

Federal Communications Commission (FCC)
Operational Infrastructure and Services Support (OISS)
Performance Work Statement (PWS)



November 17, 2022

- o Provide a one-stop-shop for our customers to find easy-to-understand, high-quality, actionable government services and information;
- o Improve the government's overall ability to deliver comprehensive, correct, and authoritative information to FCC personnel and the public;
- o Increase engagement through collaboration inside the FCC and external website users;
- o Provide the agency with innovative solutions and services, delivered uniformly from all parts of our organization;
- o Deliver a better government customer experience to the public by ensuring fully

1. General

This is a non-personal services task order to provide Information Technology (IT) Operational Infrastructure and Services Support (OISS) to the Federal Communications Commission (FCC).

1.1 Description of Services/Introduction

The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform OISS as defined in this PWS except for those items specified as government furnished property and services in Part 3 below. The Contractor shall perform to the standards in this PWS and industry best practices.

1.2 Background

The FCC, an independent agency of the United States Government established by the Communications Act of 1934, is charged with regulating non-Government interstate and international communications by radio, television, wire, satellite and cable. The FCC's jurisdiction covers the 50 states, the District of Columbia, and U.S. possessions.

The FCC is led by a Chairman and up to four Commissioners appointed by the President with the advice and consent of the U.S. Senate. The Chairman delegates management and administrative responsibility to the Office of the Managing Director (OMD). The Commission staff is organized into seven (7) Bureaus, several offices (including OMD and the Offices of Engineering and Technology, Strategic Planning & Policy, and General Counsel), and numerous field offices. The agency's responsibilities include, but are not limited to, processing applications for licenses and other filings, analyzing complaints, conducting investigations, developing and implementing regulatory programs, and taking part in hearings. OMD provides a range of support services, including contracting support through its Enterprise Acquisition Center (EAC) and information technology support through its office of Information Technology (FCC IT). More information on the FCC can be found at the Agency's web site (<http://www.fcc.gov>).

1.3 Objectives

To obtain Contractor support that:

- Provides program management support;
- Provides service center operations support, including help desk, desktop, and asset management services for the approximately 2250 FCC users located at a variety of locations;
- Supports continuity exercises and contingency planning, including COOP Plugs-Out testing
- Conducts IT operations and management, including telecommunications and cybersecurity support
- Provides configuration management support, including change and release management services
- Provide support for FCC's websites requiring operation and maintenance, continuous improvements and enhancements for increased usability and a positive user experience, and the support for the next generation websites and enhancement initiatives:
 - o Provide a responsive communication platform, both internally and to the public, that is user-friendly, secure, and Section 508 compliant;

- Task 3: Service Center Operations Support
- Task 4: IT Operations and Management
- Task 5: Configuration, Change and Release Management
- Task 6: Data Architecture and Database Management
- Task 7: Audio Visual Support Services
- Task 8: Website Support Services

1.5 Period of Performance

The period of performance shall be for a twelve (12) month base period and include four (4) twelve