

PERFORMANCED BASED
STATEMENT OF WORK

AGENCY	National Marine Fisheries Service
REGION	Southeast Regional Office
DESCRIPTION OF WORK	Interactive Voice Response System
CONTRACT VEHICLE	Schedule 70
INTERNAL PROJECT ID	4TSX00060005

PART 1 - BACKGROUND

1.1 BACKGROUND

The National Marine Fisheries Service (NMFS) a line office of the National Oceanic and Atmospheric Administration (NOAA) of the U.S. Department of Commerce has a need for an Interactive Voice response (IVR) System in support of the publicly deployed Red Snapper Individual Fisheries Quota (IFQ) program.

PART 2 – GENERAL SPECIFICATIONS

2.1 GENERAL REQUIREMENTS

Systems Overview. The IVR would be design to emulate the web-based system in such a way that the IFQ community using this system could accomplish all defined primary and critical transactions. This system is to be designed to support dial tone inputs, speech recognition, text to speech, and pre-recorded queued responses.

The IFQ system is comprised of 3 external roles each having the following IVR functions

1. Dealer
 - a. Authentication
 - Inbound caller ID available
 - Systems picks up inbound caller ID and matches this to a PIN number
 - System prompts for PIN
 - Client enters or speaks PIN
 - System offers PIN to database for authentication
 - Authentication occurs on the match.

 - No inbound caller ID available
 - System prompts user for zip code and last four digits of the SSN or Federal Identification Number for businesses.
 - System prompts for PIN
 - Client enters or speaks PIN
 - System offers PIN to database for authentication
 - Authentication occurs on the match.
 - b. Account Information
 - Client hears name address, phone number and instructions on how to change this information.
 - c. Transaction involving a legal catch
 - System prompts for each item with expanded instructions if requested
 - Client enters total System prompts for PINClient enters or speaks PIN
 - System offers PIN to database for authentication
 - Authentication occurs on the match. pounds of catch
 - System responds and request verification

Client enters or speaks unit price
System responds and request verification
Client enters response to catch categories in pounds.
Client enters a response to catch categories in unit cost.
Client hears summary of transaction information.
Client (fisherman) enters PIN to validate transaction.
(Note: This segment is a part of the Fisherman transaction “Transaction validation.” The process requires the Dealer once the information is entered to allow the Fisherman to enter his/her PIN for validation.)
Client hears an approval code
System delivers instructional information as necessary (one instance of instruction is a failed transaction, the system would have standard responses that can be queued according to the logic)

- d. Transactions involving an overage
 - Client hears instructions
 - Client enters or speaks a total pounds of catch
 - System responds and request verification
 - Client enters last four digits of vessel ID
 - System responds with a list of full Vessel IDs based on last four digits
 - System prompts for selection of correct vessel ID
 - System prompts for OLE approval code
 - If client request, System delivers instructions as to how to obtain the OLE approval code
 - Client hears instructions on processing the catch.

 - e. Cost Recovery information and payment
 - Client hears a total amount in dollars due
 - Client hears due date.
 - Client hears total amount in arrears.
 - (Note: The following interactions are dependent on the capability of the Department of Treasury and may not be implemented.)
 - Client enters cost recovery transfer amount
 - Client enters PIN for transfer authorization
 - Client hears transaction code.

 - f. Messages
 - Client hears messages
2. IFQ Share Holder
- a. Authentication
 - Inbound caller ID available
 - Systems picks up inbound caller ID and matches this to a PIN number
 - Client enters PIN and the system authenticates the privileges.

No inbound caller ID available

System prompts user for zip code and last four digits of the SSN or Federal Identification Number for businesses.

Systems prompts for PIN

Authentication occurs on the match.

b. Account Information

Client hears name address, phone number and instructions on how to change this information.

c. Share transfers

Client hears instruction on how to transfer shares.

d. Allocation management

Client enters an amount in pounds

Client takes steps to enter vessel ID of transferee

Client enters last four digits of vessel ID

System responds with a list of full Vessel IDs based on last four digits

System prompts for selection of correct vessel ID

Client hears confirmation of valid vessel ID.

Client hears summary of transfer requested

System prompts possible information to be re-entered

Client enters PIN for validation

Client hears transaction approval code

e. Fleet management

Client takes steps to enter vessel ID of assigned vessel

Client enters last four digits of vessel ID

System responds with a list of full Vessel IDs based on last four digits

System prompts for selection of correct vessel ID

Client hears confirmation of valid vessel ID.

System prompts for vessel status (active/inactive)

If the vessel has a required operator, client hears operator name,

If a vessel operator is to be defined by the client,

Client hears a list of previously used operators, or

Client hears instructions as how to define a new vessel operator

Client hears vessel operator approval for each active vessel.

Client enters amount in pounds of allocation for each active vessel

Client hears option to enter the next vessel (process starts over)

Client hears summary,

Client hears a transaction approval code.

f. Messages

Client hears messages

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3. Fisherman
 - a. Transaction validation

(Note: This segment is a part of the previously defined Dealer transaction “Transaction involving a legal catch.” The process requires the Dealer once the information is entered to allow the Fisherman to enter his/her PIN for transaction validation.)

Client enters PIN to validate a transaction
Client hears approval code
 - b. Allocation transfer

System prompts for vessel identification number
Client enters last four digits of vessel ID
System responds with a list of full Vessel IDs based on last four digits
System prompts for selection of correct vessel ID
Client hears vessel ID approval as a transferee.
Client hears name of vessel ID owner.
Client enters a number in pounds of allocation to be transferred.
Client hears approval of transfer.
Client hears summary.
Client enters PIN for transaction validation.
Client hears transaction approval code.
 - c. OLE Notification

Client hears a list of geographical location (to be designed)
Client selects a geographical location and then hears a list of Dealers in this area
Client enters the Dealer
Client hears approval of landing site
Client hears instructions in the event of no approval.
Client enters estimated time of arrival
Client enters estimated catch amount in pounds.
Client hears port notification acknowledgement code.
 - d. Messages

Client hears messages

 - a. The IFQ is a transactional system based on the uniqueness of the UserID/PIN

Specifications.

- A. Proposed number of telephonic ports to be initially supported is 16. The IVR system should be expandable to support 64 ports as future demands on the system require.

B. The IVR is required to

- a. Be live with a minimum of downtime (no more than 1 hour per month for scheduled maintenance).
 - b. Seamlessly integrated into a Nortel Option 11c environment using a dedicated Primary Rate Interface (PRI) supported by a locally supplied T1 data line.
 - c. Connect with, submit data to, and get data from a Linux based Postgres database.
 - d. Acknowledge and process touch tone inputs.
 - e. Acknowledge and process natural voice inputs in English, without loss of data integrity.
 - f. Be expandable to recognize speech in a natural voice from clients with a Mexican or Viet Nam culture.
 - g. The IVR is required to extract business logic from existing HTML based web pages.
 - h. Provide the Paperwork Reduction Act reporting requirements for the IFQ Program including the burden associated with the collection, the OMB control number, and the expiration date of the collection.
- C. The project requires onsite vendor engineering to install, configure, and program the system to meet a published system design. Note. The amount of required time is not determined and will be a portion of any contract award process and proposed quotes.
- D. The project requires interaction with engineering staff for the development and guidance of development of a script and associated logic.

2.2 SITE LOCATION

All equipment installation, configuration and programming are in a single data center at National Marine Fisheries Service Southeast Regional Office 263 13th Ave., South St. Petersburg, Florida 33701

2.3 ESTIMATED PERIOD OF PERFORMANCE

A. The actual period of performance is determined by the completion of the business logic currently being developed.

B. The estimated Period of Performance is 90 days from award.

2.4 TEST AND ACCEPTANCE

A. Operational ready system that can receive and process telephonically received information according to the specifications

B. Required cabling and wiring completed and installed in a pattern consistent with the Data Center wiring plan.

2.5 CONTRACTOR PERSONNEL

A. The contractor will provide qualified personnel at all times while work is in progress.

B. For continuity and logistics, the Government recommends that the same qualified personnel be assigned to this project from inception through completion.

2.6 PROJECT UPDATES

A. If requested by the NMFS On-Site Representative, the contractor's lead technician will provide a daily verbal briefing. This briefing will include, but is not limited to, work status, milestone status, and any issues.

B. The contractor's lead technician will provide a weekly electronic briefing to lane.vandenbroch@gsa.gov and john.reed@noaa.gov. This briefing will include, but is not limited to, work status, milestone status, and any issues.

2.7 SITE ACCESS

The contractor is responsible for coordinating with the NMFS On-Site Representative for site access privileges and required individual safety training, if needed.

PART 3 – WARRANTY

3.1 WARRANTY

The contractor shall warrant that all equipment and software are properly licensed, installed and operationally ready.

PART 4 - Evaluation Criteria

The vendor shall meet the minimum mandatory requirements of this PBSOW.

The Government contemplates a single fixed-price award shall be made to the lowest price, technically acceptable source (**FAR 15.101-2**) as required by this solicitation. Also, past performance will be considered a technical evaluation factor. Scoring will be based on a pass/no pass system. Unacceptable technical solutions, poor past performance, or unreasonable prices may deem the offer unacceptable.

Technical Acceptability:

1) Technical Solution – Quoter(s) shall clearly describe, in technical details, their ability to comply with each clause and/or sub-clause of this PBSOW. A statement of compliance without the detailed description of how compliance will be met will not be considered sufficient evidence that the services offered can technically meet the requirements.

2) Past Performance (FAR 15.305).

- a) All Projects of Similar Size and Scope within the past 12 months.
- b) Positive Performance History (customer satisfaction).

If an offeror has no relevant performance history, offeror has an opportunity to identify past or current contracts (including Federal, State, and local government and private) for efforts similar to the Government requirement. The offeror shall provide information on problems encountered on the identified contracts and the offeror’s corrective actions. The Government shall consider this information, as well as information obtained from any other sources, when evaluating the offeror’s past performance.

Quoter(s) shall provide references.

Requirement	Indicator	Criteria a for Acceptance	Method of Verification
Procure and Install hardware (para 2.1)	Hardware installed according to manufacturer specifications	NMFS On-Site Representative	NMFS On-Site Representative
Procure and install software	Software installed according to manufacturer specifications	NMFS On-Site Representative	NMFS On-Site Representative
Configuration of hardware and software	Hardware and software properly operates in a Nortel Option 11c digital switch environment.	NMFS On-Site Representative	NMFS On-Site Representative
Programming of	Programming	NMFS On-Site	NMFS On-Site

interface	correctly interfaces with specified database environment	Representative	Representative
Programming of business logic	System response to an incoming call with specified prompts and returns accurate voice based information	NMFS On-Site Representative	NMFS On-Site Representative
Speech recognition	System response to voice interactions according to the specifications of hardware and software manufacturers	NMFS On-Site Representative	NMFS On-Site Representative
Text to speech operations	System produces a human discernable utterance that represents a text document inputted into the system according to the hardware and software specification of the manufacturer	NMFS On-Site Representative	NMFS On-Site Representative
Weekly electronic briefing. (para 2.6 (b))	File provided to GSA/FTS and NMFS		GSA/FTS and NMFS Representative

Attachment A

Project Summary Page

Site Specific Information	
Site name: National Marine Fisheries Service Southeast Regional Office	GSA/FTS number:
Address: 263 13th Ave. South	Project name: IFQ Interactive Voice Response (IVR)
City: St. Petersburg	Security Requirements: The contractor may be exposed to information that is covered under the Privacy Act and must sign a confidentiality statement
State: FL	Period of Performance: 90 days from award
Zip code: 33701	

Points Of Contact	
GSA/FTS Project Manager	NMFS On-Site Representative
Name: Lane VandenBrock	Name: John Reed
Voice: 813.662.9938	Voice: 727.551.5750
Cell:	Cell:
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