

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30</i>				1. REQUISITION NUMBER REQ-2400-14-0144		PAGE OF 1 9	
2. CONTRACT NO. CPSC-D-14-0007		3. AWARD/ EFFECTIVE DATE 09/15/2014	4. ORDER NUMBER 0001		5. SOLICITATION NUMBER		6. SOLICITATION ISSUE DATE
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Greg Grayson		b. TELEPHONE NUMBER 301-504-7725 <i>(No collect calls)</i>		8. OFFER DUE DATE/LOCAL TIME ET	
9. ISSUED BY CONSUMER PRODUCT SAFETY COMMISSION DIV OF PROCUREMENT SERVICES 4330 EAST WEST HWY ROOM 523 BETHESDA MD 20814			CODE FMPS	10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR:			
			<input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS	<input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input type="checkbox"/> 8(A)			NAICS: SIZE STANDARD:
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS Net 30		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
15. DELIVER TO CONSUMER PRODUCT SAFETY COMMISSION OFFICE OF INFORMATION SERVICES 4330 EASTWEST HIGHWAY ROOM 706 BETHESDA MD 20814			CODE EXIT	16. ADMINISTERED BY CONSUMER PRODUCT SAFETY COMMISSION DIV OF PROCUREMENT SERVICES 4330 EAST WEST HWY ROOM 523 BETHESDA MD 20814			CODE FMPS
17a. CONTRACTOR/ OFFEROR KIFINTI SOLUTIONS INC 35 REDSTONE PATH TORONTO ON M9C 1Y7		CODE [REDACTED]	FACILITY CODE	18a. PAYMENT WILL BE MADE BY CPSC Accounts Payable Branch AMZ 160 P. O. Box 25710 Oklahoma City OK 73125			CODE FMFS
TELEPHONE NO.				17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>			
				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	DUNS Number: [REDACTED] Contracting Officer Representative: Philip Margolies Email: Pmargolies@cpsc.gov Tel: 301-504-6987 Task Order 0001 to contract number CPSC-D-14-0007 is hereby issued for Heat Service Management Installation and Configuration services. The contractor shall provide all necessary personnel, materials, and services for the performance <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>						
25. ACCOUNTING AND APPROPRIATION DATA 0100A14DSE-2014-9994800000-EXIT002400-252M0					26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$92,170.00		
27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA				27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA			
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.				29. AWARD OF CONTRACT: _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 			
30b. NAME AND TITLE OF SIGNER (Type or print)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print) Eddie Ahmad		31c. DATE SIGNED 9/15/14	

19. ITEM NO	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	period of September 19, 2014 through September 18, 2015. All work shall be in accordance with the attached statement of work, contractor's quote, and terms and conditions of master contract# CPSC-D-14-0007. Heat Service Management & Configuration Services The total amount of award: \$92,170.00. The obligation for this award is shown in box 26.	1	LO	92,170.00	92,170.00

32a. QUANTITY IN COLUMN 21 HAS BEEN
 RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____ 32c. DATE _____ 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____ 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____
 32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE _____

33. SHIP NUMBER _____ 34. VOUCHER NUMBER _____ 35. AMOUNT VERIFIED CORRECT FOR _____ 36. PAYMENT _____ 37. CHECK NUMBER _____
 PARTIAL FINAL COMPLETE PARTIAL FINAL

38. S/R ACCOUNT NUMBER _____ 39. S/R VOUCHER NUMBER _____ 40. PAID BY _____

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT _____ 42a. RECEIVED BY (*Print*) _____
 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER _____ 41c. DATE _____ 42b. RECEIVED AT (*Location*) _____
 42c. DATE REC'D (*YY/MM/DD*) _____ 42d. TOTAL CONTAINERS _____

HEAT Service Management Systems Delivery: Phase 1 Performance Work Statement

1. Description of Services

The Contractor shall provide technical and consulting services to the U.S. Consumer Product Safety Commission's (CPSC) Office of Information and Technology Services (EXIT) in completion of the installation and configuration of FrontRange HEAT Service Management On-Premise.

2. Contract Type

This is a firm-fixed price, performance-based task order on an indefinite delivery, indefinite quantity (IDIQ) contract.

3. Background and Objectives

To better enable CPSC staff to provide operational service and support, CPSC is in the process of upgrading from their current help desk tracking system, HEAT 9.5, to the more robust HEAT Service Management. HEAT Service Management provides CPSC with improved capability and processes within the Information Technology Infrastructure Library (ITIL) framework for managing service requests, customer issues (incidents & problems), change control, and help & support knowledge.

HEAT Service Management was installed and partially configured at CPSC. The organization is now looking for assistance in completing the configuration and integration of HEAT Service Management, including training and knowledge transfer, to complete the production launch of the new system.

Currently, the following work has been completed:

- HEAT Service Management version 2013.2 software installed on a production server
- HEAT Voice installed and configured
- Two custom Service Requests have been added, but require testing and refinement
- CPSC-customized data has been loaded into most modules/validation lists

4. Description of Work

The Contractor shall furnish all necessary personnel, materials, and services, to perform the work set forth below:

A. Project Management

- (1) The Contractor shall provide project management service in alignment with CPSC's Project Management Office (PMO) and Systems Development Lifecycle (SDLC) processes and templates.
- (2) The Contractor shall conduct a kick-off meeting with CPSC to establish a proposed work plan with time line (project schedule).
- (3) The Contractor shall produce a project plan covering the requirements of this task order. The contractor shall update the plan as needed based on approved changes (under the project change management policy).
- (4) The Contractor shall deliver progress reports and conduct status meetings weekly, including a summary of activities performed, project accomplishments, issues and risks identified, funds expended, and upcoming activities.

B. HEAT Service Management System

- (1) The Contractor shall evaluate CPSC's current installation and configuration of HEAT Service Management and shall provide recommendations for updates and changes based on their previous experience, and best practices.
- (2) Based on the initial issues list provided by CPSC, the Contractor shall create a list of needed updates, corrections, configurations, and installations ("punch list") to prepare for production launch, including upgrade to a more recent version or reinstallation of the current version, if warranted. The Contractor shall maintain a list of issues identified and document the solutions implemented.
- (3) The Contractor shall review the system and recommend whether the system should be upgraded or reinstalled. If approved by the CPSC Contracting Officer Representative (COR), the Contractor shall upgrade and/or reinstall the system.
- (4) Based on the review, the punch list, and the issues list, the Contractor shall complete the installation, configuration, integration, and launch of the HEAT Service Management modules, including:
 - a. HEAT Voice
 - b. Incident Management
 - c. Knowledge Management
 - d. Problem Management
 - e. Reporting

- f. Self Service
- g. Survey

(5) The Contractor shall:

- a. Resolve Reporting & printing functionality issues
- b. Resolve Knowledge Management workflow functionality issues
- c. Integrate with Active Directory via LDAP import process to ensure HEAT customer information is up-to-date
- d. Complete CPSC-specific customizations in drop-down lists and Actions
- e. Clean up test data across the system.
- f. Add functionality to notify the Incident Owner via e-mail when a customer responds to a system-generated e-mail

(6) The Contractor shall be responsible for testing each implemented element and module of the system, including integration testing, specifically Active Directory. The Contractor shall report and document all issues and risks identified, and shall support EXIT technical staff to resolve or mitigate them.

(7) The Contractor shall support CPSC's user acceptance testing (UAT), including remediating any issues identified during the testing.

(8) The Contractor shall support EXIT technical staff during the launch to production process.

C. HEAT Knowledge Transfer and Training

The Contractor shall provide informal training and knowledge transfer, including system documentation, briefing sessions, demonstrations, best practices, and operational guidance on HEAT Service Management and CPSC's specific implementation for CPSC staff.

5. Reporting Requirements

The Contractor shall maintain a record of all work performed. The Contractor shall provide a detailed summary of tasks completed (accomplishments), planned activities, work percentage complete versus work planned, and risks and issues identified in weekly status and progress reports and meetings. The Contractor shall confer with CPSC staff on issues and problems which the Contractor identifies, and shall implement a solution at the direction of the Contract Officer Representative.

5. Inspection and Acceptance

The CPSC Contracting Officer Representative (COR), with support from EXIT technical staff, will monitor each assignment and will evaluate the performance based on:

- Volume and frequency of data to be processed in each system, order and type of operations; and
- Monitoring of system performance statistics, report the results and escalate problems when they occur.

The government will apply the following general inspection standards to the reporting and delivery requirements:

- Meeting agreed upon schedule dates.
- Submission of all deliverables as specified.
- Ability to produce quality assurance documentation, per SDLC practices.
- Preparation of comprehensive reports/presentations.

The government will inspect the work for both quality and timeliness, and notify the Contractor regarding problems and any corrections needed. The Contractor will be notified in writing of the problems with the work and the Contractor shall provide an acceptable correction, correction plan or recommendation within 24 hours of notification.

The following deliverable items shall be performed and delivered in accordance with the following schedule:

Deliverable	Deliverable Description and Format	Deliverable Timeframe (No Later Than =NLT)
Project Kick-Off	<p>A meeting between the Contractor, CPSC Project Manager, and CPSC Contracting Officer's Representative.</p> <p>CPSC will utilize the Project Kick-Off Checklist to drive the meeting and deliverable outcome.</p>	NLT 5 calendar days after period of performance starts

<p>Project Management, including project and risk management meetings; regular updates to project management artifacts; attendance as required to project-related meetings; and weekly project status reports.</p>	<p>A written communication of activities performed during the week, indicating risks observed on the project(s) and investments, recommended mitigation strategies, issues identified.</p> <p>The document shall also include a list of all documents including draft and final reports, status briefings, exception reports, all versions of the project management work plan, and other project deliverables created as part of the program management support task.</p>	<p>From task order 1 award date through completion, delivery, inspection and acceptance; NLT every Monday</p>
<p>Project Plan, including work breakdown structure and project schedule</p>	<p>A document describing the Contractor's approach to the completing the deliverables.</p>	<p>NLT 5 business days after kick-off meeting with updates as needed. Business days shall be defined as Mon-Fri 8:30am-5:00pm.</p>
<p>Recommendations Document</p>	<p>A document providing the Contractor's recommendations for updates and changes to CPSC's HEAT Service Management implementation, based on the Contractor's review of CPSC's systems as well as previous experience and best practices.</p>	<p>In accordance with the approved project plan.</p>
<p>Punch List and Issues List</p>	<p>A document describing the items to be completed as part of preparing the HEAT Service Management environment for production launch, identifying any problem areas, and tracking their status toward resolution.</p>	<p>In accordance with the approved project plan, with updates as needed.</p>

Incident Management Module	Production launch of Incident Management component of HEAT Service Management, including system testing and user acceptance testing support.	In accordance with the approved project plan.
Knowledge Management Module	Production launch of Knowledge Management component of HEAT Service Management, including review and approval workflows, system testing and user acceptance testing support.	In accordance with the approved project plan.
Problem Management Module	Production launch of Problem Management component of HEAT Service Management, including system testing and user acceptance testing support.	In accordance with the approved project plan.
Self Service Management Module	Production launch of Self Service Management component of HEAT Service Management, including system testing and user acceptance testing support.	In accordance with the approved project plan.
HEAT Voice, including integration with HEAT Help Desk modules	Production launch of HEAT Voice component of HEAT Service Management, including system testing and user acceptance testing support.	In accordance with the approved project plan.

6. Period of Performance

The period of performance shall be from 19 September 2014 through 18 September 2015.

7. Government Furnished Materials

The Government will supply:

- CPSC System Development Lifecycle (SDLC)
- CPSC HEAT Issues Summary List
- Physical office space

8. Contractor Qualifications

- a) The Contractor personnel performing the work shall have a minimum of six years working in their respective subject matter area of expertise.

CPSC HEAT Summary Issues List

- Reporting & Printing
- Review customizations (to make drop-down lists CPSC-specific) and complete as needed:
 - Problem (e.g. Source)
 - Knowledge (e.g. Environment List)
- Review, update, and finalize initial Service Requests
 - Project Initiation
 - New Employee
- Review and finalize HEAT Voice integration
- Remove “open task record in main application” link from Task e-mail
- Update Auto-ticket response e-mail “Incident #XXXX has been logged for you” to use single sign-on URL in web link for the incident.
- Adding functionality to notify the Incident Owner via e-mail when a customer responds to a system-generated e-mail
- Identify and resolve issues with knowledge management workflow
- Update LDAP import to ensure display name is added as “Firstname Lastname” (so salutations in system e-mails are firstname lastname)
- Configure Incidents module so only Administrators can Close incidents
- Integrate with Active Directory via LDAP import process to ensure HEAT customer information is up-to-date
- Ensure HEAT Voice/ACD system is configured and functioning end-to-end (customer calls automatically answered, generate incidents/requests as guided by voice prompts with correct default information, system alerts enabled and functioning, integration with HEAT)