

Technology and Enterprise Support Services (TESS) Industry Awareness Conference

Federal Retirement Thrift Investment Board

October 4, 2012

Welcome to the TESS Industry Awareness Conference



- Speaker
 - Susan Smith, Deputy CTO, IT Planning/TESS Program Manager

- Objective
 - Provide general information about the Conference and its Agenda



General Information

- Facilities information
- Wireless network access
- Assistance
- Session is not being recorded
- No questions and answers
- Questions and comments must be submitted to TESS-PM@tsp.gov
- Draft Statement of Work was posted on Friday, September 28, at www.frtib.gov
- Cutoff for submitting questions and comments on the Draft TESS Statement of Work is Friday, October 12, 2012

Agenda



Time	Topic	Speaker	Title
10:00 AM	Welcome and Opening Remarks	Susan Smith	Deputy CTO, IT Planning/TESS Program Manager
	Conference Objectives	Mark Walther	Chief Technology Officer
	Executive Director - TSP and FRTIB	Greg Long	Executive Director
	TESS – Introduction	Susan Smith	Deputy CTO, IT Planning/TESS Program Manager
	TESS - Procurement Overview	Marisol Vargas-Busch	TESS Contracting Officer
	TESS Program Management	Mark Walther	Chief Technology Officer
12:00 PM	Break		
1:00 PM	TESS Draft Statement of Work	Troy Poppe Tee Ramos	Deputy CTO, Infrastructure, Operations, and Security Division Chief, Business Applications
3:00 PM	Next Steps	Susan Smith	Deputy CTO, IT Planning/TESS Program Manager



Industry Awareness Conference

- Speaker
 - Mark Walther, Chief Technology Officer

- Objective
 - To define the objectives of the Conference

Objectives of Industry Awareness Conference



- TSP and FRTIB
 - Tell you about the Thrift Savings Plan (TSP) and the Federal Retirement Thrift Investment Board (FRTIB)
- TESS Introduction
 - Explain what TESS is and why is it needed
- Procurement Information
 - Review the TESS procurement process, its schedule, and feedback procedures
- TESS Statement of Work
 - Address the draft program management requirements for TESS
 - Explain the technology environments and architectures and business applications associated with TESS
 - Review the technical requirements associated with TESS



TSP and FRTIB

- Speaker
 - Greg Long, Executive Director

- Objective
 - Tell you about the Thrift Savings Plan (TSP) and the Federal Retirement Thrift Investment Board (FRTIB)



TSP and FRTIB

- Federal Retirement Thrift Investment Board (FRTIB) and the Thrift Savings Plan (TSP) were created by the Federal Employees' Retirement System Act (FERSA) in 1986
- TSP Overview
 - Defined contribution savings and investment plan for Federal civilian employees and members of the uniformed services
 - Similar to private sector 401(k) plans, but subject to FERSA
 - Private sector is subject to the Employee Retirement Income Security Act (ERISA)
 - Largest defined contribution plan in the world
 - 4.6 million accounts
 - Over \$321 billion in assets, with the lowest cost to participants
 - Single Employer Plan – U.S. Government
 - Serves three primary retirement systems, with different rules
 - Federal Employees' Retirement Systems (FERS)
 - Civil Services Retirement System (CSRS)
 - Uniformed Services (US)



TSP and FRTIB

■ TSP Investment Funds (Tracks Performance)

- G Fund Specially issued non-marketable US Treasury securities
- C Fund Common Stock Index (S&P 500 Index)
- F Fund Fixed Income Index (Barclays Capital U.S. Aggregate Bond Index)
- S Fund Small Capitalization Index (Dow Jones U.S. Completion Total Stock Market Index)
- I Fund International Stock Index (Morgan Stanley Capital International Europe, Australasia, Far East (EAFE) Index)
- L Fund Five target-date asset allocation funds (lifecycle funds)



TSP and FRTIB

■ TSP Investment Assets

- The F, C, S, and I Funds are index funds, each of which is invested in order to replicate the risk and return characteristics of its appropriate benchmark index, shown in parenthesis on the previous page
- FRTIB invests the assets of the S and I Funds in commingled trust funds currently managed by BlackRock
- The C Fund is a separate account
- The F Fund is out for bid and will become a separate account
- FRTIB internally manages the G Fund assets
- The L Funds are invested in the five individual TSP funds based on professionally determined asset allocations



TSP and FRTIB

■ FRTIB Overview

- Small, independent Federal Agency with fiduciary responsibilities
- Located in Washington, D.C.
- Plan Administrator and Recordkeeper for the TSP
- Issues regulations for TSP

FRTIB Mission

***To administer the TSP solely in the interest of
participants and beneficiaries***



TSP and FRTIB

■ FRTIB Strategic Goals

- We help people retire with dignity
- We ensure that FRTIB is a great place to work
- We pursue flawless operations
- We maintain excellent relationships with entities that oversee, regulate, govern, and influence the TSP



TSP and FRTIB

■ Board of Directors

- Five presidentially appointed Members
- Must possess “substantial experience, training, and expertise in the management of financial investments and pension benefit plans”
- Establishes policies for the investment and management of the Thrift Savings Fund

■ Employee Thrift Advisory Council

- An independent 15-member Council to represent the largest groups of employees eligible to participate in the TSP
- Advises the Board and the Executive Director on investment and administrative policies



TSP and FRTIB

■ Executive Director

- Appointed by the Board to oversee the day-to-day operation of the FRTIB and the TSP
- Must have same experience, training and expertise as Board members
- Oversees the work of 10 Offices
 - Benefits
 - Communication and Education
 - Enterprise Planning
 - Enterprise Risk Management
 - External Affairs
 - Financial Management
 - General Counsel
 - Investments
 - Resource Management
 - Technology Services



TSP Early Growth

- 1986 - TSP and FRTIB established by statute

- 1987 - The TSP received the first employee contributions
 - Civilian employees only could participate
 - Monthly valued plan
 - G, F and C Funds only

- 1988-2001
 - Many changes to the TSP, similar to changes in private sector plans
 - Legislation to move to daily valuation required a new TSP system



TSP Keeps Growing and Changing

	2002	2012	2017 (Proposed)
Agency Employees	106	110	200
Participants	3.0 million	4.6 million	6.0 – 7.2 million
Assets	\$102 billion	\$321 billion	\$535 – 546 billion
Plan Features Added	<ul style="list-style-type: none">» S and I Funds» Uniformed services» Basic website and voice response system	<ul style="list-style-type: none">» Daily valuation» Lifecycle Funds» Annual participant statements» Limits on IFTs to protect assets» Enhanced website» Automatic Enrollment» Spouse beneficiary accounts» Roth TSP contributions	<ul style="list-style-type: none">» Initiate a mutual fund window» Initiate automatic deferral escalation



TSP Challenges

- As the TSP grows and becomes more complex, we must:
 - Provide retirement income strategies for retirees
 - Meet increased processing volume
 - Offer additional decision tools for participants to manage their accounts
 - Be responsive to volatility in the financial markets
 - Meet participant expectations for providing access to their accounts through a variety of channels
 - Maintain excellence in operations

- We look to TESS to help us meet these challenges



TESS General Overview

- Speaker
 - Susan Smith, Deputy CTO, IT Planning/TESS Program Manager

- Objective
 - Explain what TESS is and why it is needed



What Is TESS?

- **Technology and Enterprise Support Services (TESS)**
 - Because it is a full and open competition to select a company to provide a broad range of information technology and recordkeeping business process support services, in accordance with the FRTIB's responsibility to administer the Thrift Savings Plan
- **Technology**
 - Because it focuses on a full range of processes and frameworks that support the TSP and FRTIB
- **Enterprise**
 - Because it includes multiple business applications on multiple platforms, in multiple environments, with significant infrastructure and operational requirements that must be fully integrated at all times
- **Support Services**
 - Because it requires a skilled workforce to support the technological and recordkeeping programs it covers



Objectives of TESS

- Acquire high quality IT and recordkeeping services to support FRTIB's mission
- Increase efficiencies and provide agile, secure, reliable, and robust IT services
- Establish a service management framework that defines and documents a set of measurable and manageable services
- Continue operating existing services with “Dial Tone Consistency”
- Support key service drivers
 - Comparable
 - Available and Reliable
 - Secure
 - Autonomous
- Combine current major IT contracts



Current Contract Arrangements

- Major IT contracts managed by OTS targeted for inclusion in TESS
 - Recordkeeping
 - Design, development, implementation, integration, and maintenance of all TSP system software applications
 - Includes essential recordkeeping functions such as batch processing, required distributions, pricing, and trading
 - Infrastructure and Operations
 - Design, analysis, implementation, testing and operations of infrastructure at primary and secondary data centers
 - Includes Information Security Support Services



FRTIB's Approach to TESS

- Provide descriptions of the current state of IT systems and support services
- Provide requirements that define the support services at award
- Provide insight and transparency into our IT and business environments
- Provide a framework for FRTIB and contractor to work as partners in planning the future state
- Structure the solicitation to give offerors the best chance to demonstrate their competencies and capabilities



Procurement Overview

- Speaker
 - Marisol Vargas-Busch, TESS Contracting Officer

- Objective:
 - Review the TESS procurement process, its schedule, and feedback procedures



TESS Procurement Schedule

■ Draft RFP	■ November 2012
■ RFP Release	■ Not later than the week of December 17, 2012
■ Proposal Due Date	■ TBD
■ Award	■ Not later than the 4th Quarter Fiscal Year 2013
■ Begin TESS Period of Performance	■ October 1, 2013



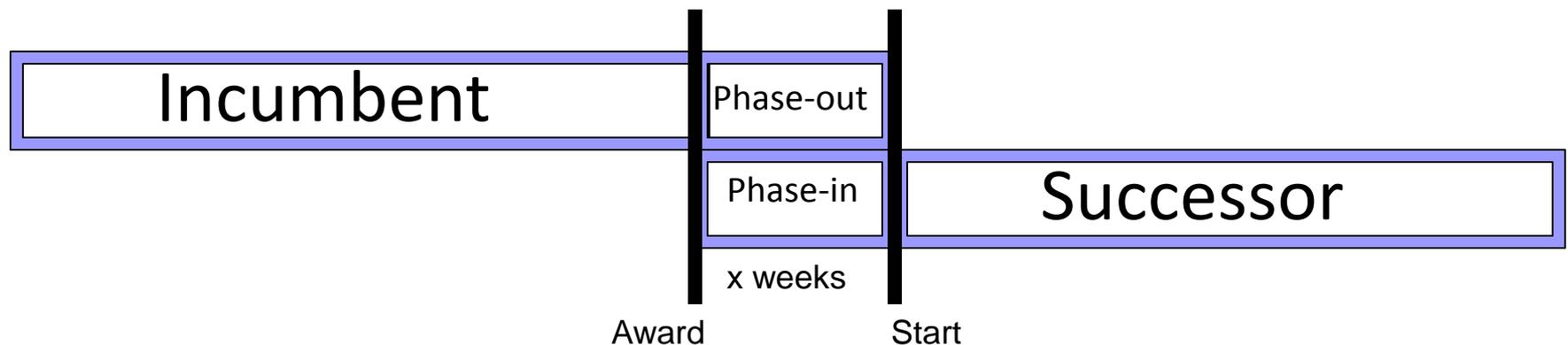
RFP Information

- TESS
 - Full and open competition
 - Core and IDIQ
 - Contract Type – to be determined
 - Contract Terms – to be determined
- Conducted in accordance with FAR 15.3, Source Selection
- Proposal instructions to be determined
- FRTIB reserves the right to hold discussions with Offerors prior to award
- Evaluation Factors (order of importance and criteria - to be determined)
 - Mission Suitability
 - Past Performance
 - Cost
 - Phase In



Transition Management

- Phase Out/Phase In
 - FY2013 contract with incumbent contractor requires a phase-out plan
 - Coordinates with successor contractor to transfer knowledge, documentation, and other relevant information
 - Further transition management requirements regarding incumbent workforce will be described in the RFP





Contacting FRTIB and Updates

- Check websites periodically for updates
 - TESS Procurement Documents
 - Federal Business Opportunity www.fbo.gov
 - Federal Retirement Thrift Investment Board www.frtib.gov
- From October 15th until release of the draft RFP, prospective offerors may contact FRTIB regarding the draft TESS SOW
- After release of final RFP direct all inquiries to the FRTIB Contracting Officer in writing
- Offerors are not prohibited from contacting incumbent contractor personnel, but shall refrain from causing disruptions during work hours
- In the event of any inconsistency between draft information and the Final Request for Proposal (RFP), the language in the Final RFP, including any amendments, will govern



TESS Statement of Work

- Speakers
 - Mark Walther, Chief Technology Officer
 - Tee Ramos, Division Chief, Business Applications
 - Troy Poppe, Deputy CTO, Infrastructure, Operations, and Security

- Objectives:
 - Address the draft program management requirements for TESS
 - Explain the technology environments and architectures and business applications associated with TESS
 - Review the technical requirements associated with TESS



Program Management

- Speaker
 - Mark Walther, Chief Technology Officer

- Objective
 - Address the draft program management for TESS



Program Management

- TESS Statement of Work
 - A comprehensive set of requirements and objectives, including:
 - Program Management
 - Cross Functional Services
 - Section A: Infrastructure and Operations Service Towers
 - Section B: Recordkeeping and Software Application Service Towers



Program Management

- Ensure successful implementation and governance of critical success factors
 - Leadership – effective management team
 - Establishes strong strategic, tactical, and operations teams
 - Promotes excellent communications
 - Build team with mutual trust and respect
 - Establishes well-defined roles and responsibilities
 - Promotes transparency in performance reporting
 - Partnership – works with FRTIB in planning transformation



Program Management

- Contract Management
 - Forms an effective working relationship with FRTIB's Contracting Officer and Contract Representatives
 - Oversees contract administration and execution activities
 - Facilitates performance activities in accordance with contract provisions and service level agreements
 - Serves as primary contact for billing and financial issues associated with the TESS contract

- Services Organization Controls Reporting
 - Provides financial information (e.g., SSAE-16/SAS-70)
 - FRTIB reports to the Board of Directors on the financial condition of all major contractors



Program Management

- Human Resources
 - Provides workforce to meet the Services Level Requirements set forth in each Services Tower
- Service Delivery Management
 - Works with FRTIB to deliver an effective service management framework
- Project Management
 - Provide high level project management services in accordance with the Agency's project management framework



Program Management

- Quality Assurance and Control
 - Establishes programs and procedures to ensure accuracy of products and services
 - Recommends process improvements
 - Works with FRTIB to establish a continual program of evaluation, verification and validation of business applications

- Risk Management
 - Establishes programs and procedures to identify IT risks and recommends mitigation strategies



Program Management

- Operating Level Agreements
 - Establishes effective agreements and working relationships with other applicable Agency contractors, including:
 - Investment Manager
 - Annuity Vendor
 - Call Centers
 - Processing Support - Data Entry, Agency Technical Support, Operations, Special Processing, Legal and Death Processing
 - Fulfillment (Printing and Mailing)

- Establishes effective working relationships with other critical TSP partners
 - U.S. Treasury Processes
 - Audit Program



Break

- Resume Presentation at 1:00 p.m.

- Remaining Agenda
 - TESS Draft Statement of Work
 - Next Steps



TESS Draft Statement of Work

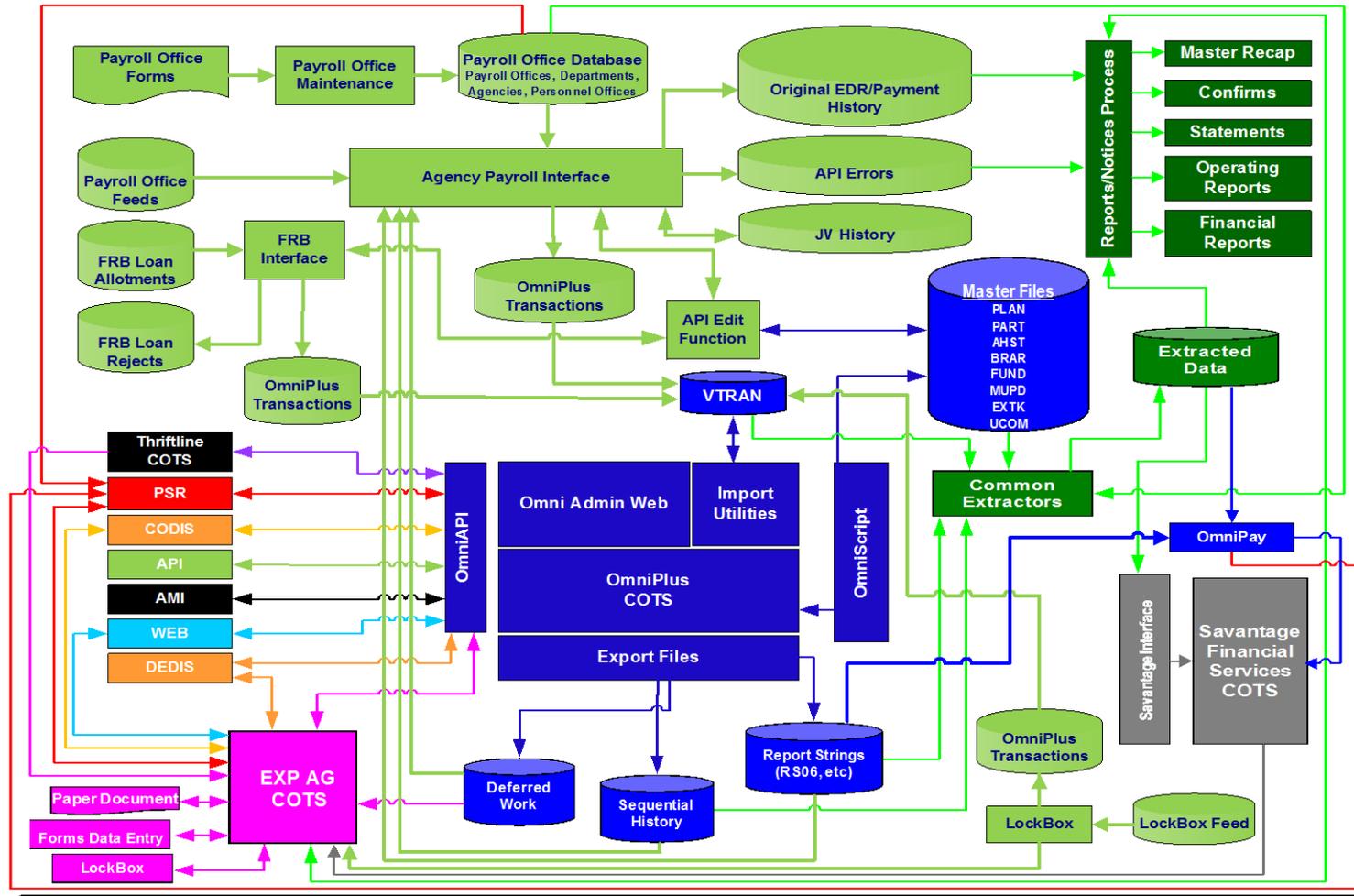
■ Speakers

- Tee Ramos, Division Chief, Business Applications
- Troy Poppe, Deputy CTO, Infrastructure, Operations, and Security

■ Objectives

- Explain the technology environments and architectures and business applications associated with TESS
- Review the technical requirements associated with TESS

TSP System



TSP Application Systems, Updated: 11/24/2011



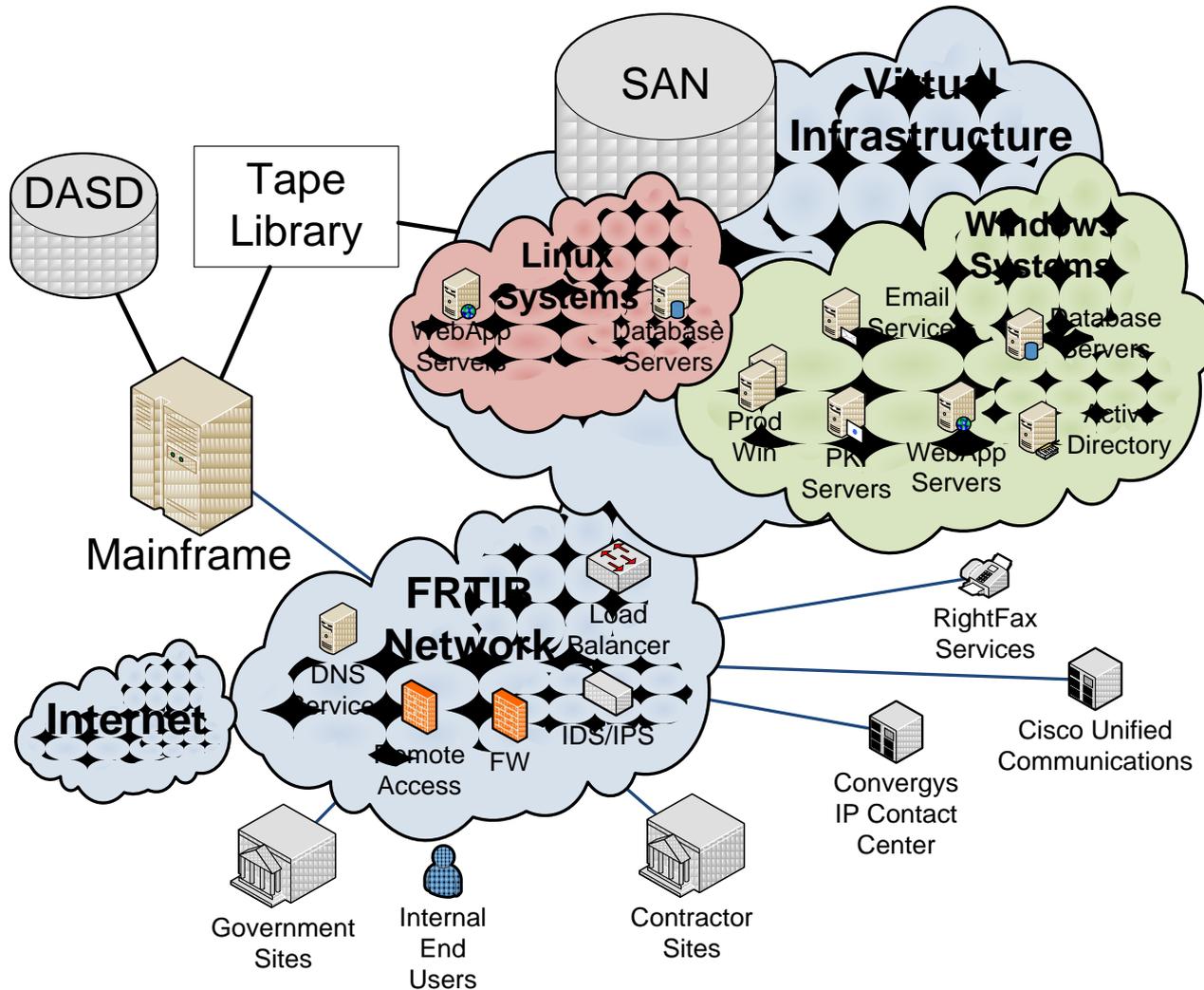
TSP Daily Processing

- Our most critical process
- Estimate trades, because of extremely large volumes
- Financial transaction cutoff at Noon
- Batch window runs from 8 PM until 6 AM (Eastern Time)
- Produce output, including reports and notices

TSP Daily Processing

1.	Run a non-post production edit on the recordkeeping system after Agency cutoff (approximately 6 AM)
2.	Provide early pre-notification of trades report based on Agency-submitted transactions
3.	Run a non-post production edit on the recordkeeping system after Financial Transaction cutoff (12 Noon)
4.	Provide second pre-notification of trades report to include all financial transactions
5.	Extract transactions from online environment to batch after non-financial cutoff (6 PM)
6.	Calculate and submit fund prices
7.	Process all of the transactions within the Unified
8.	Synchronize the online and batch environments as a result of the nightly Unified
9.	Load accounting information into general ledger and disbursement and tax reporting system
10.	Produce reports to the agencies with the results of the processing of agency transactions
11.	Produce accounting reports, including true up information from the processing of the Unified
12.	Produce participation and demographic reports
13.	Produce notices to participants resulting from participant-submitted transactions
14.	Transmit notice file to print provider
15.	Convert reports and notices to PDF and load into document imaging system
16.	Produce the disbursements file for Treasury
17.	Certify disbursements file to Treasury
18.	Provide updated account balances and transaction information to the Web, IVR, and statement repository

FRTIB Infrastructure

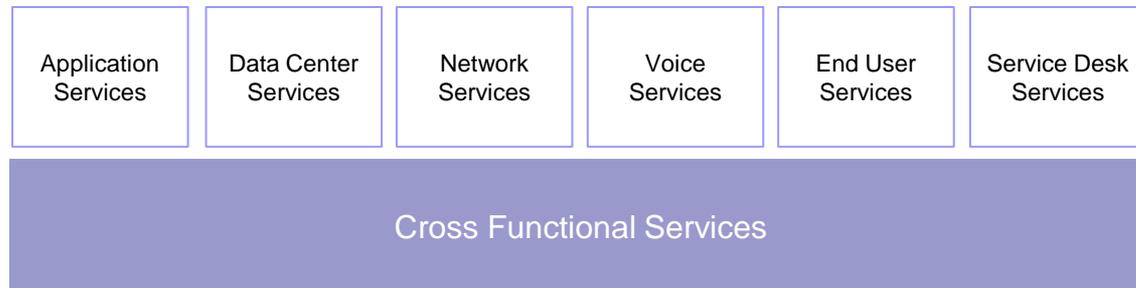




Cross Functional Services

■ Overview

- Cross Functional Services are the common set of services and processes that apply to the provision, delivery and management of all services in support of the FRTIB Information Technology (IT) infrastructure and Applications.





Cross Functional Services

- Service Environment
 - The Service Environment section in each IT Services Tower describes the environment to be supported
 - The Security Environment is critical to FRTIB's business, including compliance with FISMA
 - For purposes of the Cross Functional Services and all other Service Towers, FRTIB's Enterprise Information Security and Risk Management (EISRM) security policies are provided



Cross Functional Services

- Service Requirements (Roles and Responsibilities)
 - IT Life Cycle and Operations
 - Planning and Analysis
 - Requirements Definition
 - Design Specifications
 - Acquisition and Mgt
 - Asset Management
 - Software License Mgt
 - Engineering
 - Integration and Testing
 - Implementation and Migration
 - Environment and Facilities Support
 - Operations and Administration
 - Maintenance
 - Tech Refresh and Replenishment
 - Training and Knowledge Transfer
 - Documentation



Cross Functional Services

- Service Requirements (Roles and Responsibilities)
 - Service Delivery
 - Availability Management
 - Capacity Management
 - Performance Management
 - Services Level Monitoring & Reporting
 - Security
 - Backup and Recovery
 - IT Services Continuity and Disaster Recovery (DR)
 - Event/Incident Management
 - Problem Mgt Services
 - Configuration Management
 - Change Management
 - Release Management
 - Services Catalog
 - Services Support



Cross Functional Services

- Service Management (Service Levels)

Incident/Problem Resolution SLRs		
Incident/Problem Resolution	Performance Target	SLR Performance %
Reply back to End User and Notify FRTIB Service Manager of a Severity 1 or 2 Incident	< 15 minutes	98%
Reply back to End User and Notify FRTIB Service Manager of a Severity 1 or 2 Incident	< 1 hour	99.99%
Reply back to End User for a Severity 3 or 4 Incident	< 2 hours	98.0%



Cross Functional Services

- Service Management (Service Levels)

Incident/Problem Resolution SLRs		
Incident/Problem Resolution	Performance Target	SLR Performance %
Severity Level 1 Time To Resolve	< 2 hours	98.0%
Severity Level 2 Time To Resolve	< 4 hours	98.0%
Severity Level 3 Time To Resolve	< 6 hours	98.0%
Severity Level 4 Time To Resolve	Next Business Day or as prioritized by Provider	98.0%

Section A: Infrastructure and Operations



- Service Towers
 - Data Center Services
 - Data Network Services
 - End User Services
 - Service Desk Services
 - Voice Network Services



Data Center Services Tower

■ Overview

- Data Center Services are the services and activities required to provide and support FRTIB centralized production, quality assurance, and development computing environments.
- The data center environment includes centralized CPUs such as: Mainframe, Unix-based (virtualized and physical), Windows-based systems (virtualized and physical), and associated data storage and backup Services and supporting systems Software (e.g., operating systems, utilities, schedulers).
- This environment also includes the routers, switches, load balancers, and other network devices within the data center.



Data Center Services Tower

- Service Environment
- Final RFP will include:
 - Hardware and Software
 - Listing and description of all data center hardware, systems Software and utilities to be provided and supported
 - Services Locations
 - All Data Center Services shall be provided at co-location facilities



Data Center Services Tower

- Service Environment
 - Agreements and Licenses
 - A list of data center-related agreements and licenses
 - Work-In-Progress
 - Data center related initiatives in progress
 - Future Initiatives
 - Initiatives being considered but not in process
 - Baseline Information
 - Projected usage over multi-year period



Data Center Services Tower

- Service Requirements (Roles and Responsibilities)
 - Operations and Administration
 - Storage and Data Management
 - Output Management
 - Collaborative Computing
 - Remote Access
 - Database Administration
 - Middleware Administration



Data Center Services Tower

- Service Management (Service Levels)

System Availability SLRs		
System	Performance Target	SLR Performance %
Mainframe OS and Subsystems	Sunday–Saturday, 0000–2400	99.99%
Production Servers (Critical)	Sunday–Saturday, 0000–2400	99.97%



Data Center Services Tower

- Service Management (Service Levels)

Batch Processing SLRs		
Batch Processing Type	Performance Target	SLR Performance %
Scheduled Production Batch	90% of core jobs completed per approved schedule 95% of core jobs completed per approved schedule plus one hour 100% of core jobs completed per approved schedule plus two hours	99.9%
On Demand Production Batch	30 minutes to initiation	99%
On Demand Development /Test Batch	30 minutes to initiation	95%



Data Center Services Tower

- Service Management (Service Levels)

Output Delivery SLRs		
Output Delivery Type	Performance Target	SLR Performance %
Mainframe Production Print	Early Prenote: By 0630 next morning True Up: By 0600 next morning Late Prenote: By 1200 next day	99.9%



Data Network Management Services Tower

■ Overview

- Data Network Management Services are the services and activities required to provide and support FRTIB data network environment, including design/engineering, provisioning, management, administration and troubleshooting
- Data Network Management Services include:
 - Wide-area Network (WAN)
 - Local-area Network (LAN)
 - Virtual Private Network (VPN)
 - Network Security
 - Quality of Service



Data Network Management Services Tower

- Service Environment
 - Hardware, Software, and Circuits
 - Listing and description of
 - Data network hardware
 - Software and utilities
 - Data network circuits
 - Network topology diagrams Services Locations



Data Network Management Services Tower

- Service Environment
 - Work-In-Progress
 - Future Initiatives

- Service Requirements (Roles and Responsibilities)
 - Design/Engineering
 - Asset Acquisition and Network Services Provisioning
 - Network Operations and Administration
 - Network Monitoring and Reporting
 - Documentation
 - Firewall Management



Data Network Management Services Tower

- Service Management (Service Levels)

Network Availability SLRs

Service Type	Performance Target	SLR
Internet Access Availability	Sunday-Saturday, 0000-2400	99.999%
Client Facility Location Availability - Critical Locations	Sunday-Saturday, 0000-2400	99.999%
Client Facility Location Availability - Standard Locations	Sunday-Saturday, 0000-2400	99.90%
LAN Availability	Sunday-Saturday, 0000-2400	99.90%
VPN Availability	Sunday-Saturday, 0000-2400	99.99%



Data Network Management Services Tower

- Service Management (Service Levels)

Network Performance SLRs		
Performance Type Per Circuit	Performance Target	SLR
Network Transit Delay	Critical: 120 ms Standard: 150 ms	Critical: 99.99% Standard: 99.95%
Packet Delivery Ratio	Critical: 99.9% Standard: 99.5%	Critical: 99.99% (data loss \leq 0.01%) Standard: 99.95% (data loss \leq 0.05%)
Jitter	Critical: 1 ms Standard: 10 ms	Critical: 99.99% Standard: 99.95%



End User Services Tower

■ Overview

- End User Services include support for FRTIB and user owned devices including:
 - Desktops (fat & thin)
 - Laptop/notebooks
 - Virtual desktops
 - Smartphones
 - Tablet computers
 - FRTIB office printers, including multifunctional devices
 - IP telephony station devices
 - FRTIB-provided home office desktops and printers
 - Business productivity Software and FRTIB applications that are part of FRTIB-standard approved computing device image(s)
 - Applications that are not part of the core image and approved by FRTIB



End User Services Tower

- Service Environment (Final RFP will include)
 - Hardware and Software
 - Listing and description of all end user hardware to be provided and supported
 - Listing of all the end user software and core images to be supported
 - Work-In-Progress
 - Future Initiatives



End User Services Tower

- Service Requirements (Roles and Responsibilities)
 - Core Software Image Build and Deployment Services
 - Non-Core Desktop Software Build and Deployment Services
 - Install, Moves, Adds, Changes, Deletes (IMACs)
 - Desk Side Technical Support
 - Back Up and Restore Services
 - Operations and Administration Services
 - Special Support Services



End User Services Tower

- Service Management (Service Levels)

Installs, Moves, Adds, Changes SLRs		
Request	Performance Target	SLR Performance %
Urgent request	1 day	95.0%
1–10 in a single request	Within 2 days of request	95.0%
More than 10 in a single request	As agreed case-by-case	95.0%



Service Desk Services Tower

■ Overview

- Service Desk Services are the Services and activities required to coordinate and respond to Incidents and Services Requests made by FRTIB information technology (IT) Services Tower End-Users and technical staff
- Provider Service Desk is responsible for providing a toll-free Service Desk single point of contact (SPOC) and for providing end-to-end ownership (e.g., logging, tracking, Resolution and reporting) of Service Desk Incidents and Services Requests
- Currently the FRTIB performs some Service Desk functions on an adhoc basis. This is a new feature that we expect the successful offeror to provide on Day 1



Service Desk Services Tower

- Service Environment
 - Hardware and Software
 - List of FRTIB Service Desk supported software and hardware
 - Listing of all the end user software and core images to be supported
 - Software, Tools and Knowledge Databases
 - List of Service Desk Software, tools and knowledge databases used in the delivery of Service Desk Services to FRTIB



Service Desk Services Tower

- Service Environment
 - Required Languages
 - English is the required language
 - Work-In-Progress
 - Future Initiatives



Service Desk Services Tower

- Service Requirements (Roles and Responsibilities)
 - Single Point of Contact
 - Operations and Administration
 - Services Request
 - Remote Device and Software Management
 - Installs, Moves, Adds, Changes (IMAC)
 - Self-Help Support
 - Catalog Procurement
 - Exception Requests
 - Reporting



Service Desk Services Tower

- Service Management (Service Levels)

Response Time SLRs		
Service Desk Responsiveness	Performance Target	SLR Performance %
Speed-to-Answer	≤ 20 seconds	98%
Call Abandonment Rate	$\leq 5\%$	100%
E-Mail Response Rate	≤ 1 hour	98%
Voice Mail Response Rate	≤ 30 minutes	98%



Service Desk Services Tower

- Service Management (Service Levels)

Incident SLRs		
Service Desk Incident Resolution	Performance Target	SLR Performance %
First Contact Resolution	80% with <5% recalls	N/A
Incident Closure Notice (via e-mail and/or phone)	<20 minutes following Incident Resolution	98.0%
Root Cause Analysis	Provide monthly review of recurring and Level 1 and 2 Incident areas and Resolutions	100.0%



Voice Network Services Tower

■ Overview

□ Provider is responsible for operation and management of current and emerging Voice Network including the following services:

- Desk Phone
- Voice Network
- Local Services (dial tone)
- Long Distance
- Voice Messaging
- Directory Services
- Voice Conferencing
- Video Conferencing
- Inbound Toll-free Service
- Contact Center Services including:
 - Interactive Voice Response (IVR)
 - Automated Call Distribution (ACD)
 - Computer Telephony



Voice Network Services Tower

- Service Environment
 - Hardware , Software, and Circuits
 - Listing and description of all hardware to be supported
 - Listing and description of the software and utilities to be supported
 - A listing and description of the Voice Network circuits to be supported
 - A listing and description of the voice data sets and applications to be supported
 - Services Locations
 - A description and location of all FRTIB facility and office locations requiring Voice Network services



Voice Network Services Tower

- Service Environment
 - Voice Network Systems Features and Functions
 - List of required general and specific Voice Network system feature and functions



Voice Network Services Tower

- Service Management (Service Levels)

Voice Network Availability SLRs		
Service Type	Performance Target	SLR
Overall System Availability	Sunday-Saturday, 0000-2400	99.999%
Local Service	Sunday-Saturday, 0000-2400	99.99%
Long Distance	Sunday-Saturday, 0000-2400	99.999%
Incoming (Inbound) Toll-Free	Sunday-Saturday, 0000-2400	99.999%

Section B: Business Applications and Recordkeeping



- Service Towers
 - Recordkeeping
 - Applications



Recordkeeping Services Tower

■ Overview

- Non-IT business processes associated with TESS – basic defined contribution recordkeeping services (e.g., Required Minimum Distributions)
- Critical that the service provider have experience and expertise in business processing services for defined contribution Plans



Recordkeeping Services Tower

- Service Environment
 - Transaction volumes
 - Average Number of TSP Monthly Transactions ~ 8 Million with seasonal end of year surge
 - Average Value of TSP Value Monthly Transactions ~ \$2 Billion with seasonal end of year surge
 - Average Number of Monthly Notices* Generated – 550 Thousand
 - * Notices are electronic and paper based and include Confirmations, Rejections, Death Benefits, Enrollment, etc.



Recordkeeping Services Tower

- Service Environment
 - Work-In-Progress
 - FRTIB initiatives in progress
 - Future Initiatives
 - Initiatives being considered but not in process



Recordkeeping Services Tower

- Service Requirements (Roles and Responsibilities)
 - Required Minimum Distribution
 - Refund of Excess
 - G Funds Transfer/Forfeiture
 - Annual Tax Reporting
 - Year End Processing
 - Omni Scripting/Ad Hoc Reporting
 - Audit Support
 - Level 2 Functional Application Support
 - Quarterly and Annual Statement Processing



Recordkeeping Services Tower

- Service Management (Service Levels)

Required Minimum Distribution (RMD) SLRs		
RMD	Performance Target	SLR Performance %
RMD Processing	Number of RMD Processing Events performed successfully per the Schedule with correct information	100%

Refund of Excess Contributions SLRs		
Refund of Excess Contributions	Performance Target	SLR Performance %
Refund of Excess Contributions Processing	Number of Refund of Excess Contributions Processing Events performed successfully per the Schedule with correct information	100%



Applications Services Tower

■ Overview

- Activities which are essential to perform that pertain to Application Portfolio Management (APM), Application Development (AD) Application Operations and Maintenance Services (AO&M)
 - Includes project management, application architecture, Information Assurance (IA) security and compliance, defect tracking, user training, and continual service improvement



Applications Services Tower

- Service Environment
 - Applications to be Supported
 - Existing FRTIB applications, programs, and databases
- Service Environment
 - Work in Progress
 - Future Initiatives
 - Agreements and Licenses
 - List of Applications-related agreements and licenses
 - Development Environment
 - FRTIB specific and generic development environment components



Applications Services Tower

- Service Requirements (Roles and Responsibilities)
 - Application Development
 - Application Warranty Services
 - Application Maintenance & Production Support Services



Applications Services Tower

- Service Management (Service Levels)

Application Operations and Maintenance SLRs			
Service Type	Performance Target	Minimum Performance %	Measurement Interval
Reliability of Application	Criticality 1 Applications	99%	Daily
Reliability of Application	Criticality 2 Applications	97%	Daily
Reliability of Application	Criticality 3 Applications	95%	Daily
Response Time of the Application	As defined by FRTIB per app	95%	Daily
Service Requests – Delivery Reply	<48 hours	<5 days 98%	Weekly



Next Steps

- Presentation slides have been posted to www.frtib.gov
- Comments to draft Statement of Work due by October 12, 2012
- From October 15th until release of the draft RFP, prospective offerors may contact FRTIB regarding the draft TESS SOW
- Draft RFP will be issued in November and a comment period will be announced (www.fbo.gov and www.frtib.gov)
- Final RFP will be issued not later than the week of December 17, 2012 (same sites)