

## **U.S. DOE / Major Offices — U.S. Department of Energy, Office of Legacy Management (LM)**

Highland has developed a reputation for delivering exceptionally high quality, cost-effective, technology services and solutions to our customers. Many of the systems we have developed and presently developing for our clients are high-visibility, high-impact systems, such as the multiple tracking systems within our client base. The following paragraphs contain details of DOE Major Offices past performance.

1. Description and location of Client's Work: To provide for contractor technical and administrative support resources to maintain the IBM Lotus Notes network and application infrastructure supporting the Headquarters Lotus Notes Consortium (LNC), US Department of Energy. This includes providing software maintenance services for applications developed in Lotus Notes/Notes Domino for the Office of Procurement and Assistance Management (MA-60), the Office of Energy Efficiency and Renewable Energy (EE), the Office of Civilian Radioactive Waste Management (RW), Office of Environment Safety and Health (EH), and the Office of Worker Community and Transition (WT). It also includes operation for the IIPS helpdesk, wireless communications services, workstation administration services and customer support.
2. Contract held since: 01/01/02
3. Overall Performance:
  - **Quality of the Service provided and compliance with client's requirements** - accuracy of deliverables - technical excellence.
  - **Timeliness of Performance** - met interim milestones - reliable - responsive to technical direction - completed on time.
  - **Cost Control** - within budget - current accurate and complete billings.
  - **Customer Satisfaction** - satisfaction with the firm's services.