1. REQUISITION NUMBER
   REQ-2400-14-0144

2. CONTRACT NO.
   CPSC-D-14-0007

3. AWARD/ 
   EFFECTIVE DATE
   09/15/2014

4. ORDER NUMBER
   0001

5. SOLICITATION NUMBER
   (No contract call)

6. OFFER DUE DATE/LOCAL TIME
   ET

7. FOR SOLICITATION/INFORMATION CALL:
   NAME
   Greg Grayson
   TELEPHONE NUMBER
   301-504-7725

8. ISSUE BY
   CONSUMER PRODUCT SAFETY COMMISSION
   DIV OF PROCUREMENT SERVICES
   4330 EAST WEST HWY
   ROOM 523
   BETHESDA MD 20814

9. DISCOUNT TERMS
   Net 30

10. DELIVERY TO
    CONSUMER PRODUCT SAFETY COMMISSION
    OFFICE OF INFORMATION SERVICES
    4330 EASTWEST HIGHWAY
    ROOM 706
    BETHESDA MD 20814

11. CONTRACTOR/OFEROR
    KIFINTI SOLUTIONS INC
    35 REDSTONE PATH
    TORONTO ON M9C 1Y7

12. DUNS NUMBER
    [REDACTED]

13. CONTRACTING OFFICER
    Philip Margolis
    Email: Pmargolis@cpsc.gov

14. QUANTITY
    1

15. UNLESS BLOCK IS
    [REDACTED]

16. AMENDED BY
    CONSUMER PRODUCT SAFETY COMMISSION
    DIV OF PROCUREMENT SERVICES
    4330 EAST WEST HWY
    ROOM 523
    BETHESDA MD 20814

17. PROJECT CODE
    [REDACTED]

18. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18B UNLESS BLOCK BELOW IS CHECKED
    CPSC Accounts Payable Branch
    AM2 160
    P. O. Box 25710
    Oklahoma City OK 73125

19. SCHEDULE OF SUPPLIES/SERVICES
    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. (Use Reverse and/or Attach Additional Sheets as Necessary)

20. AMOUNT
    

21. UNIT PRICE
    

22. UNIT
    1

23. TOTAL AWARD AMOUNT
    92,170.00

24. UNLESS BLOCK IS
    [REDACTED]

25. ACCOUNTING AND APPROPRIATION DATA
    O010A14DSE-2014-9994800000-EXIT002400-252M0

26. AWARD OF CONTRACT:
    OFFER DATED
    [REDACTED]

27. CONTRACTOR/CONTRACT INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3, AND 52.212-5 ARE ATTACHED
    ADDENDA
    ARE
    ARE NOT ATTACHED

27b. CONTRACTOR/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED
    ADDENDA
    ARE
    ARE NOT ATTACHED

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.

30. SIGNATURE OF OFFEROR/CONTRACTOR
    [REDACTED]

31. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)
    [REDACTED]

30b. NAME AND TITLE OF SIGNER (Type or print)
    [REDACTED]

30c. DATE SIGNED
    9/15/14

31b. NAME OF CONTRACTING OFFICER (Type or print)
    Eddie Ahmad

STANDARD FORM 1449 (REF. 2/2013)
Prescribed by GSA - FAR (48 CFR) 52.212

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT UsABLE
period of September 19, 2014 through September 19, 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.

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>DESCRIPTION</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Heat Service Management &amp; Configuration Services</td>
<td>1</td>
<td>LO</td>
<td>92,170.00</td>
<td>92,170.00</td>
</tr>
</tbody>
</table>

The total amount of award: $92,170.00. The obligation for this award is shown in box 26.
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 remedying 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:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Deliverable Description and Format</th>
<th>Deliverable Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Kick-Off</td>
<td>A meeting between the Contractor, CPSC Project Manager, and CPSC Contracting Officer’s Representative. CPSC will utilize the Project Kick-Off Checklist to drive the meeting and deliverable outcome.</td>
<td>NLT 5 calendar days after period of performance starts</td>
</tr>
<tr>
<td>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.</td>
<td>A written communication of activities performed during the week, indicating risks observed on the project(s) and investments, recommended mitigation strategies, issues identified. 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.</td>
<td>From task order 1 award date through completion, delivery, inspection and acceptance; NLT every Monday</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td>Project Plan, including work breakdown structure and project schedule</td>
<td>A document describing the Contractor's approach to the completing the deliverables.</td>
<td>NLT 5 business days after kick-off meeting with updates as needed. Business days shall be defined as Mon-Fri 8:30am-5:00pm.</td>
</tr>
<tr>
<td>Recommendations Document</td>
<td>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.</td>
<td>In accordance with the approved project plan.</td>
</tr>
<tr>
<td>Punch List and Issues List</td>
<td>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.</td>
<td>In accordance with the approved project plan, with updates as needed.</td>
</tr>
<tr>
<td>Incident Management Module</td>
<td>Production launch of Incident Management component of HEAT Service Management, including system testing and user acceptance testing support.</td>
<td>In accordance with the approved project plan.</td>
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<tr>
<td>-----------------------------</td>
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<td>------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Knowledge Management Module</td>
<td>Production launch of Knowledge Management component of HEAT Service Management, including review and approval workflows, system testing and user acceptance testing support.</td>
<td>In accordance with the approved project plan.</td>
</tr>
<tr>
<td>Problem Management Module</td>
<td>Production launch of Problem Management component of HEAT Service Management, including system testing and user acceptance testing support.</td>
<td>In accordance with the approved project plan.</td>
</tr>
<tr>
<td>Self Service Management Module</td>
<td>Production launch of Self Service Management component of HEAT Service Management, including system testing and user acceptance testing support.</td>
<td>In accordance with the approved project plan.</td>
</tr>
<tr>
<td>HEAT Voice, including integration with HEAT Help Desk modules</td>
<td>Production launch of HEAT Voice component of HEAT Service Management, including system testing and user acceptance testing support.</td>
<td>In accordance with the approved project plan.</td>
</tr>
</tbody>
</table>

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)