible for drafting a quarterly newsletter. This newsletter shall contain news, helpful hints, tips, technical assistance and training, and other information relevant to the NLRB's information technology environment. The Contractor shall publish and distribute this newsletter to all NLRB employees upon the request and approval of the NLRB.

The Contractor shall be responsible for drafting news bulletins related to the NLRB's information technology environment for release on Network file servers.

The Contractor shall be responsible for drafting training guides, user guides, and other technical guides associated with the NLRB's information technology environment.

The Contractor shall be responsible for drafting Standard Operating Procedures associated with the NLRB's information technology environment.

The Contractor shall develop, implement, and manage customer support and technical information on NLRB's Intranet.

The NLRB shall bear the cost of printing technical writings and documentation; however, the Contractor shall be responsible for the distribution of such material through the use of the NLRB's distribution system upon the approval of the NLRB Task Manager(s) or COTR.

4.0 ACQUISITION SCOPE

The NLRB intends to acquire information technology infrastructure and end-user support services as described in Section 3.0 of the Statement of Need. These services will be provided to all automation customers/end-users and contractors at the NLRB.

5.0 PERIOD OF PERFORMANCE

The NLRB anticipates a period of performance consisting of a base period of one (1) year with four (4) additional one (1) year option periods. The NLRB anticipates award of any resulting contract no later than October 29, 1999, and this contract will contain an option clause.

6.0 ACQUISITION STRATEGY

The NLRB has issued this Statement of Need to those offerors who were voluntarily down-selected in accordance with the selection criteria set forth in the Project Agreement, Solicitation Number 00-IT-SBA-0001. Upon review of the Statement of Need, offerors remaining under consideration will have an opportunity to revise their initial proposals. This is a voluntary revision, and will be due with the submission of the offerors oral presentation documents.

Offerors shall submit their proposal documentation for Oral Presentations in accordance with the instructions provided in Section 8.0 Format and Content for Presentation Documents Submission, of this Statement of Need.

Based upon the NLRB's evaluation of the proposals/oral presentations, the NLRB may make a mandatory down-select and proceed into Phase III of the Project Agreement with the down-selected offerors. However, the NLRB reserves the right to award based upon the evaluation of the responses to this Statement of Need through evaluation of revised proposals and oral presentations. Offerors are advised that down-selection to Phase III will not be on a voluntary basis. Those offerors who are not down-selected for Phase III will not be given an option of proceeding into Phase III.

The purpose of these limitations is to stress the Project Team's focus on the specific requirements, and the interest in the offerors specific technical and management approach for fulfilling the project objectives.

All documents shall be delivered as a single package to:

National Labor Relations Board
1099 14th Street NW
Suite 6100
Washington, DC 20570-0001

For additional information, you may call Paula Roy, Chief, Contracts and Procurement Section, at (202) 273-4210.

8.2 Oral Presentation Documents Content and General Instructions

The offeror's written documentation required under section 8.3 Oral Presentation Topics and Written Documentation, shall represent the information to be conveyed during the oral presentations. Documents that do not include the data necessary for a thorough evaluation may be determined to be unacceptable as a result. The Government is not obligated to request additional information from any offeror in order to make determination of technical acceptability. Telecopier proposals and modifications are not permitted and will be disregarded if received.

The offeror shall make an oral presentation as required by Section 8.3. After the oral presentation, there will be a short intermission, immediately followed by an interview conducted by government representatives. The sole purpose of the oral presentation and the interview is to permit the Government to test and evaluate the offeror's knowledge and competence with regard to the Government's requirements and program objectives, the relevant technology, and program challenges and risks.

Correctness of the presentation and supporting documentation is mandatory. All information provided in the offeror's presentation and supporting documentation, including all resumes, must be accurate, truthful, and complete to the best of the offeror's knowledge and belief. The NLRB will rely upon all representations made by the offeror both in the evaluation process and for the performance of the work by the offeror selected for award. The NLRB may require the offeror to substantiate the credentials, education, and employment history of its employees, subcontractor personnel, and consultants, through submission of copies of transcripts, diplomas, licenses, certifications, etc.

Oral presentations will be held at a conference room in NLRB Headquarters located at 1099 14th Street, NW, Washington, DC 20570. The order in which offerors will make their presentations will be determined by the contracting officer after receipt of presentation documents. Oral Presentations will be scheduled the week of August 23, 1999.

The NLRB will provide a large conference room setup in classroom style, and will provide an overhead project if needed, and a pull down screen. Any other equipment needed for the presentation will be the responsibility of the offeror to provide.

Upon request, the conference room can be made available twenty minutes before the start of the oral presentation to accommodate any setup time needed by the offeror. Please contact Paula Roy, Chief, Contracts and Procurement Section, at (202) 273-4210, to make this request. Immediately following the oral presentation, offerors will have thirty (30) minutes to remove their own equipment from the NLRB's conference room.

The Contracting Officer will notify all offerors of their scheduled presentation date and time. Once notified, Offerors shall complete their presentations as scheduled.

Offerors are prohibited from taping or recording their own presentations. Should the NLRB tape or record the offeror's presentation, the NLRB will NOT provide the Offeror with a copy of the tape or recording.

The offeror shall submit through the oral presentation and supporting documentation, full and complete information as set forth below, in Section 8.4 Oral Presentation Topics and Written Documentation Content, to permit the Government to make a thorough evaluation and a sound determination that the proposed approach will have a reasonable likelihood of meeting the requirements and objectives of this procurement, and offer the Government the best value. The offeror shall not provide the project team with any additional materials, notebooks, etc. the day of the oral presentation.

8.3 Oral Presentation Topics and Written Documentation Content

Offerors are required to submit the following in response to the Statement of Need:

1. Technical Competence
 - Qualifications
 - Approach
 - Documentation
2. Management
 - Corporate Experience/Personnel
 - Program Management and Project Reporting
 - Vendor Relationships
3. Cost Estimate

8.3.1 Technical Competence

This section shall provide a description of the offeror's proposed overall approach and technical skill in fulfilling the requirements of this Statement of Need

- A. Technical Qualifications

Discuss and provide an overview of the technical, maintenance, diagnostic, analysis, and problem solving skills, mechanical skills, specialized experience, education (including operations and logistics based education), specialized training, certifications, and work history of the people proposed to fill the key positions (preferably the Project Manager, Senior End-User/Desktop Support Technician, and Senior Network Operations Engineer, or comparable to offerors proposed labor mix) .
- B. Technical Approach

Discuss and provide Strategic Planning Methodologies to be used to satisfy the requirements as outlined in Statement of Need. The Offeror shall address Project Team Organization, Continuing Education, and Work Load Balancing.

Also, discuss and provide Tactical Planning methodologies and the application of those methodologies as they apply to the requirements outlined in the Statement of Need. In so doing, the Offeror shall address Emergency/Crisis Management and Resolution, and ability to adjust staff assignments to accommodate fluctuations in workload requirements.
- C. Technical Documentation

Discuss and provide written examples of technical and troubleshooting analysis and trend reports, daily trouble logs, and technical bulletins/notification.

8.3.2 Management

A. Corporate Experience/Personnel

In this section the offeror shall demonstrate its corporate experience and capability of providing and retaining the required personnel for performance under any resulting contract. The offeror shall identify and provide resumes and contingency hiring agreements, of key personnel and proposed skill sets. The offeror shall further provide a discussion of the staffing, recruitment, and compensation plans for employees, and a discussion of the turnover rate of employees of the offeror.

Resumes/Qualifications

Key Personnel: Current resumes and contingency hiring agreements shall be provided for the personnel identified by the offeror as key personnel. Those personnel that are proposed as a subcontractor shall be appropriately identified. Resumes shall be limited to two (2) pages, and at a minimum, include, name, title, experience, qualifications (including previous assignments), percent of time dedicated toward this project, and whether the individual is employed by the prime or a subcontractor. The offeror shall demonstrate how the qualifications and experience of the proposed key personnel ensure that the services required under this project will be provided and customer satisfaction guaranteed. The roles and responsibilities of the proposed key personnel shall be described as they relate to the offeror's proposed technical approach.

Proposed Skill Sets: Sample resumes shall be provided for each skill set proposed by the offeror. Those personnel that are proposed as a subcontractor shall be appropriately identified. Resumes shall be limited to two (2) pages. The offeror shall demonstrate how the qualifications and experience of the proposed skill sets ensures that the services required under this project will be provided and customer satisfaction guaranteed. The roles and responsibilities of the proposed skill sets shall be described as they relate to the offeror's proposed technical approach.

Staffing Recruitment, Compensation Plans and Turnover Rate

The offeror shall demonstrate that the necessary personnel resources are available to satisfy the requirements of the resulting contract. The offeror shall provide a narrative description of how the offeror's staffing, recruitment, and compensation plans ensure that the required personnel resources will be maintained during performance under the project. The offeror shall provide average turnover rate, in months of employment, and how the offeror's staffing, recruitment, and compensation plans relate to employee turnover.

B. Program Management and Project Reporting

This section shall provide a description of the offeror's proposed overall approach to managing the contract. The offeror shall provide a summary statement of how the NLRB's requirements under a resulting contract will be managed. The offeror shall include a discussion of items such as overall program management plan, describe any teaming arrangement or subcontractor plans, program organization, quality control, customer satisfaction controls, government access to corporate management, problem resolution, employee training, and cost and schedule controls. The offeror shall describe their approach to transitioning from the current contract to the resulting contract. The offeror must describe how this transition will be accomplished without disruption to the services. At a minimum, the transition plan must address anticipated/potential problems, solutions to those problems, and the time-frame necessary to complete the transition.

Discuss and propose the offeror's plan to fulfill the requirements as stated in the Statement of Need, indicating the influences of the Strategic and Tactical Planning as they relate to the requirements.

Discuss the offeror's ability to monitor project status including the ability to provide current status reports of all work performed. In so doing, the offeror will address the frequency, detail, flexibility, and nature of the offeror's reporting and workflow tracking capability.

The offeror shall also provide a proposed Program Management Plan that addresses project status monitoring, and all other requirements contained in Section 3. Operational Support Requirements.

C. Vendor Relationships

Discuss and provide examples of the offeror's ability to establish and maintain relationships with vendors in order to fulfill the requirements of this work.

8.3.3 Cost Estimate

In this section, the Evaluation Team is seeking unique and innovative cost solutions associated with the offeror's technical approach in meeting the requirements of the resulting contract. To this end, the offeror shall demonstrate how its cost approach will provide the best overall value to the government. The offeror shall provide the cost per year, total cost of the contract, and method used in arriving at this cost. In addition, the offeror must show the cost, if any, to the Government associated with the transition plan submitted. The offeror shall propose the type of contract associated with the technical approach and show the benefits to the government of that type of contract. Contract types which place additional administrative burdens on the Government must show the associated cost as a line item in the submitted cost estimate.

The submission of documents will be divided into two types, operational and optional. The “operational requirements” will address definitive services required on a daily basis to maintain operations. It is preferred that these requirements be firm fixed price. The “optional requirements will address known services, but the time/schedule, or quantity is uncertain. The optional requirements will provide a description of the kinds of work to be done for each service. It is preferred that the optional requirements will be IDIQ with an establish price ceiling, and the offerors will provide loaded labor rates. Work from the optional requirements will be initiated from negotiated task orders. Each task order could result in either a firm fixed price task order, or depending on the requirement, a labor hours task order. The Government has no obligation to initiate any task orders under the optional requirements. The Project Team has provided the NLRB’s preference for the contract type; however, the Project Team does want to consider proposed contract types in which the offeror provides justification for why their proposed type is of better value to the Government.

8.4 Format of the Oral Presentation

The offeror’s proposed Project Manager is requested to present the discussion of item (1) above (detailed description in section 8.3.1). A member of the Offeror’s Senior Management staff is requested to present the discussion of items (2), and (3) above (detailed in 8.3.2 and 8.3.3).

The Project Team will conduct the presentations. Each presentation will be followed by a 15 minute intermission. Immediately thereafter, the offeror’s team will submit to an interview conducted by the Project Team. The following presentation timeline and format will be used:

Introductions and Overview of Process	10 Minutes (maximum)
Offerors Presentation	45 Minutes (maximum)
Intermission	15 Minutes
Interviews	30 Minutes (maximum)
Issuance of Sample Task & Closing	10 Minutes (maximum)
Total Process Not To Exceed	1 Hour and 50 Minutes

9.0 BASIS FOR AWARD

The basis for award of a contract resulting from this Statement of Need will be an integrated assessment by the NLRB Project Team based on the evaluation factors described below. Award will not be automatically determined by numerical calculation or formula.

The NLRB Project Team will use a “best value” evaluation to determine which offer appears the most advantageous to the Government. In making this selection, the Project Team is more interested in obtaining superior technical capabilities and innovative approaches than in making an award at the lowest cost.

Award of the contract will be made to the responsive, responsible offeror whose proposal, including options, contains the combination of technical merit, management, personnel, past performance, and price factors offering the best overall value to the NLRB. This will be determined by comparing differences in the value of technical, past performance, and management features with differences in cost to the NLRB. The Project Team is under no obligation to recommend award to the offeror whose proposal received the highest overall weighted point scores. The Project Team shall determine what tradeoff among technical merit, management, personnel, past performance, and price factors promises the greatest value to the NLRB.

To be eligible for source selection and contract award, the offeror shall meet the following conditions:

- Determined to be responsible in accordance with the standards of FAR Subpart 9.1.
- Complies with all applicable laws and regulations, and agrees to terms and conditions set forth in the Statement of Need.
- Presentation is prepared according to instructions set forth in the Statement of Need, and demonstrates the offeror's capability to perform the work required.
- Meets all mandatory and optional requirements set forth in the Statement of Need.
- Provides the best overall value to the NLRB as represented by a combination of technical merit, management, personnel, past performance, and price factors.

The NLRB will not award a contract at a significantly higher overall cost to achieve slightly superior support. However, the NLRB reserves the right to award a contract at a higher overall cost for significantly superior support. The NLRB reserves the right to make the contract award based solely on initial offers received, without discussions. Therefore, all offerors are advised to initially respond with their best offer.

Selection of an offer will be made on the basis of the most advantageous alternative to the Government provided that the contract prices reasonably represent the value of bona fide requirements for each year.

10.0 EVALUATION CRITERIA

The NLRB will use the evaluation process described in the following paragraphs for proposals received in response to the solicitation. The NLRB will evaluate and make award to the offeror providing the optimum services and capability to the government. The evaluation approach seeks to use methods more common in the private sector.

The NLRB will examine the following elements in evaluating the offeror's Technical, Management, and Cost Approach:

1. Technical Competence

The technical portion of the offeror's Technical and Management Proposal will be evaluated based upon Technical Competence which includes, the Offeror's Technical Approach to the NLRB's Work Statement, and Technical documentation. The NLRB will evaluate the quality, completeness, responsiveness, relevance, and credibility of overall program organization and proposed technical, contract, and management approach.

- A. **Technical Qualifications**
This factor will be evaluated based upon the extent to which the offeror's technical skill, specialized experience, and work history for similar performance is interrelated with the Technical Approach and Management Plan to demonstrate a cohesive team with a realistic understanding of the objectives of this initiative.
- B. **Technical Approach**
This factor will be evaluated based upon the extent to which the offeror's proposal demonstrates a satisfactory technical approach to the work to be performed under this solicitation. Examples of efficient work flow for service calls. Proposed facility/structure to support requirement.
- C. **Technical Documentation**
This factor will be evaluated based upon the extent to which the offeror's proposal demonstrates the offeror's ability to properly perform the function.

2. Management

The Management portion of each offeror's Proposal will be evaluated in accordance with the following factors listed in order of importance: Corporate Experience/Personnel, Program Management and Project Reporting, and Vendor Relationships.

A. Corporate Experience / Personnel

Corporate experience in providing personnel shall demonstrate the offeror's capability of providing and retaining the required personnel for performance under any resulting contract. The NLRB will examine the following elements in evaluating the offeror's Corporate Experience in Providing Personnel:

- Detailed staffing, including personnel skill mix that provides both a flexible and responsive labor force.
- Experience and education of proposed key personnel that will provide the optimal level of experience and education to meet the needs of this project.
- Personnel proposed, appropriate qualification/certifications of personnel corresponding to the proposed skill sets.
- Sample resumes submitted for proposed skill sets for this requirement.
- Ability of the offeror to staff, recruit, and retain employees for this project as demonstrated by most relevant prior contracts.

B. Program Management and Project Reporting

Extent to which the offeror's proposed management plan demonstrates the ability to manage the work. Organizational structure demonstrates a streamlined management structure for this project. Interaction and utilization of team members/subcontractors/vendors in performing the work under this contract. Transition Plan to include overall project plan, time frames, viable approach, risk management, and the implementation plan.

C. Vendor Relationship

Demonstrated ability to establish and maintain relationships with vendors both in the past, and for this effort. Description of the team/subcontractors/vendor relationships. Accountability among team members/subcontractors/vendors.

3. Cost Estimate

The intent of this factor is for the offeror to identify its contract approach as well as its methodology used to structure its offer. The offeror's ability to provide the best and most optimal contractual approach is paramount in establishing a best value approach. The NLRB will examine the following elements in evaluating the offeror's Cost Estimate:

- Accounting method used to project the cost of the proposal.
- Proposed cost savings shared with the Government.
- Is proposed cost realistic when compared to the technical approach.
- Proposed contract type to be used to fulfill requirement.
- How contract approach minimizes risk to the Government.

When combined, items 1, and 2, are significantly more important than item 3.