

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 3
2. AMENDMENT/MODIFICATION NO. 0005	3. EFFECTIVE DATE 06/23/2014	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 2/ Branch 2 381 Elden St Suite 4000 Herndon VA 20170	CODE D22	7. ADMINISTERED BY (If other than Item 6) DOI, National Business Center, AQD Suite 4000 Division 2/ Branch 2 381 Elden St Herndon VA 20170	CODE D22
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SRA INTERNATIONAL, INC. Attn: ATTN GOVERNMENT POC 4300 FAIR LAKES CT FAIRFAX VA 22033-4232		(x) 9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070303084 FACILITY CODE		9B. DATED (SEE ITEM 11)	
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS35F088AA D13PD01125	
		10B. DATED (SEE ITEM 13) 08/23/2013	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF FAR 52.212-4(c) Changes
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to realign labor rates and change the period of performance for this task order.

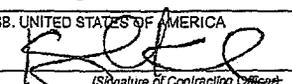
The period of performance for this effort is hereby changed from 1 November 2013 through 31 October 2014 to 1 November 2013 through 30 June 2014. Option Period One will commence 1 July 2014.

The total price for the Base Period is hereby reduced from \$36,976,925 to \$17,025,747.

The overall value of this task order currently remains unchanged at \$184,884,625.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Dana Latspeich Lead Contracts Admin	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly Luke
15B. CONTRACTOR/OFFEROR Dana Latspeich (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)
15C. DATE SIGNED 6/23/14	16C. DATE SIGNED 6/23/14

NAME OF OFFEROR OR CONTRACTOR
SRA INTERNATIONAL, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>*****Continued*****</p> <p>Payment Terms: PP30</p> <p>Period of Performance: 11/01/2013 to 06/30/2014</p>				

The purpose of this modification is to make the following changes:

a. Period of Performance

The period of performance for this effort is hereby revised to the following:

Base Period: 1 November 2013 – 30 June 2014

Option One: 1 July 2014 – 30 June 2015

Option Two: 1 July 2015 – 30 June 2016

Option Three: 1 July 2016 – 30 June 2017

Option Four: 1 July 2017 – 30 June 2018

Option Five: 1 July 2018 – 31 October 2018

b. Pricing:

The overall pricing for this effort is hereby revised in accordance with the Contractor's revised quote date 29 May 2014 attached hereto.

*****There are no other changes by way of this modification*****

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 1
2. AMENDMENT/MODIFICATION NO. 0004	3. EFFECTIVE DATE 05/14/2014	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 2/ Branch 2 381 Elden St Suite 4000 Herndon VA 20170	CODE D22	7. ADMINISTERED BY (If other than Item 6) DOI, National Business Center, AQD Suite 4000 Division 2/ Branch 2 381 Elden St Herndon VA 20170	CODE D22
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SRA INTERNATIONAL, INC. Attn: ATTN GOVERNMENT POC 4300 FAIR LAKES CT FAIRFAX VA 22033-4232		(x) 9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070303084 FACILITY CODE		9B. DATED (SEE ITEM 11)	
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS35F088AA D13PD01125	
		10B. DATED (SEE ITEM 13) 08/23/2013	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return 0 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to make the following change:

- a. Remove Star Kline as the Contracting Officer's Representative
- b. Add Donald Hall as the Contracting Officer's Representative
- c. Add Richard Slippy as the Alternate Contracting Officer's Representative.

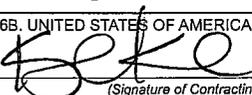
There are no other changes by way of this modification.

Payment Terms:

PP30

Period of Performance: 11/01/2013 to 10/31/2014

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly Luke
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)
15C. DATE SIGNED	16C. DATE SIGNED 5/14/2014

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES
			1 2
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 10/30/2013	4. REQUISITION/PURCHASE REQ. NO. 0040118805	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 2/ Branch 2 381 Elden St Suite 4000 Herndon VA 20170	CODE D22	7. ADMINISTERED BY (If other than Item 6) DOI, National Business Center, AQD Suite 4000 Division 2/ Branch 2 381 Elden St Herndon VA 20170	CODE D22
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SRA INTERNATIONAL, INC. Attn: ATTN GOVERNMENT POC 4300 FAIR LAKES CT FAIRFAX VA 22033-4232		(x) 9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070303084 FACILITY CODE		9B. DATED (SEE ITEM 11)	
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS35F088AA D13PD01125	
		10B. DATED (SEE ITEM 13) 08/23/2013	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: \$9,200,000.00
01

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return _____ 0 _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to remove the clause 52.232-18 "subject to availability of funds" from the base year of this task order.

Funding is hereby obligated in the amount of \$9,200,000. Additional funding may be provided up to the full not-to-exceed amount of the base period of \$36,976,925. The contractor is not obligated to perform, nor is the Government obligated to reimburse the contractor for costs in excess of the current allotment of \$9,200,000.

There are no other changes by way of this modification.

Payment Terms:

PP30

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly Luke
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 10/30/2013

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS35F088AA/D13PD01125/0001

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NAME OF OFFEROR OR CONTRACTOR
SRA INTERNATIONAL, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00010	Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694000 Functional Area: DNPAQE000.1K0000 Fund: XXXD4529NP Fund Center: DS68694000 Project/WBS: DR.NPA57.14NCI102 PR Acct Assign Line: 01 FOB: Destination Period of Performance: 11/01/2013 to 10/31/2014 Add Item 00010 as follows: IT Infrastructure Support Services IT Approval Num: N				9,200,000.00

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 8
2. AMENDMENT/MODIFICATION NO. 0006	3. EFFECTIVE DATE 07/01/2014	4. REQUISITION/PURCHASE REQ. NO. 0040149173	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AOD Division 2/ Branch 2 381 Elden St Suite 4000 Herndon VA 20170	CODE D22	7. ADMINISTERED BY (If other than Item 6) DOI, National Business Center, AOD Suite 4000 Division 2/ Branch 2 381 Elden St Herndon VA 20170	CODE D22
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SRA INTERNATIONAL, INC. Attn: ATTN GOVERNMENT POC 4300 FAIR LAKES CT FAIRFAX VA 22033-4232		9A. AMENDMENT OF SOLICITATION NO. <input checked="" type="checkbox"/>	9B. DATED (SEE ITEM 11)
CODE 0070303084	FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. GS35F088AA D13PD01125	10B. DATED (SEE ITEM 13) 08/23/2013

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule Net Increase: \$13,520,111.40

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority). THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF FAR 52.212-4 (c) Changes and FAR 52.217-9 Option to Extend the Term of the Contract
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
The purpose of this modification is to make the following changes:

- a. Exercise Option Period One for the performance period of July 1, 2014 through June 30, 2015.
- b. Incorporate the Contractor's revised quote dated June 25, 2014 (See revised pricing table attached hereto).
- c. Provide incremental funding for Option Period One in the amount of \$13,520,111.40

*****Continued*****
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Dana Lotspeich Lead Contracts Admin.	15C. DATE SIGNED 7/1/14	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly Luke	16C. DATE SIGNED 6/30/2014
16B. CONTRACTOR/OFFEROR (Signature of person authorized to sign) Dana Lotspeich		16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	

NSN 7540-01-152-8070
Previous edition unusable

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
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NAME OF OFFEROR OR CONTRACTOR
SRA INTERNATIONAL, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Payment Terms: PP30 FOB: Destination Period of Performance: 11/01/2013 to 06/30/2015 Change Item 00001 to read as follows (amount shown is the obligated amount):				
00001	Infrastructure Support Services - Placeholder CLIN Amount: (b)(4)(b)(4)(b)(4) Option Line Item 11/01/2013				0.00
	Change Item 00010 to read as follows (amount shown is the obligated amount):				
00010	IT Infrastructure Support Services IT Approval Num: N Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694000 Functional Area: DNPAQE000.1K0000 Fund: XXXD4529NP Fund Center: DS68694000 Project/WBS: DR.NPA57.14NCI102 PR Acct Assign Line: 01 Funded: \$0.00				0.00
	Change Item 00020 to read as follows (amount shown is the obligated amount):				
00020	Incremental Funding IT Approval Num: N Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694000 Functional Area: DNPAQE000.1K0000 Fund: XXXD4529NP Fund Center: DS68694000 Project/WBS: DR.NPA57.14NCI103 PR Acct Assign Line: 01 Funded: \$0.00				0.00
	Add Item 00030 as follows:				
00030	Option Year 1 Incremental Funding Continued ...				13,520,111.40

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS35F088AA/D13PD01125/0006

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NAME OF OFFEROR OR CONTRACTOR
SRA INTERNATIONAL, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	IT Approval Num: N Accounting Info: 01 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694000 Functional Area: DNPAQE000.1K0000 Fund: XXXD4529NP Fund Center: DS68694000 Project/WBS: DR.NPA57.14NIH105 PR Acct Assign Line: 01 Funded: \$13,520,111.40				

2. AMENDMENT/MODIFICATION NO. 0003 3. EFFECTIVE DATE 02/28/2014 4. REQUISITION/PURCHASE REQ. NO. 0040135554 5. PROJECT NO. (If applicable) 1 2

6. ISSUED BY CODE D22 7. ADMINISTERED BY (If other than Item 6) CODE D22

DOI, National Business Center, AQD
Division 2/ Branch 2
381 Elden St
Suite 4000
Herndon VA 20170

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) (x) 9A. AMENDMENT OF SOLICITATION NO.

SRA INTERNATIONAL, INC.
Attn: ATTN GOVERNMENT POC
4300 FAIR LAKES CT
FAIRFAX VA 22033-4232

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS35F088AA D13PD01125

10B. DATED (SEE ITEM 13) 08/23/2013

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) 01 Net Increase: \$9,200,000.00

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
The purpose of this modification is to provide incremental funding for the base period of this task order.

Funding is hereby provided in the amount of \$9,200,000.

The total funding for the base period of this task order is hereby increased from \$9,200,000 by \$9,200,000 for a new obligation of \$18,400,000. Additional funds may be provided via modification(s) up to the full Not-To-Exceed amount of \$36,976,925 for the base period. However, the Contractor is not obligated to perform, nor is the Government obligated to pay for costs in excess of the current allotment of \$18,400,000 for the base period.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
Kimberly Luke

15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16B. UNITED STATES OF AMERICA 16C. DATE SIGNED
(Signature of person authorized to sign) *(Signature of Contracting Officer)* 2/28/2014

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS35F088AA/D13PD01125/0003

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NAME OF OFFEROR OR CONTRACTOR
SRA INTERNATIONAL, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>There are no other changes by way of this modification. Payment Terms: PP30 Account Assignment: Y G/L Account: 6100.251B0 Business Area: D000 Commitment Item: 251B00 Cost Center: DS68694000 Functional Area: DNPAQE000.1K0000 Fund: XXXD4529NP Fund Center: DS68694000 Project/WBS: DR.NPA57.14NCI103 PR Acct Assign Line: 01 FOB: Destination Period of Performance: 11/01/2013 to 10/31/2014</p> <p>Change Item 00001 to read as follows (amount shown is the obligated amount):</p>				
00001	<p>Infrastructure Support Services - Placeholder CLIN Amount: (b)(4)(b)(4)(b)(4) Option Line Item) 11/01/2013</p> <p>Add Item 00020 as follows:</p>				0.00
00020	<p>Incremental Funding IT Approval Num: N</p>				9,200,000.00

ORDER FOR SUPPLIES OR SERVICES

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IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER 08/23/2013		2. CONTRACT NO. (If any) GS35F088AA		6. SHIP TO:	
3. ORDER NO. D13PD01125		4. REQUISITION/REFERENCE NO.		a. NAME OF CONSIGNEE	
5. ISSUING OFFICE (Address correspondence to) DOI, National Business Center, AQD Division 2/ Branch 2 381 Elden St Suite 4000 Herndon VA 20170				b. STREET ADDRESS	
7. TO: ATTN GOVERNMENT POC		f. SHIP VIA N/A		8. TYPE OF ORDER	
a. NAME OF CONTRACTOR SRA INTERNATIONAL, INC.		b. COMPANY NAME		<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY	
c. STREET ADDRESS 4300 FAIR LAKES CT		REFERENCE YOUR: quote dated 11/9/2012 revised 5/24/2013		Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
d. CITY FAIRFAX		e. STATE VA		f. ZIP CODE 22033-4232	
9. ACCOUNTING AND APPROPRIATION DATA				10. REQUISITIONING OFFICE	
11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT	
<input type="checkbox"/> a. SMALL <input checked="" type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. SERVICE-DISABLED <input type="checkbox"/> g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM <input type="checkbox"/> h. EDWOSB				Various	
13. PLACE OF		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	
a. INSPECTION Destination		b. ACCEPTANCE Destination		Multiple	
		N/A		16. DISCOUNT TERMS PP30	

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	The contractor shall provide Information Technology Infrastructure Support Services to the National Cancer Institute as identified in the Government's Statement of Work, the terms and conditions identified herein, and the term and conditions of the Continued ...					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages)
	21. MAIL INVOICE TO:						
	a. NAME		Invoice Processing Platform System				\$0.00
	b. STREET ADDRESS (or P.O. Box)		US Department of Treasury http://www.ipp.gov				
c. CITY		d. STATE		e. ZIP CODE		\$0.00	17(i) GRAND TOTAL

22. UNITED STATES OF AMERICA BY (Signature)



23. NAME (Typed)
Kimberly Luke
TITLE: CONTRACTING/ORDERING OFFICER

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO

2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER

CONTRACT NO.

ORDER NO.

08/23/2013

GS35F088AA

D13PD01125

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	<p>GSA Schedule referenced in block two of this award.</p> <p>This task order is being issued in accordance with 52.232-18 Availability of Funds (Apr 1984)</p> <p>Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.</p> <p>(End of clause)</p> <p>***CONTINUED****</p> <p>Admin Office: DOI, National Business Center, AQD Suite 4000 Division 2/ Branch 2 381 Elden St Herndon VA 20170</p> <p>Period of Performance: 11/01/2013 to 10/31/2014</p> <p>The total amount of award: \$0.00. The obligation for this award is shown in box 17(i).</p>					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

\$0.00

SECTION 1 – PRICING

This is a Labor Hour type contract that is issued in accordance with 52.232-18 Availability of Funds (Apr 1984) Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

(End of clause)

Contract Summary Table

	Begin Performance	End Performance	Estimated NTE	Cumulative NTE
Base Year	November 1, 2013	October 31, 2014	\$(b)(4)	\$(b)(4)
Option 1	November 1, 2014	October 31, 2015	\$(b)(4)	\$(b)(4)
Option 2	November 1, 2015	October 31, 2016	\$(b)(4)	\$(b)(4)
Option 3	November 1, 2016	October 31, 2017	\$(b)(4)	\$(b)(4)
Option 4	November 1, 2017	October 31, 2018	\$(b)(4)	\$(b)(4)

TOTAL PERFORMANCE PERIOD (1 November 2013 – 31 October 2018)

	Hours	Cost
GOVERNMENT SITE		
Program Manager - g	(b)(4)	(b)(4)
Senior Subject Matter Expert - g		
Project Manager/Subject Matter Expert - g		
Principal IT Specialist - g		
Senior IT Specialist - g		
IT Specialist - g		
Associate IT Specialist - g		
Entry Level IT Specialist - g		
Principal Engineer/Analyst - g		
Senior Engineer/Analyst - g		
Engineer/Analyst - g		
Junior Engineer/Analyst - g		
Entry Level Engineer/Analyst - g		
Senior Technician - g		
Technician - g		
Junior Technician - g		
Technical Writer/Administrative Support - g		
Subtotal Government-Site Labor		
 Travel - NS*		
Subtotal ODCs		

Base Year – 1 November 2013 – 31 October 2014

	Year 1 Rates	Discount	Discounted Rate	Hours	Cost
GOVERNMENT SITE					
Program Manager - g	(b)(4)				
Senior Subject Matter Expert - g					
Project Manager/Subject Matter Expert - g					
Principal IT Specialist - g					
Senior IT Specialist - g					
IT Specialist - g					
Associate IT Specialist - g					
Entry Level IT Specialist - g					
Principal Engineer/Analyst - g					
Senior Engineer/Analyst - g					
Engineer/Analyst - g					
Junior Engineer/Analyst - g					
Entry Level Engineer/Analyst - g					
Senior Technician - g					
Technician - g					
Junior Technician - g					
Technical Writer/Administrative Support - g					
Subtotal Government-Site Labor					
Travel - NS*	<u>Unit</u>		<u>Rate</u>	<u>Qty</u>	
Subtotal ODCs	EA			(b)(4)	
				(b)(4)	
				(b)(4)	
				(b)(4)	

Option Period One – 1 November 2014 – 31 October 2015

COST ELEMENT	Discounted Rate	Hours	Cost
LABOR			
GOVERNMENT SITE			
Program Manager - g	(b)(4)		
Senior Subject Matter Expert - g			
Project Manager/Subject Matter Expert - g			
Principal IT Specialist - g			
Senior IT Specialist - g			
IT Specialist - g			

Associate IT Specialist - g	
Entry Level IT Specialist - g	
Principal Engineer/Analyst - g	
Senior Engineer/Analyst - g	
Engineer/Analyst - g	
Junior Engineer/Analyst - g	
Entry Level Engineer/Analyst - g	
Senior Technician - g	
Technician - g	
Junior Technician - g	
Technical Writer/Administrative Support - g	
Subtotal Government-Site Labor	
Subtotal Labor	
OTHER DIRECT COSTS (ODCs)	Unit
Travel - NS*	EA
Subtotal ODCs	
GENERAL AND ADMINISTRATIVE (G&A) - NS*	
SUBTOTAL ODCs	
TOTAL LABOR HOUR (LH)	

(b) (4)
 (b) (4)

	Rate	Qty
(b) (4)		

Option Period Two 1 November 2015 – 31 October 2016

COST ELEMENT	Discounted Rate	Hours	Cost
LABOR			
GOVERNMENT SITE			
Program Manager - g			
Senior Subject Matter Expert - g			
Project Manager/Subject Matter Expert - g			
Principal IT Specialist - g			
Senior IT Specialist - g			
IT Specialist - g			
Associate IT Specialist - g			
Entry Level IT Specialist - g			
Principal Engineer/Analyst - g			
Senior Engineer/Analyst - g			
Engineer/Analyst - g			
Junior Engineer/Analyst - g			
Entry Level Engineer/Analyst - g			
Senior Technician - g			
Technician - g			
Junior Technician - g			
Technical Writer/Administrative Support - g			
Subtotal Government-Site Labor			

(b) (4)

Subtotal Labor

(b)(4)

OTHER DIRECT COSTS (ODCs)

Unit
EA

Rate Qty

Travel - NS*

Subtotal ODCs

GENERAL AND ADMINISTRATIVE (G&A) - NS*

(b)(4)

SUBTOTAL ODCs

TOTAL LABOR HOUR (LH)

Option Period 3 1 November 2016 – 31 October 2017

COST ELEMENT

Rate Hours Cost

LABOR

GOVERNMENT SITE

- Program Manager - g
- Senior Subject Matter Expert - g
- Project Manager/Subject Matter Expert - g
- Principal IT Specialist - g
- Senior IT Specialist - g
- IT Specialist - g
- Associate IT Specialist - g
- Entry Level IT Specialist - g
- Principal Engineer/Analyst - g
- Senior Engineer/Analyst - g
- Engineer/Analyst - g
- Junior Engineer/Analyst - g
- Entry Level Engineer/Analyst - g
- Senior Technician - g
- Technician - g
- Junior Technician - g
- Technical Writer/Administrative Support - g

(b)(4)

Subtotal Government-Site Labor

Subtotal Labor

OTHER DIRECT COSTS (ODCs)

Unit
EA

Rate Qty

Travel - NS*

Subtotal ODCs

GENERAL AND ADMINISTRATIVE (G&A) - NS*

(b)(4)

SUBTOTAL ODCs

TOTAL LABOR HOUR (LH)

Option Period Four: 1 November 2017 – 31 October 2018

COST ELEMENT	Discounted Rate	Hours	Cost
LABOR			
GOVERNMENT SITE			
Program Manager - g	(b)(4)		
Senior Subject Matter Expert - g			
Project Manager/Subject Matter Expert - g			
Principal IT Specialist - g			
Senior IT Specialist - g			
IT Specialist - g			
Associate IT Specialist - g			
Entry Level IT Specialist - g			
Principal Engineer/Analyst - g			
Senior Engineer/Analyst - g			
Engineer/Analyst - g			
Junior Engineer/Analyst - g			
Entry Level Engineer/Analyst - g			
Senior Technician - g			
Technician - g			
Junior Technician - g			
Technical Writer/Administrative Support - g			
Subtotal Government-Site Labor			
Subtotal Labor			
OTHER DIRECT COSTS (ODCs)			
Travel - NS*	EA	(b)(4)	
Subtotal ODCs			
GENERAL AND ADMINISTRATIVE (G&A) - NS*			
SUBTOTAL ODCs			
TOTAL LABOR HOUR (LH)			

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SECTION 2 - STATEMENT OF WORK

STATEMENT OF WORK National Cancer Institute (NCI) INFORMATION TECHNOLOGY INFRASTRUCTURE SUPPORT SERVICES

2.1 INTRODUCTION

The National Cancer Institute (NCI) is the Federal Government's principal agency that conducts and supports research, training, and health information dissemination with respect to the cause, prevention, diagnosis, and treatment of cancer, rehabilitation from cancer, and the continuing care of cancer patients and the families of cancer patients. NCI is the largest institute within the National Institutes of Health (NIH), a world-renown medical research facility and one of the most visible operating divisions of the Department of Health and Human Services (HHS). Further information about NCI is available on its public website at <http://www.cancer.gov/>.

NCI consists of six Divisions, four Centers, and several Offices, including the NCI Office of the Director (OD). There are approximately 9,000 employees and contractor staff, including research scientists, medical doctors, visiting international researchers, program administrators, and administrative staff. These employees are currently located in over 20 buildings in Bethesda, Rockville, and Frederick, MD.

NCI's Center for Biomedical Informatics and Information Technology (CBIIT), part of the OD, manages the information technology (IT) infrastructure for the entire institute. The NCI IT infrastructure is the collection of hardware, hardware maintenance contracts, software, network, labor, structures, and IT policy required to support the scientific and administrative activities of the NCI. Many of the activities supported by the IT infrastructure are critical parts of NCI's role in advancing progress in preventing and treating cancers of all kinds. The IT support CBIIT provides must enhance the work environment for the scientists, administrators, and program managers who carry out NCI's mission.

2.2 OBJECTIVE

The objective of this requirement is to acquire several classes of contract management, project management, and professional and technical support services necessary to manage and operate the Institute's integrated IT infrastructure.

Services required include technical and professional support services in the following areas:

- Desktop computer and user support;
- Core IT support;
- Network management and operations support;
- Unified Communications support;
- Information security support;
- Data center consolidation support; and
- Hardware and data center relocation support.

The acquired proactive and responsive user support services shall assist the NCI to achieve the following benefits:

- Improve consistency, accuracy, timeliness, integrity, quality, availability, and access to IT-managed information sharing across the enterprise;
- Provide economies of scale by providing mechanisms for sharing services across the

enterprise;

- Improve communication among the business organizations within the enterprise;
- Improve enterprise-wide security and security-compliance reporting;
- Increase stability of systems operations;
- Increase compliance with Green IT goals and initiatives; and
- Standardize business and technical processes.

2.3 SCOPE

The scope of this effort encompasses technical and professional support services necessary to provide the full range of IT infrastructure operations, maintenance, and user support required to support the NCI's mission. These services include, but are not limited to, provisioning and management of IT, infrastructure, network management, desktop support, help desk support, Unified Communications support, application software maintenance, and management support services to provide a managed support services solution. Equipment and hosting facilities are not within scope of this Statement of Work (SOW).

Independently and not as an agent of the Government, the Contractor shall be required to furnish all the necessary services and qualified personnel as needed to perform the SOW. The Contractor's PM shall report directly to the Contracting Officer's Representative (COR) and shall not direct or manage work of any CBIIT project or other support contractor staff. CBIIT aligns its IT services with the current and future business needs of the NCI Divisions, Offices, and Centers (DOCs), and continuously works to improve the quality of the IT services it delivers and its relationship with its customers. To address these challenges, CBIIT is implementing an Information Technology Service Management (ITSM) framework to plan, develop, deliver, and support its IT services. Using this service-oriented philosophy, the Contractor shall assist CBIIT to align its IT organization with NCI's mission and objectives, and efficiently and effectively manage IT services that support networks, systems, and applications across the NCI enterprise.

The Contractor shall provide overall technical and system support in accordance with industry standards and norms. This support shall also include the corporate management and oversight for a project of this size and complexity. The Contractor shall provide project management resources to deliver full project management life-cycle solutions including planning, tracking, deployment, and completion. The Contractor shall develop effective plans and minimize changes by setting realistic objectives, facilitating communication issues and consensus building among various project groups, maintaining a focus on deliverables, and using NCI provided project management software (Microsoft® Project) to track projects. The Contractor shall follow standards and policies set by industry and the CBIIT Project Management staff.

Offerors shall note that this contract may be modified at any time to accommodate increases or decreases in the number of end users supported, the number and types of systems requiring support, and legislative or executive changes that impact Federal requirements for information system development, deployment, maintenance, or security. Technical responses shall demonstrate the approach Offerors shall take in the event that additional resources are required.

2.4 SPECIFIC TASKS

In order to support the NCI mission, as well as project and system requirements, NCI must have sophisticated IT systems operations, management, and support services. This SOW describes the tasks that the Contractor must accomplish to meet these requirements.

Due to the large and complex nature of NCI IT operations, Offerors shall ensure that technical support staff that will provide these services possess the necessary and appropriate experience and skills to successfully complete all work assigned. Offerors can demonstrate this by successful completion of similar tasks in the past and by professional credentials held by proposed staff members.

2.4.1 TASK AREA 1 - CONTRACT MANAGEMENT

The Contractor shall provide the technical and functional activities necessary for the management of this SOW and all tasks provided under this SOW. The Contractor shall ensure that key personnel are sufficiently qualified to execute the tasks listed in this SOW. The Contractor shall assume responsibility to meet the cost, performance, and schedule requirements through the task execution.

The Contractor shall ensure that all personnel complete appropriate training. This includes, but is not limited to, the use of the programs necessary for this project and all applicable confidentiality, privacy, information security, and conflict of interest regulations and corresponding NIH and HHS policies. Contractor/subcontractor staff shall sign Non-Disclosure Agreements, as they shall have access to data that contains personally identifiable or business sensitive information.

Additionally, the Contractor shall furnish insights into the success of processes and provide suggestions for changes that would improve work efficiency and management effectiveness.

2.4.1.1 Contract Management Plan

The Contractor shall provide a *Contract Management Plan* outlining the tasks, subtasks, and approaches it will use to provide the required services including the specific deliverable documents, analyses, and reports to be developed. This plan also shall provide a proposed work plan and contract year spending plan specifying planned monthly costs to the Government. The Contractor shall maintain a current work plan and spending plan and shall submit modifications to the COR as required by changes in planned events and costs. When approved by the COR, these plans shall be used to monitor, control, and report progress, issues, and resource expenditure.

The Contractor shall manage the *Contract Management Plan* and resulting task activities following the HHS Enterprise Performance Life Cycle (EPLC) methodology. The COR shall provide the Contractor with the HHS EPLC guidance and CBIIT modified templates.

2.4.1.2 Contract Start-Up Meeting

Within ten business days of award, the Contractor shall participate in a Contract Start-Up Meeting and present an Orientation Briefing for the Government. The Government does not want an elaborate orientation briefing nor does it expect the Contractor to expend significant resources in preparation for this briefing. The intent of the briefing is to initiate the communication process between the Government and Contractor by introducing key task participants and explaining their roles, reviewing communication ground rules, and assuring a common understanding of subtask requirements and objectives.

The Orientation Briefing shall be held at the Government's facility or another designated location and both parties shall mutually agree upon the date and time. The purpose of this briefing is to introduce Contractor and Government staff associated with tasks to be accomplished under this Contract. In addition, the Contractor shall cover the proposed Contract management approach and demonstrate understanding of the work it must accomplish under this SOW.

2.4.1.3 Status Meetings and Reports

The Contractor shall participate in recurring management meetings and provide status updates and monthly status reports on the performance and progress toward successful completion of this SOW. The Contractor shall identify and discuss known and anticipated changes to work schedules and costs in these meetings. Currently, recurring management meetings include a bi-weekly program meeting, weekly change control meeting, and weekly program and COR meeting.

2.4.1.4 Quality Management Plan

The Contractor shall provide and follow a *Quality Management Plan* specifying the tasks, subtasks, and approaches it will use to ensure accuracy and quality of products delivered and services provided. The Contractor shall deliver this Plan in draft no later than one week following the approval of the *Contract Management Plan*. The Contractor shall ensure that all employees, at any level, can elevate quality concerns to senior management.

Additionally, the Contractor shall provide and implement an approved *Quality Assurance Plan* outlining how it shall control assigned task work efforts to ensure development and delivery of high quality services and products; provide insights into work processes; and provide positive guidance to improve work efficiency and acceptance of results.

2.4.1.5 Contract Transition

The Contractor shall work with CBIIT IT managers as they implement the IT Infrastructure Support Contract incumbent to transition the expiring contract to this new support contract. The Contractor shall ensure that working relationships are cordial, professional, that incoming managers and staff fully absorb methodologies, experiences, and lessons learned in order to rapidly and smoothly transition all work, management, and reporting tasks and efforts. In the final year of the Task Order, or in the event the Government requirements necessitate a re-compete of the requirements of this SOW, and prior to completion of this Contract's period of performance, the Contractor shall develop and deliver a *Transition Plan*. The purpose of the *Transition Plan* is to ensure an orderly and successful transition of the contract's functions and activities should the incumbent Contractor not be selected during the re-competition of the contract. This *Transition Plan* shall include processes, procedures, and activities the Contractor shall use, if not selected for a follow-on contract, to adequately educate and train the successful contractor's employees and smoothly and effectively transition work activities to a new Contractor.

2.4.2 TASK AREA 2 - PROGRAM MANAGEMENT

The Contractor shall provide a Program Manager and Project Managers with extensive knowledge of Project Management Institute (PMI) methodology. Knowledge of and experience with the HHS Enterprise Performance Life Cycle (EPLC) management methodology is highly desirable.

The Contractor shall provide overall technical and system support in accordance with industry standards and norms. This support shall also include the corporate management support and program management and oversight for any program of this size and complexity. The Contractor shall provide program and project management resources to deliver full management life-cycle solutions including planning, tracking, deployment, and completion. The Contractor shall develop effective plans and minimize changes by setting realistic objectives, facilitate communication issues and consensus building among various project groups, maintain a focus on deliverables, and use NCI provided project management software to track projects.

The Contractor shall follow standards and policies set by industry and the CBIIT Project Management staff.

2.4.2.1 Program Manager

The Contractor shall provide an overall Program Manager to facilitate Government-Contractor communications. The Program Manager shall be the primary technical and managerial interface between the Contractor, Contracting Officer (CO), and COR (who is located at NCI CBIIT in Rockville, MD). The Contractor shall designate in writing to the CO the name of this person, and an alternate or alternates, who shall act for the Contractor when the Program Manager is absent. The Program Manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operations.

The Program Manager or alternate shall be available during normal duty hours, as specified herein, to meet with Government personnel within 24 hours notice to discuss problems.

The Contractor's Program Manager shall meet with the CO/COR as necessary to maintain satisfactory performance and to resolve other issues pertaining to Government/Contractor procedures. At these meetings, Government and Contractor personnel shall work together to resolve all problems identified. The Contractor shall document action items stemming from these meetings, ownership assigned, timeframe proposed, and furnish this report to the Government within two (2) workdays of the subject meeting.

2.4.2.2 Project Management

The Contractor shall provide Project Managers who are certified by PMI as Project Management Professionals (PMP)[®]. Knowledge of and experience with the HHS EPLC management methodology is highly desirable. Project Managers also must demonstrate knowledge of the most current Information Technology Infrastructure Library (ITIL) standard and must complete, at a minimum, the ITIL Foundations certification within three months of beginning support on this contract, if not previously completed.

Project Managers shall:

- Follow the HHS EPLC project management methodology and implement PMI best practices;
- Deliver full project management life-cycle solutions including planning, tracking deployment, and completion for projects, upon request;
- Develop effective plans and minimize changes by setting realistic objectives;
- Facilitate communication and consensus building among various project groups;
- Use NCI-provided COTS project management software (Microsoft[®] Project) to track projects;
- Develop and maintain operational maintenance plans and procedures for completed projects;
- Contribute in the overall performance reporting to CBIIT reporting and operations management; and
- Continuously assess the ongoing performance of programs, processes, and systems to determine the overall effectiveness and efficiency of each to the NCI.

2.4.3 TASK AREA 3 - DESKTOP SUPPORT

2.4.3.1 Provide Direct End User Support

The Contractor shall provide staff to support approximately 9,000 users residing in approximately 20 buildings during normal business hours of 8:00 AM to 5:30 PM, Monday through Friday, excluding Government holidays and closures. These buildings are located on

the NIH campus in Bethesda, Rockville, and Frederick, MD (see list of buildings at Appendix 1). NCI CBIIT processes approximately 66,000 IT service requests each year. Appendix 2 shows the number of IT service requests processed per month based on priority classification.

The Contractor shall provide an integrated, managed solution that provides for the diverse desktop support needs of CBIIT's customers. At NCI, CBIIT supports:

- Microsoft Windows (approximately 6,682 computers)
- Apple OS (approximately 1,509 computers)
- Network Printers (approximately 1,350 printers)

NCI CBIIT provides desktop support for non-NCI organizations under Memorandums of Understanding (MOUs). NCI may add other NIH institutes as MOU customers under this Delivery Order at the direction of the COR. Staffing levels shall depend on the specific MOU. Current MOU customers include:

National Institute on Drug Abuse (NIDA)

- Approximately 392 users located in 2 different buildings
 - Microsoft Windows (approximately 533 computers)
 - Apple OS (approximately 34 computers)
 - Network Printers (approximately 70 printers)

Fogarty International Center (FIC)

- Approximately 104 users located in 2 different buildings
 - Microsoft Windows (approximately 159 computers)
 - Apple OS (approximately 4 computers)
 - Network Printers (approximately 10 printers)

National Center for Complementary and Alternative Medicine (NCCAM)

- Approximately 106 users located in 4 different buildings
 - Microsoft Windows (approximately 215 computers)
 - Apple OS (approximately 5 computers)
 - Network Printers (approximately 25 printers)

National Institute of Nursing Research (NINR)

- Approximately 100 users located in 3 different buildings
 - Microsoft Windows (approximately 223 computers)
 - Apple OS (approximately 6 computers)
 - Network Printers (approximately 25 printers)

Specific tasks shall include, but are not limited to, the following:

- Configure, install, and support desktop computers, laptop computers, handheld devices, printers, monitors, portable data storage devices, and other general peripherals.
- Relocate IT equipment including desktop computers, printers, monitors, portable data storage devices, and other general peripherals.
- Configure IT devices for secure operation, including installation of security software, software updates, and other configurations as required.
- Connect and configure IT devices to use computer networks.
- Diagnose hardware and software failures, communicate the remediation plans to users, and provide status updates.
- Provide software support for users of NCI-provided applications (as identified by the task), including basic to advanced software operations and general use of computers and peripherals.

- Support NCI and NIH proprietary software. NCI will provide Contractor staff training in all NCI and NIH proprietary software that the Contractor shall support.
- Provide support for installation, configuration, and operation of scientific software.
- Support desktop maintenance, including inventory and software distribution, and security maintenance, including virus updates and patch management.
- Provide virtual assistance sessions such as Windows Remote Assistance and Apple Remote Desktop.
- Develop end-user documentation and instructions.
- Design Standard Operating Procedures (SOPs) for common support tasks.

2.4.3.2 Provide On-site Coverage for Help Desk

The Contractor shall provide onsite coverage for the NCI help desk from 6:00 AM to 6:00 PM, Monday through Friday, excluding Government holidays. In order to support this requirement, the Contractor shall provide knowledgeable staff in the areas of operational management support. Generally, operational management encompasses service request management to ensure tracking, routing, and resolution of service tickets within set standards. The NCI Priority Matrix at Appendix 3 states the SLA response time and resolution time based on priority. It also provides examples of the issues categorized within each priority. The current Business Process Diagram for handling IT service desk requests is at Appendix 4. This process will be revised when NIH and NCI transition to using the ServiceNow system. Specific tasks shall include, but are not limited to, the following:

- Provide queue management support for service requests referred by the central NIH IT Service Desk. The NIH Service Desk tracks IT service requests in the ServiceNow IT help desk system.
- Record triage, prioritization, and categorization labeling on service requests.
- Provide clarification of the reported problem or for other areas when there is insufficient information, in an attempt to address the problem.
- Track service tickets using ServiceNow and ensure completion of service requests within SLAs.
- Ensure proper tracking procedures are followed by the help desk support staff including accurately triaging, specifying custom categorization and prioritization, and updating each service request in a timely fashion.
- Ensure data entry in the ServiceNow system is accurate and entered in a timely fashion.
- Provide follow-up telephone calls or emails to customers based on business process and other quality assurance activities.
- Generate reports daily, weekly, monthly, and ad hoc based on overall technical and business performance as it relates to the SLAs, projects, custom categories, and resources utilization.
- Generate reports on operational analysis.
- Provide Business Intelligence Reports on business performance augmented root cause analysis.

2.4.3.3 Centralized IT Equipment Receiving and Distribution

The Contractor shall provide services to support NCI's Centralized Receiving and Distribution Program. CBIIT provides this service for NCI only—not to its MOU customers (identified in Section 2.4.3.1). NCI users purchase desktop computers, laptops, smart phones/Personal Digital Assistants (PDAs), and servers through their Administrative Resource Center. Vendors deliver all IT equipment to the NCI Central Receiving Warehouse, currently located at 6130 Executive Blvd., Rockville, MD, but moving to the PSC Warehouse located at 16071 Industrial

Dr., Gaithersburg, MD in 2013. After the NCI Property Management Team checks it in, CBIIT images, configures, and delivers the equipment to the users. CBIIT currently processes about 1,780 computers (1,011 desktops, 769 laptops) and about 425 PDAs a year through this program. NCI experiences a purchasing surge toward the end of the Government fiscal year and into the beginning of the next fiscal year (mid-July through October). Of the 1,780 computers that we receive each year, about 49% of the items arrive during this timeframe.

The Contractor shall perform the following specific tasks:

- Configure each machine to conform to all HHS, NIH, and NCI requirements, including the U. S. Government Baseline Configuration (USGCB) and Secure One.
- Configure all desktop and laptop computers with the NCI Standard Computer Configuration.
- Encrypt all laptops and all other equipment designated for home use.
- Deliver the equipment to the user's office within five business days of receiving the computers from the NCI Property Management Team.
- Review the "NCI Hardware Recommendations" and "Generic Minimum Standards Recommendations" lists quarterly and update as needed (see Appendix 5).

2.4.3.4 Desktop Project Team

The Contractor shall provide knowledgeable, customer-focused IT support staff to provide desktop support. Staff members shall be responsible for day-to-day interactions with the NCI support staff and possess the experience and expertise to quickly identify technical problems, perform the necessary repairs, and resolve service requests. The Contractor shall provide personnel who are certified based on their level of responsibility and proposed job category. Examples of such certifications include Microsoft Certified Desktop Support Technician and Apple Certified Support Professional for PC and Mac technicians respectively. Individual staff shall have sufficient training to respond to most of the classes of task described in Section 2.4.3.1.

2.4.4 TASK AREA 4 - CORE IT SERVICE SUPPORT

CBIIT uses virtual and physical servers to provide services to the NCI community and its affiliates. We provide application hosting services, asset management, centralized patch management and application distribution, remote access, system monitoring and other core services in many data centers and server rooms throughout the NCI environment. The Contractor shall provide technical support services for these core IT capabilities.

NCI's Critical Network Infrastructure is included in these core IT capabilities. NCI defines a Critical Network Infrastructure item as any item that provides critical service for NCI customers. Examples of these critical services are network connectivity and services or applications provided by servers or clusters. It is essential that the Contractor monitor critical network infrastructure 24x7 and take quick steps to mitigate service interruptions and restore service. Examples of Critical Network Infrastructure Items are:

- NCI-owned Switch Infrastructure
 - Network Connectivity
 - Server Infrastructure
- Firewalls
- Servers
 - Hardware, such as NICs, Hard Drives, and Mother Boards
 - Standard Applications, such as Backups, AntiVirus, and Client/Server

- Custom NCI Applications
- Shared Network Storage
- Managed Storage
 - NAS
 - SAN

2.4.4.1 Server System Support

The Contractor shall provide services to support the physical and virtual servers needed to support software applications and application development at the NCI. CBIIT currently has more than 200 physical servers and runs a highly virtualized environment with more than 800 virtual computers. NCI currently supports primarily HP ProLiant rack mount and blade servers with a few Sun SPARC and x86 servers; however, the Contractor shall have a broad capability to support servers from multiple vendors. CBIIT primarily supports Windows, Red Hat LINUX, and Solaris operating systems (see Appendix 6).

Specific tasks shall include, but are not limited to, the following:

- Install new server hardware and software according to CBIIT standards.
- Update hardware, operating systems, and software as needed to provide required functionality and security.
- Support operational management and patch management for NCI's server resources.
- Monitor systems and provide information and statistics relevant to system capacity limits on data storage, system utilization, etc.
- Perform scheduled maintenance activities on all components of relevant systems (some activities may occur after normal business hours).
- Maintain and understand systems, applications, database, regulatory requirements, and security interdependencies of hosting systems.
- Provide hardware and software configuration management (SCM) and change management services to the project.
- Provide support to deploy hosting systems at co-location facilities.
- Provide statistics of systems usage, systems outages, end user requests, etc. at meetings, planning sessions, and other interactions with NCI CBIIT, the NCI Computer Services group, the NIH Center for Information Technology, and relevant IT contacts at the HHS as requested by the CBIIT project officer/COR.
- Develop and document system disaster recovery tests, in accordance with NIH policy, on a quarterly basis to ensure data integrity and availability.
- Keep abreast of current developments in server technology to assist NCI Federal staff in assessing the future direction of server technology.
- Provide professional support in the area of server needs to CBIIT or NCI staff engaged in software development programs.
- Provision and support the development and QA of applications created by NCI staff and affiliates.

2.4.4.2 Storage Support

CBIIT provides storage as a service to NCI customers by building specific file servers and unique hosting requests. CBIIT currently supports two methods of access to storage: Direct Attached Storage (DAS) and Storage Area Network (SAN). SAN is currently the method of choice. CBIIT maintains approximately 2,500 TB of SAN storage and 85 TB of DAS storage. A diagram of the backup topology is at Appendix 7.

The storage architecture is determined based on performance, speed, and size of the storage requirements of a specific effort and application:

- Tier 1 supports applications with high Input/Output requirements (for example RDBMS);
- Tier 2 supports Service Archive Script based file services; and
- Tier 3 supports efforts where rapid response is not required, such as for archiving data.

NCI currently has SAN facilities in four different buildings in Bethesda, Rockville, and Gaithersburg, MD. In addition, CBIIT leases space from the NIH Center for Information Technology (CIT) at the Sterling Data Center in Sterling, VA, which has the primary functions of data replication, continuity of operations, and backup.

The Contractor shall support the operation of NCI storage services and perform data protection activities according to CBIIT standards. Specific tasks shall include, but are not limited to, the following:

- Provide installation support (working with hardware vendors) for storage equipment procured by NCI.
- Administer storage within the SAN, NAS, and DAS areas, working with NCI staff to ensure that appropriate storage is available for the needs of the NCI customers.
- Maintain ad-hoc storage data infrastructure within scientific laboratories.
- Maintain storage data security and review data permission with primary data owners.
- Perform storage data backups per NCI established policies and standards.
- Manage and perform tape rotations for backup tape libraries.
- Perform storage data archival per NCI established policies and standards.
- Analyze the health and scalability of storage data.
- Analyze and recommend data security standards to ensure confidentiality, availability, and integrity.
- Develop and perform disaster recovery tests for storage and backup infrastructure in accordance with NIH policy, on a quarterly basis, to ensure data integrity and availability.
- Provide strategic planning support for growth and optimization of storage and backup infrastructure.
- Audit current data security restrictions such as access to network resources or data and recommend corrective action plans, as necessary.
- Audit storage data for data files moves, data file creates, data file deletes, and data file modifications.
- Audit data backups based on industry best practices on an on-going regular basis to ensure data backup integrity.
- Perform quarterly audits on backup policies and configurations to ensure complete coverage for all data.

2.4.4.3 Database Administration Services

CBIIT currently offers database hosting as a service to the NCI DOCs. CBIIT currently supports the following database platforms: Oracle, Microsoft MS SQL, MySQL, PostgreSQL, and FileMaker. See Appendix 6 for more details on the technology stack supported by NCI. The Contractor shall provide advanced database administration services to support relational database management system (RDBMS) and similar systems (such as XML based databases) and associated application server software. Support tasks shall include, but are not limited to, the following:

- Maintain Relational Database infrastructure, software, upgrades, and patches.
- Monitor and provide response for all database systems.

- Monitor and manage database capacity planning and resource utilization.
- Maintain backup and recovery capacity on databases.
- Design and implementing database security strategies for user access levels.
- Design database structures, auditing, security, managing patches, and other tasks as needed to ensure regulatory compliance and a proactive security posture.
- Manage user accounts.
- Performing analyses and tuning to maintain and enhance database operations and integrity.
- Develop SQL and UNIX shell scripts.
- Support client connectivity to the database.
- Provide technical assistance to application developers and end-users.
- Develop and document disaster recovery procedures, in accordance with HHS and NIH policies.
- Perform disaster recovery testing on a quarterly basis to ensure data integrity, confidentiality, and availability.

2.4.4.4 Server Room Management

The Contractor shall provide support for standard server room management in multiple server rooms in NCI/NIH facilities tasks, including, but not limited to, the following:

- Manage day-to-day operations of the NCI CBIIT server rooms and data centers.
- Monitor server room capacities.
- Provide general server room management including space, rack space management, power wiring, and air conditioning planning.
- Plan for future movement of equipment in and out of the facility to ensure continued support for NCI critical operations.
- Monitor environmental and other controls (power, AC, etc.) that impact operations.

2.4.4.5 Application Hosting Support

CBIIT provides hosting services, including replication and backup, for NCI online services. This service is comprised of, and supported by, a server room, server, software, maintenance, and upgrades. The service includes application hosting, testing, replication, and backup. NCI uses Web services for scientific research and collaboration, public cancer education, clinical trials, statistics, research and funding opportunities, news, etc. The Contractor shall provide NCI DOCs (including CBIIT) with physical and virtual environments as are required to support NCI developed and purchased applications. These tasks shall include, but are not limited to, the following:

- Work with representatives of industry, leading hardware manufacturers, resellers, and NCI personnel to develop state of the art hosting solutions.
- Design, install, and maintain a multi-tiered server infrastructure for the testing and deployment of applications developed by NCI staff and affiliates.
- Provide required functionality to support compliance with NCI, NIH and HHS policies.
- Support Web application hosting services including but not limited to DEV, QA, STAGE, and PROD environments.
- Provide support to developers that are deploying applications into CBIIT hosting environments.
- Maintain an ongoing development of the NCI Architectural Review Checklist used to support deployment activities.

- Provide support for software development, engineering environment, and configuration management.
- Support deployment of virtual and physical server infrastructure.
- Support deployment of hosting environments and systems at co-location facilities.
- Provide ongoing operations and maintenance support for applications deployed into the CBIIT hosting environment.
- Support and maintain network server and services including shared network storage, clustering, and virtualization;
- Provide directory management such as Lightweight Directory Access Protocol (LDAP), Open Directory, and Active Directory (AD).
- Perform scheduled maintenance activities during scheduled maintenance timeframes, on all components of relevant systems (Note to Offerors: These activities may occur outside of Government working hours.).
- Track and maintain software inventory installed on IT infrastructure items including computers and servers.
- Provide maintenance, contingency, and disaster recovery plans including inventories, staff training, and semiannual tests.

2.4.5 TASK AREA 5 - NETWORK MANAGEMENT AND OPERATIONS SUPPORT

NCI uses an Internet Protocol network to connect different offices and communicate with NIH, HHS, and other networks for its day-to-day business operations. The NCI local area network (LAN) connects to the NIH campus through the NIHnet backbone, operated by CIT. From there it connects to HHS and the Internet.

Additionally, NCI staff relies on the LAN to accomplish the day-to-day business for their organization. As part of its LAN service offering, CBIIT provides connectivity for authorized NCI users and supports the LAN infrastructure. This includes traditional Operating Support System (i.e., "Break-Fix") and Moves/Adds/Changes (MACs). MACs are logical and physical – logical in the adding and deleting of users from the enterprise and changing user attributes, and physical in the actual setting up of LAN ports for users and devices, and physically setting LAN connectivity.

The LAN is the means of connectivity for Web services, storage, and virtual computers. The LAN shall provide the security, performance, availability, and redundancy desired to serve the NCI community and comply with Government mandates such as the Federal Information Security Management Act (FISMA) and the Health Insurance Portability and Accountability Act (HIPAA). The Contractor shall work with CBIIT to implement and maintain tools such as firewalls, intrusion detection systems, a Security Information and Event Monitoring (SIEM) solution, and Network Access Control (NAC).

The LAN currently supports up to 20,000 switched LAN connections and shall support any standard LAN connection bandwidth of 10Mb, 100Mb, or Gigabit Ethernet. The Contractor shall provide professional services to support the installation, maintenance, operation, and security of the NCI LAN infrastructure. Note that CIT supports all wireless LAN services in NIH buildings; therefore, wireless LAN is not within the scope of this SOW.

NCI currently supports the following technology in its network infrastructure:

- Sun Microsystems
- HP ProLiant Servers (including blade servers)
- HP Storage Essentials Storage Manage Suite

- HP System's Insight Manager
- HP SiteScope
- Enterasys N & S Series switches
- Enterasys NAC
- Enterasys Netsight Manager
- Enterasys Policy Manager
- Enterasys SEIM
- F5 GTM & LTM

2.4.5.1 Network Design and Installation Support

The Contractor shall provide professional services to install and configure wired local area networks including switches and associated equipment.

2.4.5.2 Network Operations and Maintenance Support

The Contractor shall support the operations and maintenance of the NCI LAN. These services shall include, but are not limited to, the following:

- Support all currently used NCI LAN equipment.
- Replace failed components.
- Update hardware and software as needed.
- Manage access to NCI network segments and resources in compliance with HHS/NIH network segmentation and network access policies.
- Support network infrastructure and IP management for local area networks, switches, routers, firewalls, wireless access points, and other network devices.
- Manage network and server system configurations, including network design, fault tolerance, disaster recovery, troubleshooting, and monitoring.
- Support and maintain firewalls and rules sets.

2.4.5.3 Network Access Control Support

The Contractor shall provide professional services to install, maintain and manage components of the NCI NAC solution, and make recommendations to NCI staff on extending this capability in the future.

2.4.6 TASK AREA 6 - UNIFIED COMMUNICATIONS SUPPORT

The Contractor shall provide support for an NCI Unified Communications (UC) infrastructure including management of the central infrastructure and end user support. The scope of this effort includes the full range of infrastructure, network, telephony, video, meeting collaboration, support, and management tasks required to plan, design, implement, and support an Enterprise UC system in multiple NCI buildings. NCI maintains a Cisco based UC infrastructure.

2.4.6.1 Unified Communications Design and Installation Support

As NCI continues its implementation of UC services, the Contractor shall assist in the design and installation of systems and equipment to support UC.

2.4.6.2 Unified Communications Operations and Maintenance Support

The Contractor shall ensure smooth 24x7 operation of the NCI UC System. The current NCI UC environment includes, but is not limited to, the following:

- Cisco Telepresence endpoints
- Cisco CallManager 8.X
- Tandberg Video Conferencing systems
- Expressways and related hardware

- Cisco Voice over Internet Protocol (VoIP) gateways, routers and server hardware
- Cisco MeetingPlace, Presence, Unity Connection, Emergency Responder, CUCM, UCCX
- Enterprise Instant Messaging

These tasks shall include, but are not limited to, the following:

- Design SOPs for common support tasks.
- Develop policies and procedures for patches and updates for the NCI Enterprise UC system, VoIP Administration, and VoIP Services.
- Manage the Dial Plan Architecture.
- Manage Access Gateways.
- Manage Catalyst Digital Signaling Processor Provisioning.
- Manage IP Phones.
- Manage VoIP System Architecture, including redundant services.
- Troubleshoot IP Telephony Solutions.
- Monitor the UC system 24x7 to ensure call quality is optimum (including monitoring Quality of Service (QoS) performance).
- Monitor alerts and other notices from the NCI UC system.
- Configure and maintain NIH Active Directory synchronization with the CallManager system.
- Work with NIH CIT Telecommunications in troubleshooting Primary Rate Interface (PRI) connections and Session Initiated Protocol (SIP) trunks.

2.4.6.3 Unified Communications End User Support Services

The Contractor shall provide support for approximately 2,700 end-users on the use of UC technology. Support shall include, but is not limited to, the following:

- Operate VoIP communication devices including phones, softphones, PDA devices, video soft clients, and conferencing endpoints.
- Provision devices as needed, including remote (telework) configurations, to include CallManager configuration and phone and softphone installs.
- Configure and troubleshoot Unity Voicemail trouble calls.
- Develop end-user documentation and instructions on current NCI UC technologies and future enhancements.

2.4.6.4 Unified Communications Reporting and Documentation

The Contractor shall:

- Compile monthly reports and identify metrics to identify call issues.
- Provide system, issue and maintenance reports.
- Report on outages and issues that may require corrective action plans and post-event reporting.

2.4.7 TASK AREA 7 - INFORMATION SYSTEMS SECURITY SUPPORT

CBIT is responsible for operational security for all systems that they manage. In order to remain compliant with Federal regulatory standards, CBIT has to work closely with the NCI Information Systems Security Officer (ISSO) to categorize hosted applications, develop and present documentation and provide Security Assessment and Authorization (SA&A) services.

The Contractor shall provide dedicated senior, mid level, and junior level Security Engineers to assist the NCI ISSO and other NCI IT management staff to ensure compliance with all NCI, NIH, HHS, and Federal security regulations and policies. (See Appendix 8)

2.4.7.1 Security Operations Support

The Contractor shall provide staff to provide ongoing operational Information Security Support. Specific tasks shall include, but are not limited to, the following:

- Provide technical assistance in evaluating security software and hardware technologies and determining how they can be effectively integrated into the NCI environment.
- Provide technical assistance with integrating new security software and hardware into the NCI environment.
- Manage anti-virus and malware detection, analysis, and remediation. This includes providing installation, configuration, and support for ESET's NOD32 anti-virus software and console and requires experience with the use of GMER, Malware Bytes, and other anti-malware software tools.
- Perform regular operating system and application patching of Microsoft operating systems and applications. This requires experience with the installation, configuration, and use of Microsoft's Windows Server Update Services.
- Perform application patching of software such as, for example, Adobe Reader using Absolute Manage or other tools as appropriate. This requires the preparation of Absolute Manage patch packages for automated distribution. This includes, but is not limited to, patching of Adobe and Apple products.
- Perform system vulnerability scanning. This requires experience in the installation, configuration, and use of tools such as Symantec's Risk Automation Suite, Tenable's Nessus suite of products, and other tools as appropriate.
- Perform application vulnerability scanning. This requires experience in the installation, configuration, and use of IBM's Rational AppScan suite of products and other tools as required.
- Analyze the results of vulnerability scans done by NCI and NIH and the results of NIH penetration tests to determine appropriate remediation efforts.
- Provide technical recommendations, directions, and assistance to end users and support technicians in vulnerability remediation efforts.
- Track and report on vulnerability remediation efforts. Reporting shall be done both internally and to NIH.
- Assist in the review and development of security policies and procedures.
- Develop and enforce automated security processes.
- Work with end users, developers, system administrators, and network administrators to implement security practices, security-related system configurations, and security-related SOPs.
- Perform netflow, SEIM, and IDS analyses.
- Configure and maintain NCI firewalls.
- Provide security-related monitoring of all NCI systems and networks.
- Perform system and application log consolidation and analysis.
- Support NCI continuous monitoring efforts mandated by NIH.
- Provide support and expertise for NCI encryption efforts. This requires expertise and experience with whole-disk encryption products including those sold by Checkpoint, Symantec/PGP, and WinMagic.
- Provide comprehensive security incident management, including notification, response, remediation, forensic analysis, reporting, coordination with NIH, and lessons learned;

- Provide support for investigations requested by NIH, HHS, or other Government agencies.
- Provide support in preparing NCI responses to NIH and HHS security-related data calls and information requests related to audits.
- Assist with activities performed as part of NCI's Security Assessment and Authorization (SA&A) Program (formerly known as Certification and Accreditation.) This includes, but is not limited to, providing responses to requests from system auditors and participation in NCI contingency planning and disaster recovery efforts.
- Prepare and update network and system security documentation.
- Compile security compliance statistics and reports.

2.4.7.2 Security Assessment Support

The Contractor shall provide qualified professional staff to provide SA&A Support (formerly known as Certification and Accreditation) of NCI systems in consultation with the NCI ISSO and the NCI/CBIIT/Director of Information Security. Support in this area shall include:

- System security categorization;
- Definition of system baseline security requirements ;
- Performance of system test and evaluation (ST&E);
- Performance of annual security controls testing;
- Development of risk assessments;
- Development of system security plan;
- Development of system plan of action and milestones (POA&M);
- Development of self-assessments;
- Preparation of documents such as system owner letters, certification memos, and accreditation letters; and
- Input of all data into the NIH Certification and Accreditation Tool (NCAT) and maintenance of that data.

All ST&Es and all annual security controls testing shall be performed by staff that is independent of the staff that performs system development, system management, system maintenance, and operational security. All of the items listed in this section may be performed by the same independent staff.

NCI currently has 20 systems that require annual security controls testing and anticipates that six new systems shall require full SAs. In addition, the Contractor may be required to review SA&A documentation prepared outside of the NCI for accuracy and quality.

2.4.8 TASK AREA 8 - DATA CENTER CONSOLIDATION

NCI currently operates 19 server rooms in buildings in Bethesda, Rockville, Gaithersburg, and Frederick, MD. In accordance with the Federal Data Center Consolidation Initiative, NCI shall consolidate nine of its server rooms into two new data centers at the new NCI Shady Grove Life Sciences Center facility at 9609 Medical Center Drive, Rockville, MD.

The Contractor shall assist CBIIT to simplify IT infrastructure and standardize services for the institute while ensuring availability and performance of critical IT services. The NCI consolidation plan envisions that all NCI applications shall use a common set of CBIIT-provided core services. Currently, the NCI DOCs operate three of the NCI server rooms, so part of the data consolidation effort includes working with these customers to transition their core services support to CBIIT. While the DOCs shall continue to manage their applications according to their

individual business needs, CBIIT will support their applications with standard IT products and core services, including:

- Servers
- Storage
- Database services
- Security services
- Communications services
- Web application hosting

2.4.9 TASK AREA 9 - RELOCATION SERVICES

In early calendar year 2013, NCI will relocate approximately 2,400 staff from six different buildings into a new Shady Grove Life Sciences Center facility. This new building will consist of two new eight floor office towers with connector wings on the lower three floors. The current plan is for the move to occur as 16 separate move activations over a six-month period (December 2012 – May 2013), and the Shady Grove Move Schedule is at Appendix 9.

NOTE: Moving staff and their IT equipment to the new facility is not within the scope of this SOW. NCI's Office of Space and Facilities Management (OSFM) has a separate move contractor that will disconnect, pack, and label the desktop computers, monitors, and peripherals before the movers arrive. That contractor will also unpack and reconnect this equipment at the new Shady Grove facility though it will not test the equipment or connect users to network printers. The UC equipment vendor will install the 2,600 VoIP phones in individual workspaces.

The Contractor shall assist NCI to achieve its goal of ensuring optimum and efficient relocation with little to no interruption of IT services. Over the entire move period, the Contractor will disconnect, pack, and reconnect approximately 4,500 desktop and laptop computers, 4,000 monitors, and 1,000 stand-alone printers, and connecting 2,500 VoIP phones in individual workspaces. These tasks shall include, but are not limited to, the following:

- Set-up the desktop computers and connect them to the appropriate local and network printers, ensuring that everything is in place and working by Tuesday morning of each move week. (Note to Offerors: Some of these activities may occur outside of Government working hours.)
- Provide same-day desktop support to users who identify relocation-related issues.

Prior to moving staff equipment, the Contractor shall provide IT infrastructure to the building. These tasks shall include, but are not limited to, the following:

- Install new server hardware and software in the two new data centers according to CBIIT standards (see details listed in Task 2.4.4.1.).
- Provide installation support (working with hardware vendors) for storage equipment procured by NCI for the two new data centers (see details listed in Task 2.4.4.2.).
- Provide support for standard data center management (see details listed in Task 2.4.4.4).
- Install and configure wired local area networks, including switches and associated equipment in 31 LAN closets (see details listed in Task Area 5). There are two LAN closets on each floor of each building, and three LAN closets across the Terrace level. Cable plant design and installation, and installation of the racks in the LAN closets and data centers are not within the scope of this SOW.

- Assist in the design and installation of systems and equipment to support UC (see details listed in Task Area 6).

2.4.10 TASK AREA 10 - DOCUMENTATION AND STANDARDIZATION

The Contractor shall work with Federal technical leaders to identify or establish, and fully adhere to documentation policies and procedures that encompass the complete system life cycle. This shall include all activities, from initial high-level analysis through design, coding, testing, and debugging, to maintenance and the promotion of objects from development to test and then production environments.

Specific tasks shall include, but are not limited to, the following:

- Develop and maintain technical, and system documentation.
- Develop and maintain data dictionaries and glossaries.
- Review and recommend revisions to IT Application Development and Web Development Standards.
- Support a common technology base for development.
- Participate in the development of SOPs.
- Develop and maintain procedures, methods, and standards for development and maintenance of production Web sites.
- Establish enterprise standards, procedures, and guidelines related to the Web environment, and monitor Web site adherence to established standards, procedures, and guidelines.
- Develop and implement repeatable managerial policies, procedures, processes, standards and guidelines for such activities as report production, system documentation.
- Develop, track, and maintain all documents and artifacts that can be stored, shared, and accessed by both Contractor and IT team members.
- Develop and maintain contingency and disaster recovery plans for NCI Data Centers and NCI managed LANs.
- Support, as requested, reports, meeting minutes, or studies necessary in task completion requirements.

2.5 DELIVERABLES/DELIVERY SCHEDULE

The Contractor shall submit all written deliverable products, with the exception of the daily and weekly status reports, in draft format for review, comment, and approval by the COR. Final copies of approved drafts shall be delivered to the COR within five (5) business days after receipt of Government comments.

All written draft deliverable products shall be submitted in a quantity to be specified by the COR for each deliverable sufficient for distribution to appropriate reviewers and one electronic copy for review and comment. The Contractor shall submit two (2) printed copies and one (1) electronic copy of all final deliverable products. Other quantities and formats may be submitted after prior approval from the COR. Electronic copies will be submitted in Microsoft® Office 2003 format unless prior approval for another format has been obtained from the COR.

2.5.1 DELIVERABLES

All plans and reports must be written in plain language.

Contract Management Plan – The Contractor shall prepare draft and final versions of a *Contract Management Plan* specifying the tasks, subtasks, and approaches to be used to provide the services and products specified including the deliverable documents, analyses, and reports necessary to fulfill the requirements of this SOW. This Plan shall be delivered in draft not later than one week following the award of the Contract.

Quality Management Plan – The Contractor shall prepare draft and final versions of a *Quality Management Plan* specifying the tasks, subtasks, and approaches to be used to ensure adequate quality and integrity of data in the database. This Plan shall be delivered in draft not later than one week following the approval of the *Contract Management Plan*.

Operations and Maintenance Plans – The Contractor shall prepare and submit draft and final copies of a system *Operations and Maintenance Manual*. This reference manual shall include, but not be limited to, a detailed description of tasks, processes, activities, and steps to be followed to operate and maintain the system in all operating environments (development, testing, training, production, etc.). As a minimum, the content of the *Operations and Maintenance Manual* shall include the following information as applicable to the system:

Concept of Operations

- Document Purpose;
- Concept of Operations and References (Requirements, Design documents, training materials, etc.)
- Facilities and resources required for operations and maintenance (personnel, space, hardware, storage, furniture, etc.);
- Statement of system operation goals and expectations;

System Operations

- Hours of operation [if not continuous] or the conditions that trigger the commencement and termination of intermittent system operation;
- Automated processes involved in system operation;
- Operation activities [including monitoring of automated processes] needing human involvement and the personnel responsible for each;
- Backup facilities, personnel, and procedures for invoking use of backups;
- Interaction and coordination needed with other systems and personnel, including policies for decision making, overrides, and notification in the event of competing interests;
- Special procedures and interactions which apply in the event of major emergencies;
- Parameters used to monitor the effectiveness of system operation. Also, how those data are to be collected and reported;
- Policies on security, covering access to the system [e.g., log in/out, password management, remote access, and firewalls.], and fire and safety;
- Procedures related to system health monitoring and reporting, initiation of maintenance actions, and hand-off between operation and maintenance personnel at both the start and end of maintenance actions; and
- Policies regarding data collection and archiving, including what data are to be stored for how long.

System Maintenance

- Preventive maintenance activities and the time schedule or other triggers for each activity;
- Corrective maintenance activities, the relative urgency of each, and the maximum target response and correction times for each type of fault;
- Policies with regard to purchase of spare equipment, manufacturer or vendor maintenance agreements or extended warranties, and third party maintenance contracts;
- Parameters used to monitor the effectiveness of system maintenance, and how those data are to be collected and reported;

- Procedures for coordination with operations personnel and activities; and
- Demarcation of responsibilities relative to maintenance by other parties and procedures for coordination with personnel responsible for interconnected systems or components that are not part of this system.

Contact Information

The names and contact information of personnel:

- Currently assigned to system operation and maintenance.
- That must be notified in the event of an incident, outage, or other major event; and
- Personnel in other parts of the organization or in other organizations, including emergency response services, with which system operations & maintenance personnel must interact.

Daily Status Report - The Contractor shall document the efforts performed in the completion of each task area in a detailed daily status report. The report shall include as appropriate, but not be limited to, the following:

- Staff availability and resource availability
- Total number of open tickets for the previous five business days by category, subcategory, resource queue and priority

Weekly Status Report - The Contractor shall document the efforts performed in the completion of each task area in a detailed weekly status report. The report shall include, but not be limited to:

- Individual project status to include objectives met, work completed, and work outstanding or in progress
- Weekly resource challenges
- Issues or obstacles impeding progress and recommended solutions
- Status of deliverables/milestones
- Status and plan for activities relating to Very Important Persons (VIPs) and Critical Priority Service Tickets
- Status and plan for Service Tickets exceeding the SLA
- Resource planning/status
- Topics or issues identified by the Government COR
- Asset policy compliance reports including, but not limited to, encryption status, USGCB status, and patch status of all IT assets and remediation plans
- Total number of open tickets for the previous 5 business days by category, subcategory, resource queue and priority

Monthly Contract Status and Progress Summary Report – The Contractor shall prepare and submit *Monthly Contract Status and Progress Summary Reports*. Reports shall be forwarded to the COR by the 10th calendar day or next business day of the month following the reporting period. In addition, this *Report* shall be presented to the NIH enterprise system project managers for discussion, if requested by the COR. The delivered *Report* must be suitable for forwarding to NCI executive management. The format and content of the *Report* shall include the following:

- Program status including objectives met and outstanding
- Activities planned for the reporting period by task area
- Work and deliverables completed during reporting period by task area

- Status of ongoing activities including percentage of completion by task area
- Status of deliverables and milestones by task area
- Service ticket trends and analysis including reports and trends measuring average time to contact user, average time to close a ticket, priority, categories, and user satisfaction
- Server and Service availability statistics
- Staff training reports including status of compliance of all mandatory training and non-mandatory training
- Asset report including an up-to-date asset inventory that lists the NIH decal number, name of user, physical location, and serial number of all Government furnished equipment assigned to Contract staff
- Asset policy compliance reports including, but not limited to, encryption status, USGCB status, and patch status
- Quality assurance reports on compliance with existing SOPs and policies.
- Activities planned for the following reporting period by task area
- Travel planned for the following reporting period by task area and total
- Problems or issues projected or identified by task area
- Alternatives and recommended solution(s); i.e., risk mitigation strategy for identified or projected problems or issues
- Known or projected resources (staff and funding) and schedule impacts by task area or significant task
- Status of funds by task area and Contract including monthly and total expenditures and funds remaining
- Special topics or issues identified or requested by the COR

Monthly Financial Management Status Report – The Contractor shall prepare and submit *Monthly Financial Management Status Reports*. Reports shall be forwarded to the COR by the 15th calendar day or next business day of the month following the reporting period. Reports shall be broken out by task area for review by the appropriate NCI task lead. The delivered *Report* must be suitable for forwarding to NCI executive management. The format and content of the *Report* shall include the following as a minimum:

- Budgeted total and budgeted monthly hours and Contract total
- Actual hours expended by task area, for the reporting period and for the Contract to date, including breakdown by labor category and by name
- Actual costs to date and for the reporting period (based on actual hours) and Contract total
- Estimated Cost to Completion and Contract total
- Task and cost variance (for >10% variance include explanation/analysis) and Contract total
- ODC progress and costs and Contract total

Quarterly Status Report - The Contractor shall document the efforts performed in the performance of each task area in a detailed quarterly status report. The report shall include, but not be limited to:

- Encryption status of all computer systems in NCI
- Disaster Recovery tests for storage
- Disaster recovery tests for servers and services

- Storage Usage (total and allocated for all tiers)
- Numbers of devices connected to NCI-managed networks
- Numbers of NCI (or NCI-supported ICs) users in the NIH Active Directory
- Numbers of NCI (or NCI-supported ICs) computers in the NIH Active Directory
- Numbers of NCI (or NCI-supported ICs) computers in the NCI's Asset Mgmt application; and
- Numbers of applications hosted within CBIIT infrastructure

The Contractor shall provide a final report to the COR at the conclusion of the period of performance. The report shall summarize objectives achieved, significant issues, problems, and recommendations to improve the process in the future.

Transition Plan – The Contractor shall prepare and submit draft and final *Transition Plans*. This *Transition Plan* shall include detailed background information, workflow and processes, work plans and procedures, and specific activities the Contractor shall use and conduct, if not selected for a follow-on contract, to adequately educate and train the successful contractor's employees and smoothly and effectively transition CBIIT work activities to a new Contractor.

Contract Summary Report - The Contractor shall submit draft and final copies of a *Contract Summary Report* at the conclusion of the Delivery Order. This report shall describe the work accomplished, issues encountered, and resolutions to them, and lessons learned, and the success achieved in meeting the goals and objectives of the effort.

Other Deliverable Products – The Contractor shall prepare and provide other interim and deliverable products necessary to fulfill the requirements of this SOW on a schedule contained in the proposed and approved Contract Management Plan or as mutually agreed upon by the Contractor and the COR. These may include draft and final software document analyses, website evaluations, reviews, and reports necessary to fulfill the task area requirements in this SOW.

2.5.2 DELIVERABLE TABLE

DELIVERY SCHEDULE		
Task Area	Deliverable	Deliverable Due Date
1	Draft Contract Management Plan	One week after Contract award
1	Final Contract Management Plan	Five business days after receipt of Government comments
1	Draft Quality Management Plan	Five business days after approval of Final Contract Management Plan
1	Final Quality Management Plan	Five business days after receipt of Government comments
1	Operational Maintenance Plans	As specified in a Government-approved Contract Management Plan or as mutually agreed by the Contractor and the COR or Contracting Officer
1	Monthly Contract Status and Progress Summary Report	Monthly, on 10th calendar day or next business day
1	Monthly Financial Management Status Report	Monthly, on 15th calendar day or next business day
1	Draft Transition Plan	Five business days after receipt of Government comments
1	Final Transition Plan	As specified in a Government-approved Contract Management Plan or as mutually agreed by the Contractor and the COR or Contracting Officer
1	Draft Contract Summary Report	Five business days after receipt of Government comments

1	Final Contract Summary Report	As specified in a Government-approved Contract Management Plan or as mutually agreed by the Contractor and the COR or Contracting Officer
1	Daily Status Report	Five business days after receipt of Government comments
2	Weekly Status Report	Each business day at a time mutually agreed by the Contractor and the COR or Contracting Officer
2	Quarterly Status Report	Weekly on a day and time mutually agreed by the Contractor and the COR or Contracting Officer
2	Other Deliverables necessary to satisfy the requirements of this SOW	Five business days after receipt of Government comments
1 – 11	Other deliverables necessary to satisfy the requirements of this SOW	As specified in a Government-approved Contract Management Plan or as mutually agreed by the Contractor and the COR or Contracting Officer

2.6 QUALITY ASSURANCE AND MONITORING OF WORK DELIVERABLES

2.6.1 DELIVERABLE INSPECTION AND ACCEPTANCE

All work under this contract shall be monitored by the COR, who shall act as the primary technical representative of the Government. The COR shall perform final inspection and acceptance of all work performed, reports, and other deliverables at the place of delivery. The Contractor may not presume acceptance unless indicated in writing by the COR.

The COR, with the assistance of the NCI Infrastructure Manager, Support Manager, and other NCI Project Managers, is responsible for the following:

- Setting task priorities, revising task priorities when necessary;
- Communicating these priorities to the Contractor;
- Modifying delivery dates and schedules, as the result of communications between the COR and the Contractor, so that the revised priorities can be met; and
- Formally assessing the level of Contractor performance and ascribing the extent to which quality assurance and acceptable performance levels have been met.

2.6.2 GENERAL ACCEPTANCE CRITERIA

Each work product received from the Contractor under this SOW must meet the general quality measures set forth below.

- **Accuracy** – Work products shall be accurate in technical content and presentation.
- **Clarity** – Work products shall be clear and concise, adhere to accepted elements of style, and meet the requirements of the Plain Writing Act of 2010 (Public Law 111-274) as described at <http://www.nih.gov/clearcommunication/plainlanguage.htm>. All diagrams shall be easy to understand and be relevant to the support narrative.
- **Consistency to Requirements** – All work products shall satisfy the requirements of this SOW.
- **File Editing** – All text and diagrammatic files shall be editable by the Government.
- **Format** – Work products shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified directives or manuals.
- **Timeliness** – Work products shall be submitted on or before the due date specified in this SOW or submitted in accordance with a later scheduled date determined by the Government.

2.6.3 QUALITY ASSURANCE

The COR shall review, for completeness, preliminary or draft documentation that the Contractor submits, and may return it to the Contractor for correction. Absence of any comments by the COR shall not relieve the Contractor of the responsibility for complying with the requirements of this SOW.

Final approval and acceptance of documentation required herein shall be by letter of approval and acceptance by the COR. The Contractor shall not construe any letter of acknowledgment of receipt material as a waiver of review, or as an acknowledgment that the material is in conformance with this SOW. Any approval given during preparation of the documentation, or approval for shipment shall not guarantee the final acceptance of the completed documentation.

2.7 RESERVED

2.8 PERSONNEL

The Contractor is responsible for providing personnel with the necessary level of expertise to support the task activities and requirements in this SOW. The project manager for this contract is identified as (b)(4)

2.8.1 RESERVED

2.8.2 RESERVED

2.8.3 Program Manager

The Contractor shall provide a Program Manager to facilitate Government-Contractor communications. The Program Manager shall be the primary technical and managerial interface between the Contractor, Contracting Officer, and COR. The Program Manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operations.

The Program Manager or alternate must be available during normal duty hours as specified herein, and to meet with Government personnel within 24 hours to discuss problems.

2.8.4 RESERVED

2.9 TRANSITION PLAN

2.9.1 Phase In

The Contractor shall provide an organized transition plan that addresses the items identified below. The Transition Plan should propose a logical strategy to mitigate risk to the Government.

- a) Overview of how transition will be implemented and managed.
- b) Transition of key personnel and non-key personnel.
- c) Transition of Existing Efforts.
- d) Staffing plan implementation.
- e) Resources required for the transition.
- f) Responsibilities.
- g) Timeline.
- h) Risks and associated implications.
- i) Risk mitigation procedures.

Phase-in shall begin at contract award. The contractor shall complete all phase-in efforts in accordance with the approved transition plan (to include the Government's validation of the Transition Plan, containing critical events, schedules and approach) and be prepared to begin performance immediately and to be completed no later than thirty (30) calendar days after award. The contractor shall submit a weekly status report during the phase-in period and operational activities to the Contracting Officer's Representative (COR) beginning the 20th calendar day following award. The status report shall address those items identified as being key to the success of the transition as identified in the plan.

The incumbent contractor recognizes that the services provided by this contract are vital to the Government's overall effort, that the continuity thereof must be maintained in a consistently high level without interruption, that upon expiration of this contract a successor—either the Government or another contractor—may continue these services. That the successor, be it the Government or another contractor, will need phase-in training by the incumbent contractor, and that the incumbent contractor must give their best effort and cooperation in order to effect an orderly and efficient transition to a successor.

The incumbent contractor agrees to cooperate with the successor, whether it's the Government or another contractor, in allowing as many personnel as practicable to remain on the job in order to enhance the continuity and consistency of the services called for by this contract. If said employees are agreeable to the change and are accepted by the successor, then the incumbent contractor shall release them at a mutually acceptable date.

2.9.2 Phase Out

At the end of the period of performance, the incumbent contractor shall transition activities to the incoming contractor with minimal disruption of services to the government. The contractor shall maintain sufficient qualified staff to meet all requirements of this effort services. The contractor shall submit a written phase-out plan to the COR no later than ninety (90) calendar days prior to the expiration of the contract period, unless otherwise agreed upon. The plan shall detail phase-out activities to assure continuity of operations and the execution of a smooth and timely transition. Phase-out activities shall be coordinated through the COR. The outgoing contractor shall submit a weekly status report of phase-out activities to the COR beginning the 7th calendar day following the award of a successor contract until otherwise notified by the COR to discontinue. In the event the follow-on contract is awarded to an entity other than the incumbent, the incumbent Contractor shall cooperate to the extent required to ensure an orderly changeover to the successor Contractor. With regard to the successor Contractor's access to incumbent employees, a recruitment notice may be placed in each facility.

SECTION 3 - GENERAL TASK ORDER TERMS AND CONDITIONS

3.1 Period of Performance

Base Period: 1 November 2013 – 31 October 2014

Option One: 1 November 2014 – 31 October 2015

Option Two: 1 November 2015 – 31 October 2016

Option Three: 1 November 2016 – 31 October 2017

Option Four: 1 November 2017 – 31 October 2018

3.2 Place of Performance

The majority of work shall be at the NCI CBIIT offices currently located in Rockville, MD and other NCI facilities in the surrounding area. Limited telework may be allowed in some situations with COR approval and a telework agreement. All telework shall be billed as if working onsite at

the Government facility. Occasional travel to other NCI affiliate locations for on-site support may be necessary.

3.3 Hours of Work

The NIH requires ready access to the Contractor's personnel during normal Government business hours of 8:00 a.m. to 5:00 p.m. Monday through Friday, exclusive of Government holidays. However, the NCI also requires, that engineers and user support staff shall be on call 24 hours per day, 7 days per week, 365 days per year.

Occasionally, with the exception of the 24x7x365 on call support, the Contractor may be required to perform or provide services outside the normal hours of duty. These occasions shall be infrequent and require services to be performed after normal working hours in the evening or weekends (Saturday and Sunday). The COR and the Contractor will mutually agree upon any/all deviations to the schedule.

3.4 Travel

No funding is provided for travel at this time. Travel funds must be obligated to the contract by the Contracting Officer prior to approval of any travel for this task order.

Both local travel within the Washington, DC metropolitan area and long distance travel may be required. In the event that the need for travel arises, expenses invoiced to the Government shall be in accordance with Federal Acquisition Regulation (FAR) 31.205-46. The Contractor must submit receipts for airfare, hotel, rental cars, and all other expenses exceeding \$75. The COR must approve all travel in advance in writing.

The COR must approve any Contractor attendance at applicable seminars, conferences, etc., or Contractor coordination of professional meetings pertaining to this project.

3.5 Task Order Terms and Conditions

In addition to the terms and conditions specified in this task order, all terms and conditions of the Contractor's GSA Schedule contract shall apply.

3.6 Productive Direct Labor Hours

The Contractor can only charge the Government for "Productive Direct Labor Hours". "Productive Direct Labor Hours" are defined as those hours expended by Contractor personnel in performing work under this effort. This does not include sick leave, vacation, Government or Contractor holidays, jury duty, military leave, or any other kind of administrative leave such as acts of God (i.e., hurricanes, snow storms, tornadoes, etc.), Presidential funerals or any other unexpected Government closures.

3.7 Government Holidays

The following Government holidays are normally observed by Government personnel: New Years Day, Martin Luther King's Birthday, Presidential Inauguration Day (metropolitan DC area only), George Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, Presidential Proclamation. Or any other kind of administrative leave such as acts of God (i.e., hurricanes, snow storms, tornadoes, etc.), Presidential funerals, or any other unexpected Government closures.

3.8 Managing to the Labor Category Ceilings

The Contractor is required to manage this requirement to the proposed solution labor category ceilings. Therefore, the labor category ceilings shall be maintained for each period of performance. This requirement is not issued with the assumption that the Contractor will only manage to the period of performance ceilings – this assumption shall be rejected by the Government.

3.9 Authority to Obligate the Government

The Contracting Officer is the only person with authority to act as agent of the Government under this contract and the only individual who can legally commit or obligate the Government to the expenditure of public funds. Only the Contracting Officer has authority to: (1) direct or negotiate any changes in the Statement of Work; (2) modify or extend the period of performance; (3) change the delivery schedule; (4) authorize reimbursement to the Contractor of any costs incurred during the performance of this Contract; or (5) otherwise change any terms and conditions of this Contract. No cost chargeable to the proposed contract can be incurred before receipt of a fully executed contract or specific authorization from the Contracting Officer.

3.10 Payment for Unauthorized Work

No payments will be made for any unauthorized supplies or services, or for any unauthorized changes to the work specified herein. This includes any services performed by the Contractor of their own volition or at the request of an individual other than a duly appointed Contracting Officer. Only a duly appointed Contracting Officer is authorized to change the specifications, terms, and conditions under this effort.

3.11 Quality Assurance

The COR will review, for completeness, preliminary or draft documentation that the Contractor submits, and may return it to the Contractor for correction. Absence of any comments by the COR will not relieve the Contractor of the responsibility for complying with the requirements of this work statement. Final approval and acceptance of documentation required herein shall be by letter of approval and acceptance by COR. The Contractor shall not construe any letter of acknowledgment of receipt material as a waiver of review, or as an acknowledgment that the material is in conformance with this work statement. Any approval given during preparation of the documentation, or approval for shipment shall not guarantee the final acceptance of the completed documentation.

3.12 Personnel Requirements

3.12.1 Key Personnel Definition

Certain skilled experienced professional or technical personnel are essential for accomplishing the work to be performed. These individuals are defined as "Key Personnel" and are those persons whose resumes were submitted and marked by the vendor as "Key Personnel". During the first ninety (90) days of performance, no substitutions shall be made of accepted key personnel except for sudden illness or death, or termination of employment. The Government shall accept substitutions only if in compliance with the "Substitution of Key Personnel" provision identified below.

3.12.2 Substitution of Key Personnel

All Contractor requests for approval of substitutions hereunder shall be submitted in writing to the COR and the Contracting Officer at least thirty (30) calendar days in advance of the effective date, whenever possible, and shall provide a detailed explanation of the circumstances

necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the Contracting Officer necessary to approve or disapprove the proposed substitution. Proposed substitutes should have comparable qualifications to those of the person(s) being replaced. The COR and the Contracting Officer will evaluate such requests and promptly notify the Contractor of approval or disapproval in writing.

3.12.3 Key Personnel Designation

For the purpose of the overall performance of this effort, the Contractor's Program Manager, Operations Manager, and Project Manager(s), and one of each of the following: Desktop Support Manager (Apple certified), Senior Software Systems Engineer, Senior Server Systems Engineer, Senior Database Administrator, Senior Storage and Data Protection Engineer, Unified Communications Engineer, Senior Network Engineer, Senior IT Security Engineer, and Systems Architect or equivalents shall be designated as key personnel.

3.13 Contractor Personnel

The Contractor shall be responsible for managing and overseeing the activities of all Contractor personnel, as well as subcontractor efforts used in performance of this effort. The Contractor shall provide necessary and sufficient personnel to accomplish all the services within the timeframes specified in this contract. Contractor personnel shall be trained, qualified, and certified under the requirements specified in this contract, and be given full knowledge of the requirements of this contract before starting work. The Contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained in the statement of work. Resumes submitted for employees assigned to perform under this statement of work shall contain documented experience directly applicable to the functions to be performed. Further, these prior work experiences shall be specific and of sufficient variety and duration that the employee is able to effectively and efficiently perform the functions assigned.

3.14 Contractor Interfaces

The Contractor or its subcontractors shall be required, as part of the performance of this effort, to work with other Contractors working for the Government. Such other Contractors shall not direct this Contractor or its subcontractors in any manner. Also, this Contractor or its subcontractors shall not direct the work of other contractors in any manner.

The Contractor shall work closely with other CBIIT contractors to implement procedures to ensure open, timely, and effective communication, information exchange, and reporting among the Contractors and the Government. These procedures shall be submitted to NCI management for review and comment, and the final version agreed upon by all parties.

3.15 Contractor Identification

Contractor personnel shall present a neat appearance and be easily recognized as Contractor employees by wearing a Security Identification Badges at all times while on Government premises. When Contractor personnel attend meetings, answer phones, and work in other situations where their status is not obvious to third parties they must identify themselves as such to avoid creating the impression that they are Government employees.

3.16 Non-Personal Services and Inherently Governmental Functions

Pursuant to FAR 37.1, no personal services shall be performed under this SOW. All work requirements shall flow only from the COR to the Contractor Project Manager. No Contractor employee will be directly supervised by the Government. All individual employee assignments, and daily work direction, shall be given by the applicable Contractor supervisor. If the

Contractor believes any Government action or communication has been given that would create a personal services relationship between the Government and any Contractor employee, the Contractor shall promptly notify the Contracting Officer of this communication or action.

Pursuant to FAR 7.5, the Contractor shall not perform any inherently Governmental actions under this SOW. No Contractor employee shall hold him or herself out to be a Government employee, agent, or representative. No Contractor employee shall state orally or in writing at any time that he or she is acting on behalf of the Government. In all communications with third parties in connection with this SOW, Contractor employees shall identify themselves as Contractor employees and specify the name of the company for which they work. In all communications with other Government Contractors in connection with this SOW, the Contractor employee shall state that they have no authority to in any way change this SOW and that if the other Contractor believes this communication to be a direction to change their contract, they should notify the Contracting Officer for that contract and not carry out the direction until a clarification has been issued by the Contracting Officer.

The Contractor shall insure that all of its employees working on this SOW are informed of the substance of this article. Nothing in this article shall limit the Government's rights in any way under the other provisions of this SOW, including those related to the Government's right to inspect and accept the services to be performed under this SOW. The substance of this article shall be included in all subcontracts at any tier.

3.17 Rights in Data

The Contractor agrees that upon completion (or termination with or without cause) of this Contract, it shall have no property or possessor rights to any of the correspondence, files, or materials of whatever kind or description, or any copies or duplicates of such, whether developed or prepared by it or furnished to it by the Government in connection with the performance of this Contract; and that upon demand it shall surrender immediately to the Contracting Officer such items, matters, materials, and copies.

The Contractor shall not provide any Government documents, information or licensed material in any form to sources not authorized by the Government, during or after performance of this Contract, without the written approval of the COR.

All data/information first produced as a result of performing task assignments under this Contract shall become the Federal Government's property and the Contractor shall surrender any and all rights to its ownership. To this end, the Contractor hereby agrees to accept the terms and conditions of Federal Acquisition Regulation (FAR) clause 52.227-17, *Rights in Data – Special Works (December 2007)* which is incorporated into this Contract by reference.

3.18 Release of Information

No news release (including photographs and films, public announcements, denial or confirmation of same) on any part of the subject matter of this effort or any phase of any program hereunder shall be made without the prior written approval of the Contracting Officer.

The Contractor is prohibited from releasing to any source, other than the sponsoring activity, any interim, draft and final reports or information pertaining to services performed under this contract until report approval or official review has been obtained. Furthermore, the Contractor shall insure that the cover of all interim, draft and final reports contain the following statement: "The view, opinions, or findings contained in this report are those of the author(s) and should not be construed as an official Government position, policy or decision, unless so designated by other documentation."

There shall be no dissemination or publication, except within and between the Contractor and any subcontractors, of information developed under this contract or contained in the reports to be furnished pursuant to this effort without prior written approval from the Contracting Officer.

Information made available to the Contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer.

The Contractor agrees to assume responsibility for protecting the confidentiality of Government records, which are not public information. Each Contractor or employee of the Contractor to whom information may be made available or disclosed shall be notified in writing by the Contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

3.19 Disclosure of Information

Information made available to the Contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer.

The Contractor agrees to assume responsibility for protecting the confidentiality of Government records, which are not public information. Each Contractor or employee of the Contractor to whom information may be made available or disclosed shall be notified in writing by the Contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

3.20 Data, Data Rights, and Computer Software

Notwithstanding any other clause concerning data, data rights and computer software and hardware under this contract, all data and source code produced, recorded, transferred, or manipulated under this contract will remain the exclusive property of the Government, irrespective of the manner or method of recording or storage and no matter what form of computer mechanism is used in the processing of said information or data. The Government will retain exclusive rights and domain over any by-product produced under this contract, or any other use of the data produced under this contract by either plan or accident.

3.21 Limited Use of Data

Performance of this effort may require the Contractor to access and use data and information proprietary to a Government agency or Government Contractor that is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government or others.

Contractor or Contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorized Government personnel or upon written approval of the Contracting Officer. The Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort. Nothing herein shall preclude the use of any data independently acquired by the Contractor without such limitations or prohibit an agreement at no cost to the Government between the Contractor and the data owner that provides for greater rights to the Contractor.

3.22 Section 508 Compliance Requirements

Any/all electronic and information technology procured through this effort must meet the applicable accessibility standards at 36 CFR 1194. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov>.

3.23 Government Furnished Equipment (GFE)/Government Furnished Information (GFI)

For work performed in the Government's facilities, the Government shall provide the Contractor with Government workspace, IT equipment, software, and access to information required to successfully perform the work requirements.

Contractor employees shall be directly responsible for the care, use, safeguarding, and accounting for the Government property issued to him/her. The equipment issued shall be applicable to HHS and NIH policies and used only for authorized Government purposes and not be used for personal use.

3.24 Organizational Conflict of Interest

The effort to be performed by the contractor under this task order includes consultation and program management services. Consequently, performance of this task order creates potential organizational conflicts of interest such as are contemplated by Federal Acquisition Regulation (FAR) 9.505. It is the intention of the parties that the contractor will not engage in any other contractual or other activities which could create an organizational conflict of interest with its position under this task order; which might impair its ability to render unbiased advice and recommendations; or in which it may derive an unfair competitive advantage as a result of knowledge, information, and experience gained during the performance of this task order. The contractor shall not employ any person who is an employee of the United States Government if that employment would, or could appear to, cause a conflict of interest.

3.25 ADMINISTRATIVE CONSIDERATIONS**3.25.1 Points of Contact**

The Contracting Officer (CO) for this effort is as follows:

Department of the Interior
Acquisition Services Directorate
ATTN: Kimberly Luke
381 Elden Street, Suite 4000
Herndon, Virginia 20170-4817
Kimberly_Luke@ibc.doi.gov

3.26 DIAR 1452.201-70 AUTHORITIES AND DELEGATIONS (SEPT 2011)

(a) The Contracting Officer is the only individual authorized to enter into or terminate this contract, modify any term or condition of this contract, waive any requirement of this contract, or accept nonconforming work.

(b) The Contracting Officer will designate a Contracting Officer's Representative (COR) at time of award. The COR will be responsible for technical monitoring of the Contractor's performance and deliveries. The COR will be appointed in writing, and a copy of the appointment will be furnished to the Contractor. Changes to this delegation will be made by written changes to the existing appointment or by issuance of a new appointment. The COR for this contract will be:

Star A. Kline phone: 301-480-7161; email: klines@mail.nih.gov
2115 E. Jefferson St., Suite 6000
Bethesda, MD 20892-8350

- (c) The COR is not authorized to perform, formally or informally, any of the following actions:
- (1) Promise, award, agree to award, or execute any contract, contract modification, or notice of intent that changes or may change this contract;
 - (2) Waive or agree to modification of the delivery schedule;
 - (3) Make any final decision on any contract matter subject to the Disputes Clause;
 - (4) Terminate, for any reason, the Contractor's right to proceed;
 - (5) Obligate in any way, the payment of money by the Government.

(d) The Contractor shall comply with the written or oral direction of the Contracting Officer or authorized representative(s) acting within the scope and authority of the appointment memorandum. The Contractor need not proceed with direction that it considers to have been issued without proper authority. The Contractor shall notify the Contracting Officer in writing, with as much detail as possible, when the COR has taken an action or has issued direction (written or oral) that the Contractor considers to exceed the COR's appointment, within 3 days of the occurrence. Unless otherwise provided in this contract, the Contractor assumes all costs, risks, liabilities, and consequences of performing any work it is directed to perform that falls within any of the categories defined in paragraph (c) prior to receipt of the Contracting Officer's response issued under paragraph (e) of this clause.

(e) The Contracting Officer shall respond in writing within 30 days to any notice made under paragraph (d) of this clause. A failure of the parties to agree upon the nature of a direction, or upon the contract action to be taken with respect thereto, shall be subject to the provisions of the Disputes clause of this contract.

(l) The Contractor shall provide copies of all correspondence to the Contracting Officer and the COR.

(g) Any action(s) taken by the Contractor, in response to any direction given by any person acting on behalf of the Government or any Government official other than the Contracting Officer or the COR acting within his or her appointment, shall be at the Contractor's risk.

(End of notice)

3.27 Correspondence

To promote timely and effective administration, correspondence shall be subject to the following procedures:

- a) Technical correspondence (where technical issues relating to compliance with the requirements herein) shall be addressed to the Contracting Officer's Representative (COR) with an information copy to the Contracting Officer (CO) and the Contract Administrator (CA).
- b) All other correspondence, including invoices, (that which proposes or otherwise involves waivers, deviations, or modifications to the requirements, terms or conditions of this SOW) shall be addressed to the Contracting Officer with an information copy to the COR.

3.28 Post Award Evaluation of Contractor Performance

(a) Contractor Performance Evaluations – Interim and final evaluations of the Contractor's performance will be prepared on this effort in accordance with FAR Subpart 42.1500. The final

performance evaluation will be prepared at the time of completion of work; interim evaluations will be prepared annually to coincide with the anniversary date of the contract.

Evaluations will be prepared by the COR through the Department of Defense's Contractor Performance Assessment and Reporting System (CPARS), and will be provided to the Contractor as soon as practicable after completion. The CPARS will notify the Contractor electronically when the evaluation has been prepared and is available for the Contractor's review and comment. The Contractor will be permitted thirty (30) calendar days to review the document and to submit additional information or a rebutting statement electronically through CPARS. Any disagreement between the parties regarding an evaluation will be referred to an individual one level above the Contracting Officer, whose decision will be final. The Contracting Officer will consider a non-response by the Contractor as concurrence with the performance report.

Copies of the evaluation, Contractor responses, and review comments, if any, will be retained as part of the contract file, and may be used to support future award decisions. CPARS will submit the performance report to the federal Past Performance Information Retrieval System (PPIRS).

(b) Electronic Access to Contractor Performance Evaluations. Contractors are required to register with CPARS at <http://www.cpars.csd.disa.mil/>. The Contractor must contact the contracting officer if it does not have internet capability.

3.29 Electronic Invoicing and Payment Requirements – Internet Payment Platform (IPP)

Payment requests must be submitted electronically through the U. S. Department of the Treasury's Internet Payment Platform System (IPP).

"Payment request" means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, the payment request must comply with the requirements identified in the applicable Prompt Payment clause included in the contract, or the clause 52.212-4 Contract Terms and Conditions – Commercial Items included in commercial item contracts. The IPP website address is: <https://www.ipp.gov>.

Invoices for travel must include the name of the traveler, travel itinerary, purpose of travel (event, exercise, workshop, etc), receipts for airfare or other means of transportation, hotel, rental car, and any other expense over \$75, and any other documentation requested by the Contracting Officer. A copy of an approved travel request form should be attached for reference. **No travel is authorized unless prior Government approval from the COR is obtained.**

The Contractor must use the IPP website to register access and use IPP for submitting requests for payment. The Contractor Government Business Point of Contact (as listed in SAM) will receive enrollment instructions via email from the Federal Reserve Bank of Boston (FRBB) within 3 – 5 business days of the contract award date. Contractor assistance with enrollment can be obtained by contacting the IPP Production Helpdesk via email ippgroup@bos.frb.org or phone (866) 973-3131.

If the Contractor is unable to comply with the requirement to use IPP for submitting invoices for payment, the Contractor must submit a waiver request in writing to the contracting officer with its proposal or quotation.

(End of Local Clause)

3.30 Telework During a Government Closure

During a period of Government closure, a Contractor employee with a Government-furnished (i.e., Government-issued) or approved computer/laptop may telework from home or some other alternate work location (including the Contractor's facility) that is not a "*Federally-controlled facility*", provided that approval has been received from the Contracting Officer's Technical Representative (COR) or the Contractor's Employee Project Manager. Since teleworking will be authorized only as a short-term remedy to an emergency situation, the Contractor agrees that there will be no additional charges to the Government.

Each Contractor employee authorized to telework shall comply with all of the following conditions:

- Use either (1) only a Government-furnished computer/laptop with all necessary software and hardware when teleworking from home or some other alternate work location, or (2) an approved computer by either the COR or the Contractor's Employee Project Manager satisfying the most recent contract computer security requirements.
- Perform services under this SOW as a teleworker and understand that the teleworking arrangement is a work alternative that must be requested and approved by the COR and the Contractor's Employee Project Manager prior to beginning a telework assignment.
- Retain the same duties, obligations, and responsibilities assigned under this acquisition without change throughout the telework schedule.
- Maintain the teleworker's work schedule and meet the terms agreed upon with the Contractor's Employee Project Manager.
- Develop an effective communications strategy with the Contractor's Employee Project Manager and work group, such that, for example, meetings can be attended using teleconferencing technology.
- Designate the Contractor employee's home or some other alternate work location as the Contractor employee's official telework location, subject to approval by the Contractor's Employee Project Manager.
- Protect the Contractor employee's approved telework location from hazards and danger that could affect the Government-furnished equipment and the teleworker.
- Acknowledge that teleworking is not an entitlement and may be terminated by the COR or the Contractor's Employee Project Manager at any time.
- Restrict the use of any Government-furnished equipment, software, data, and supplies located at the Contractor employee's approved telework location to the sole use of conducting Government business.
- Return any Government-furnished telework equipment, software, data, and supplies upon termination of the telework assignment or upon separation from this acquisition for any reason.
- Immediately notify the Contractor's Employee Project Manager of any equipment malfunction and the impact of the malfunction upon the teleworker's ability to continue the telework assignment; and obtain instructions from the Contractor's Employee Project Manager about working at another alternate work location.
- Be responsible for the maintenance and repair of all the teleworker's personal property, and for maintaining appropriate insurance coverage against loss or theft for all Government-furnished equipment/supplies in the possession of the teleworker.
- Acknowledge that all work products, including documents, reports, and data created as a result of the teleworker's work-related activities are owned by the Government and shall be properly secured and returned to the Government as instructed by the Contractor's Employee Project Manager.

- Acknowledge receipt and compliance with the *NIH Telework Policy* (NIH Policy Manual Chapter 2300-600-1, <http://oma.od.nih.gov/manualchapters/person/2300-600-1/>).
- Acknowledge receipt and compliance with the NIH technology guidelines on use of Government-furnished equipment for telework assignments.
- Acknowledge receipt and compliance with NIH Information, Physical Access, and Personal Identity Information (PII) Security provisions applicable to the acquisition.
- Acknowledge that the Contractor employee's approved telework location is considered an extension of the Contractor's worksite.
- Acknowledge that attending to personal comfort needs is not considered official duties.
- Report as soon as possible to the Contractor's Employee Project Manager any job-related accident during the Contractor employee's telework schedule. If injured in the course of performing official duties at the approved telework location during the approved telework schedule, the teleworker shall be governed by Workman's Compensation through the Contractor.

Under circumstances other than a Government closure, the COR or the Contractor's Project Manager may authorize a Contractor employee to telework under the above conditions.

3.31 Continuity of Operations During a Government Closure

The Contractor shall submit a plan entitled *Continuity of Operations During a Government Closure* to the COR for approval within 20 calendar days following an instruction from the COR to do so. The plan shall sufficiently specify what work tasks would be performed at non-Government location(s) (i.e., not a "*Federally-controlled facility*") during a closure and which Contractor employees would be authorized to telework under the *TELEWORK DURING A GOVERNMENT CLOSURE* provision of this acquisition.

The Contractor shall implement its approved *Continuity of Operations During a Government Closure* plan when directed by the COR.

3.32 FAR/HHSAR/DIAR CLAUSES

52.252-2 -- Clauses Incorporated by Reference (Feb 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at these addresses: <http://acquisition.gov/far/index.html>; <http://farsite.hill.af.mil/vffara.htm>

52.204-9 Personal Identity Verification of Contractor Personnel (Jan 2011)

52.212-4 Contract Terms and Conditions—Commercial Items (June 2013)

52.212-4 Alternate I - Contract Terms and Conditions—Commercial Items (Aug 2012)

52.227-17 Rights in Data— Existing Works (Dec 2007)

52.245-1 Government Property (April 2012)

52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders—Commercial Items (Jan 2013)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).

___Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(2) 52.233-3, Protest After Award (Aug 1996) (31 U.S.C. 3553).

(3) 52.233-4, Applicable Law for Breach of Contract Claim (Oct 2004) (Pub. L. 108-77, 108-78).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 253g and 10 U.S.C. 2402).

(2) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

(3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (June 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

(4) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (Aug 2012) (Pub. L. 109-282) (31 U.S.C. 6101 note).

(5) 52.204-11, American Recovery and Reinvestment Act—Reporting Requirements (Jul 2010) (Pub. L. 111-5).

(6) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment. (Dec 2010) (31 U.S.C. 6101 note).

(7) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (Feb 2012) (41 U.S.C. 2313).

(8) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (May 2012) (section 738 of Division C of Pub. L. 112-74, section 740 of Division C of Pub. L. 111-117, section 743 of Division D of Pub. L. 111-8, and section 745 of Division D of Pub. L. 110-161).

(9) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (Nov 2011) (15 U.S.C. 657a).

(10) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Jan 2011) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

(11) [Reserved]

(12)(i) 52.219-6, Notice of Total Small Business Set-Aside (Nov 2011) (15 U.S.C. 644).

(ii) Alternate I (Nov 2011).

(iii) Alternate II (Nov 2011).

(13)(i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).

(ii) Alternate I (Oct 1995) of 52.219-7.

(iii) Alternate II (Mar 2004) of 52.219-7.

(14) 52.219-8, Utilization of Small Business Concerns (Jan 2011) (15 U.S.C. 637(d)(2) and (3)).

(15)(i) 52.219-9, Small Business Subcontracting Plan (Jan 2011) (15 U.S.C. 637(d)(4)).

(ii) Alternate I (Oct 2001) of 52.219-9.

(iii) Alternate II (Oct 2001) of 52.219-9.

(iv) Alternate III (Jul 2010) of 52.219-9.

(16) 52.219-13, Notice of Set-Aside of Orders (Nov 2011)(15 U.S.C. 644(r)).

(17) 52.219-14, Limitations on Subcontracting (Nov 2011) (15 U.S.C. 637(a)(14)).

(18) 52.219-16, Liquidated Damages—Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).

(19)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (Oct 2008) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).

(ii) Alternate I (June 2003) of 52.219-23.

(20) 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting (Dec 2010) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

(21) 52.219-26, Small Disadvantaged Business Participation Program—Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

(22) 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (Nov 2011) (15 U.S.C. 657 f).

(23) 52.219-28, Post Award Small Business Program Rerepresentation (Apr 2012) (15 U.S.C. 632(a)(2)).

(24) 52.219-29, Notice of Set-Aside for Economically Disadvantaged Women-Owned Small Business (EDWOSB) Concerns (Apr 2012) (15 U.S.C. 637(m)).

(25) 52.219-30, Notice of Set-Aside for Women-Owned Small Business (WOSB) Concerns Eligible Under the WOSB Program (Apr 2012) (15 U.S.C. 637(m)).

(26) 52.222-3, Convict Labor (June 2003) (E.O. 11755).

(27) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (Mar 2012) (E.O. 13126).

(28) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

(29) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

(30) 52.222-35, Equal Opportunity for Veterans (Sep 2010)(38 U.S.C. 4212).

(31) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

(32) 52.222-37, Employment Reports on Veterans (Sep 2010) (38 U.S.C. 4212).

(33) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

(34) 52.222-54, Employment Eligibility Verification (Jul 2012). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

(35)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA—Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

(ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

(36) 52.223-15, Energy Efficiency in Energy-Consuming Products (Dec 2007) (42 U.S.C. 8259b).

(37)(i) 52.223-16, IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (Dec 2007) (E.O. 13423).

(ii) Alternate I (Dec 2007) of 52.223-16.

(38) 52.223-18, Encouraging Contractor Policies to Ban Text Messaging While Driving (Aug 2011) (E.O. 13513).

(39) 52.225-1, Buy American Act—Supplies (Feb 2009) (41 U.S.C. 10a-10d).

(40)(i) 52.225-3, Buy American Act—Free Trade Agreements—Israeli Trade Act (Nov 2012) (41 U.S.C. chapter 83, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, Pub. L. 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43).

(ii) Alternate I (Mar 2012) of 52.225-3.

(iii) Alternate II (Mar 2012) of 52.225-3.

(iv) Alternate III (Nov 2012) of 52.225-3.

___ (41) 52.225-5, Trade Agreements (Nov 2012) (19 U.S.C. 2501, *et seq.*, 19 U.S.C. 3301 note).

X (42) 52.225-13, Restrictions on Certain Foreign Purchases (June 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___ (43) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

___ (44) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

___ (45) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

___ (46) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

X (47) 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration (Oct 2003) (31 U.S.C. 3332).

___ (48) 52.232-34, Payment by Electronic Funds Transfer—Other than Central Contractor Registration (May 1999) (31 U.S.C. 3332).

___ (49) 52.232-36, Payment by Third Party (Feb 2010) (31 U.S.C. 3332).

X (50) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

___ (51)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631).

___ (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

___ (1) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, *et seq.*).

___ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).

___ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act—Price Adjustment (Multiple Year and Option Contracts) (Sep 2009) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).

___ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act—Price Adjustment (Sep 2009) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).

___ (5) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment—Requirements (Nov 2007) (41 351, *et seq.*).

___ (6) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services—Requirements (Feb 2009) (41 U.S.C. 351, *et seq.*).

___ (7) 52.222-17, Nondisplacement of Qualified Workers (Jan 2013) (E.O. 13495).

___ (8) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (Mar 2009) (Pub. L. 110-247).

___ (9) 52.237-11, Accepting and Dispensing of \$1 Coin (Sept 2008) (31 U.S.C. 5112(p)(1)).

(d) *Comptroller General Examination of Record*. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records—Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final

payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e)(1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

(ii) 52.219-8, Utilization of Small Business Concerns (Dec 2010) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$650,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(iii) 52.222-17, Nondisplacement of Qualified Workers (Jan 2013) (E.O. 13495). Flow down required in accordance with paragraph (l) of FAR clause 52.222-17.

(iv) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

(v) 52.222-35, Equal Opportunity for Veterans (Sep 2010) (38 U.S.C. 4212).

(vi) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

(vii) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(viii) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, *et seq.*).

(ix) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).

___ Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(x) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Requirements (Nov 2007) (41 U.S.C. 351, *et seq.*).

(xi) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services-Requirements (Feb 2009) (41 U.S.C. 351, *et seq.*).

(xii) 52.222-54, Employment Eligibility Verification (Jul 2012).

(xiii) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (Mar 2009) (Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xiv) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

52.217-8 Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 10 days.

(End of clause)

52.217-9 Option to Extend the Term of the Contract. (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 10 days ; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 Years and 6 Months.

(End of clause)

52.232-99, Providing Accelerated Payment to Small Business Subcontractors (DEVIATION) (Aug 2012)

(a) Upon receipt of accelerated payments from the Government, the contractor is required to make accelerated payments to small business subcontractors to the maximum extent practicable after receipt of a proper invoice and all proper documentation from the small business subcontractor.

(b) Include the substance of this clause, including this paragraph (b), in all subcontracts with small business concerns

(c) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act.

NIH INFORMATION AND PHYSICAL ACCESS SECURITY

This acquisition requires the Contractor to:

- Develop, have the ability to access, or host or maintain Federal information or Federal information system(s); and
- Have regular or prolonged physical access to a "Federally-controlled facility," as defined in FAR Subpart 2.1.

The Contractor will not have access to Personally Identifiable Information (PII) when performing the work requirements specified in the *Statement of Work*.

The Contractor and all subcontractors performing under this acquisition shall comply with the following requirements:

- a. Information Type

[X] Administrative, Management and Support Information:

Planning and Budgeting: *Enterprise Architecture Information Type* – An established process for describing the current state and defining the target state and transition strategy for an organization’s people, processes, and technology.

[X] Mission Based Information:

b. Security Categories and Levels

Confidentiality Level: Low Moderate High
 Integrity Level: Low Moderate High
 Availability Level: Low Moderate High
Overall Level: Low Moderate High

c. Position Sensitivity Designations

The following position sensitivity designation(s) and associated suitability determination(s) and background investigation requirements apply to this acquisition:

- Level 6: Public Trust -High Risk. Contractor/subcontractor employees assigned to Level 6 positions shall undergo a Suitability Determination and Background Investigation (BI).
- Level 5: Public Trust - Moderate Risk. Contractor/subcontractor employees assigned to Level 5 positions with no previous investigation and approval shall undergo a Suitability Determination and a Minimum Background Investigation (MBI), or a Limited Background Investigation (LBI).
- Level 1: Non Sensitive. Contractor/subcontractor employees assigned to Level 1 positions shall undergo a Suitability Determination and a National Agency Check and Inquiry Investigation (NACI).

The Contractor shall submit a roster by name, position, e-mail address, phone number and responsibility, of all staff (including subcontractor staff) working under this acquisition where the Contractor will develop, have the ability to access, or host or maintain a federal information system(s). The roster shall be submitted to the COR, with a copy to the Contracting Officer, within 14 calendar days of the effective date of this contract. Any revisions to the roster as a result of staffing changes shall be submitted within 15 calendar days of the change. The Contracting Officer will notify the Contractor of the appropriate level of investigation required for each staff member. An electronic template, "Roster of Employees Requiring Suitability Investigations," is available for Contractor use at <http://ocio.nih.gov/docs/public/Suitability-roster.xls>

Suitability Investigations are required for Contractors who will need access to NIH information systems or to NIH physical space. However, Contractors who do not need access to NIH physical space will not need an NIH ID Badge. Each contract employee needing a suitability investigation will be contacted via email by the NIH Office of Personnel Security and Access Control (DPSAC) within 30 days. The DPSAC email message will contain instructions regarding fingerprinting as well as links to the electronic forms contract employees must complete.

The following website provides additional information:

<http://idbadge.nih.gov/background/index.asp>

All Contractor and subcontractor employees shall comply with the conditions established for their designated position sensitivity level prior to performing any work under this contract.

Contractors may begin work after the fingerprint check has been completed.

d. Information Security Training

d.1 Mandatory Training

All employees having access to (1) Federal information or a Federal information system or (2) personally identifiable information, shall complete the NIH Information Security Awareness Training course at <http://irtsectraining.nih.gov/> before performing any work under this contract. Thereafter, employees having access to the information identified above shall complete an annual NIH-specified refresher course during the life of this contract. The Contractor shall also ensure subcontractor compliance with this training requirement.

d.2 Role-based Training

HHS requires role-based training when responsibilities associated with a given role or position, could, upon execution, have the potential to adversely impact the security posture of one or more HHS systems. Read further guidance at: http://intranet.hhs.gov/it/cybersecurity/docs/policies_guides/RBT/memorandum_rbt_of_personnel_with_significant_security_responsibilities_20110513.pdf

For additional information see the following: <http://ocio.nih.gov/security/security-communicating.htm#RoleBased>.

The Contractor shall maintain a list of all information security training completed by each Contractor/subcontractor employee working under this contract, and shall provide this list to the COR or Contracting Officer upon request.

e. Rules of Behavior

The Contractor shall ensure that all employees, including subcontractor employees, comply with the NIH Information Technology General Rules of Behavior, which are available at <http://ocio.nih.gov/security/nihitrob.html>.

f. Personnel Security Responsibilities

1. The Contractor shall notify the Contracting Officer, COR, and I/C ISSO within **five working days** before a new employee assumes a position that requires a suitability determination or when an employee with a suitability determination or security clearance stops working under this contract. The Government will initiate a background investigation on new employees requiring suitability determination and will stop pending background investigations for employees that no longer work under this acquisition.

2. The Contractor shall provide the COR with the name, position title, e-mail address, and phone number of all new contract employees working under the

contract and provide the name, position title and suitability determination level held by the former incumbent. If the employee is filling a new position, the Contractor shall provide a position description and the Government will determine the appropriate suitability level.

3. The Contractor shall provide the COR with the name, position title, and suitability determination level held by or pending for departing employees.
4. Perform and document the actions identified in the *Contractor Employee Separation Checklist* (attached) when a Contractor/subcontractor employee terminates work under this contract. All documentation shall be made available to the COR or Contracting Officer upon request.

g. Commitment to Protect Non-Public Departmental Information Systems and Data

(1) Contractor Agreement

The Contractor, and any subcontractors performing under this contract, shall not release, publish, or disclose non-public Departmental information to unauthorized personnel, and shall protect such information in accordance with provisions of the following laws and any other pertinent laws and regulations governing the confidentiality of such information:

- 18 U.S.C. 641 (Criminal Code: Public Money, Property, or Records)
- 18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information)
- Public Law 96-511 (Paperwork Reduction Act)

(2) Contractor Employee Non-Disclosure Agreement

Each employee, including subcontractors, having access to non-public Department information under this acquisition shall complete the Commitment to Protect Non-Public Information – Contractor Employee Agreement. A copy of each signed and witnessed Non-Disclosure agreement shall be submitted to the COR prior to performing any work under this acquisition.

h. Data Encryption

The following encryption requirements apply to all laptop computers containing HHS data at rest or HHS data in transit. The date by which the Contractor shall be in compliance will be set by the COR, however, device encryption shall occur before any sensitive data is stored on the laptop computer/mobile device, or within 45 days of the start of the contract, whichever occurs first.

1. The Contractor shall secure all laptop computers used on behalf of the Government using a Federal Information Processing Standard (FIPS) 140-2 compliant whole-disk encryption solution. The cryptographic module used by an encryption or other cryptographic product must be tested and validated under the Cryptographic Module Validation Program to confirm compliance with the requirements of FIPS PUB 140-2 (as amended). For additional information, refer to <http://csrc.nist.gov/cryptval>.
2. The Contractor shall secure all mobile devices, including non-HHS laptops and portable media that contain sensitive HHS information by using a FIPS 140-2

compliant product. Data at rest includes all HHS data regardless of where it is stored.

3. The Contractor shall use a FIPS 140-2 compliant key recovery mechanism so that encrypted information can be decrypted and accessed by authorized personnel. Use of encryption keys which are not recoverable by authorized personnel is prohibited. Key recovery is required by "OMB Guidance to Federal Agencies on Data Availability and Encryption", November 26, 2001, <http://csrc.nist.gov/drivers/documents/ombencryption-guidance.pdf>.

Encryption key management shall comply with all HHS and NIH policies (http://intranet.hhs.gov/it/cybersecurity/policies_by_document_type/index.html) and shall provide adequate protection to prevent unauthorized decryption of the information.

All media used to store information shall be encrypted until it is sanitized or destroyed in accordance with NIH procedures. Contact the NIH Center for Information Technology for assistance (<http://cit.nih.gov/ServiceCatalog/Services.htm?ServiceID=145>).

i. Physical Access Security

In accordance with OMB Memorandum M-05-24, the Contractor shall ensure that background investigations are conducted for all Contractor/subcontractor personnel who have (1) access to sensitive information, (2) access to Federal information systems, (3) regular or prolonged physical access to Federally-controlled facilities, or (4) any combination thereof. OMB Memorandum M-05-24 is available at <http://www.whitehouse.gov/omb/memoranda/fy2005/m05-24.pdf>. Agency personal identification verification policy and procedures are identified below:

HHS Office of Security and Drug Testing, Personnel Security/Suitability Handbook (02-01-05): <http://www.hhs.gov/ohr/manual/pssh.pdf>

j. Using Secure Computers to Access Federal Information

1. The Contractor shall use an FDCC compliant computer when accessing information on behalf of the Federal Government.
2. The Contractor shall install computer virus detection software on all computers used to access information on behalf of the Federal Government. Virus detection software and virus detection signatures shall be kept current.

k. Special Information Security Requirements for Foreign Contractors/Subcontractors

When foreign Contractors/subcontractors perform work under this acquisition at non-US Federal Government facilities, provisions of HSPD-12 do NOT apply.

l. References: Information Security Including Personally Identifiable Information

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3. NIH Computer Security Awareness Training Course: <http://irtsectraining.nih.gov/>
4. NIST Special Publication 800-16, Information Technology Security Training Requirements: <http://csrc.nist.gov/publications/nistpubs/800-16/800-16.pdf>
Appendix A-D: <http://csrc.nist.gov/publications/nistpubs/800-16/AppendixA-D.pdf>
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http://ocio.nih.gov/security/NIH_Sensitive_Info_Guide.doc

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ACCESS TO NATIONAL INSTITUTES OF HEALTH (NIH) ELECTRONIC MAIL

All Contractor staff that have access to and use of NIH electronic mail (e-mail) must identify themselves as Contractors on all outgoing e-mail messages, including those that are sent in reply or are forwarded to another user. To best comply with this requirement, the Contractor staff shall set up an e-mail signature ("AutoSignature") or an electronic business card ("V-card") on each Contractor employee's computer system or Personal Digital Assistant (PDA) that will automatically display "Contractor" in the signature area of all e-mails sent.

HHSAR 352.239-73(b) (January 2010)

ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY

Pursuant to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998, all electronic and information technology (EIT) products and services developed, acquired, maintained, or used under this contract/order must comply with the "Electronic and Information Technology Accessibility Provisions" set forth by the Architectural and Transportation Barriers Compliance Board (also referred to as the "Access Board") in 36 CFR part 1194. Information about Section 508 provisions is available at <http://www.section508.gov/>. The complete text of Section 508 Final provisions can be accessed at <http://www.access-board.gov/sec508/standards.htm>

The Section 508 standards applicable to this Contract are:

1194.22 Web-based Intranet and Internet information and applications

1194.41 Information, Documentation, and Support

The Contractor must provide a written Section 508 conformance certification due at the end of each contract/order exceeding \$100,000 when the contract/order duration is one year or less. If it is determined by the Government that EIT products and services provided by the Contractor do not conform to the described accessibility standards in the Product Assessment Template, remediation of the products or services to the level of conformance specified in the Contractor's Product Assessment Template will be the responsibility of the Contractor at its own expense.

In the event of a modification(s) to this contract/order, which adds new EIT products or services or revises the type of, or specifications for, products or services the Contractor is to provide, including EIT deliverables such as electronic documents and reports, the Contracting Officer may require that the Contractor submit a completed HHS Section 508 Product Assessment Template to assist the Government in determining that the EIT products or services support Section 508 accessibility standards. Instructions for documenting accessibility via the HHS Section 508 Product Assessment Template may be found under Section 508 policy on the HHS Office on Disability Web site (<http://www.hhs.gov/od/>).

(End of HHSAR 352.239-73(b))

AQD Services Greening Clause

(a) Almost every service requires the use of some sort of product. While providing services pursuant to the Requirements Document in this contract, if your services necessitate the acquisition of any products, the contractor shall use its best efforts to comply with Executive Order 13514, and to acquire the environmentally preferable products that meet the requirements of clauses at FAR 52.223-2, Affirmative Procurement of Biobased Products under Service and Construction Contracts, 52.223-15, Energy Efficiency in Energy Consuming Products, and 52.223-17 Affirmative Procurement of EPA-Designated Items in Service and Construction Contracts.

(b) Additionally, the contractor shall use its best efforts to reduce the generation of paper documents through the use of double-sided printing, doublesided copying, and the use and purchase of 30% post consumer content white paper to meet the intent of FAR 52.204-4 Printing/Copying Double-Sided on Recycled Paper.

(End of clause)

CONTRACT DOCUMENTS, EXHIBITS AND ATTACHMENTS

The following documents are attached and made part of this contract.

Attachment 1 Commitment to Protect Non-Public Information – Contractor Employee Agreement

Attachment 2 Contractor Employee Separation Checklist

Commitment to Protect Non-Public Information
Contractor Employee Agreement

Access to non-public information from the files of the National Institutes of Health (NIH) is required in the performance of my official duties, under Delivery Order No.

_____ between HHS/NIH/NCI and me _____. I agree that I shall not release, publish, or disclose such information to unauthorized personnel, and I shall protect such information in accordance with relevant laws and regulations available for research and review at any Law Library. Among these laws may be various provisions of:

- a) 18 U.S.C. 641 (Criminal Code: Public Money, Property or Records; 2pgs.long)
- b) 18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information; 2 pgs. long)
- c) Public Law 96-511 (Paperwork Reduction Act; Encyclopedic in length)

I affirm that I have received a written and/or verbal briefing by my company concerning my responsibilities under this agreement. I understand that violation of this agreement may subject me to criminal and civil penalties.

Signed: _____
Print or Type Name: _____
Date: _____
Witnessed by: _____
Date: _____

Copies are to be retained by: Contracting Officer's Representative (COR)
Contractor's Contract Management
Individual Signatory

CONTRACTOR EMPLOYEE SEPARATION CHECKLIST

Contractor: _____ GSA FSS Delivery Order No: _____

Departing Staff Member's Name: _____ Separation Date: _____

Check and complete one of the columns below as appropriate:

I. FRIENDLY SEPARATION		II. UNFRIENDLY SEPARATION	
Date (Mandatory)	Action	Date (Mandatory)	Action
	Remove all network and system access privileges.		Disable system access as quickly as possible—preferably just before the individual is notified of his or her dismissal.
	Collect any authentication tokens.		Terminate access to systems immediately when an employee notifies the Department of a resignation that is on unfriendly terms.
	Retrieve any access cards or Departmental identification badges.		Notify support functions (e.g., help desk) that an employee is no longer authorized access.
	Recover all keys.		Restrict the area and function of employees during the period between termination and leaving.
	Brief employee on continuing confidentiality and privacy responsibilities.		Immediately notify the Project Officer, appropriate NIH security officials (including the NIH Help Desk at 301-496-4357), and the assigned IT Systems Manager of the time of removal.
	Review any employee contracts that remain valid after separation.		Request the Project Officer to have the combinations changed on all locks to which the contractor employee has access.
	Return property belonging to the United States Government.		Collect any authentication tokens.
	Identify any unique problems, filing schemes, or data backups created by the employee.		Retrieve any access cards or Departmental identification badges.
	Instruct employees on proper "clean up" procedures for their personal computers (PC) before leaving.		Recover all keys.
	Determine the employee's access termination date, and notify the Project Officer, appropriate NIH security officials (including the NIH Help Desk at 301-496-4357), and the assigned IT Systems Manager within 24 hours of the time of termination.		Review the employee's duties and responsibilities under this contract with the Project Officer and assess the level of risk to the Government.
	Notify the Project Officer in writing upon completion of these actions.		Escort individual off premises in cases where the potential for retaliation is high.
			Notify the Project Officer in writing upon completion of these actions.

CERTIFICATION: By signing below, I certify that the above actions were taken on the dates indicated.

Signature and Date

Typed Name of Individual Authorized to Certify for Contractor

Title of Individual Authorized to Certify for Contractor



November 9, 2012

Department of the Interior
Acquisition Services Directorate
ATTN: Nicole Fuselier and Jenny Taylor
381 Elden Street
Herndon, VA 20170

Subject: SRA Proposal in Response to National Institutes of Health (NIH) National Cancer Institute (NCI) D12PS00300 NCI IT Infrastructure Support Services
Reference: AQD Request for Quote (RFQ) RFQ739875

Dear Ms. Fuselier/Ms. Taylor,

SRA International, Inc. (SRA) is pleased to submit our proposal in response to the NIH NCI Infrastructure Support Services solicitation. This proposal represents an offer on behalf of SRA in response to the above referenced solicitation and contains pricing that incorporates rates from our current IT-70 Schedule that are consistent with or below the rates that have been negotiated as of November 6, 2012 for SRA's new IT-70 Schedule (Solicitation FCIS-JB-980001-B). SRA's new IT 70 Schedule has an expected award date of November 16, 2012. SRA anticipates that an award resulting from the subject proposal will be issued under SRA's new IT 70 schedule. Additionally, per RFQ instructions this proposal submission is valid until January 8, 2013.

SRA has broad industry and federal government experience supporting information technology infrastructure and end user computing for enterprises with critical scientific, financial and management missions. Through our 20+ years of supporting NIH and health-related customers, we bring best practices, technical resources and unique insights about the scientific community whom NCI supports to enhance our solution's alignment in providing proactive, innovative and responsive user support services. SRA is the right sized organization that has the agility and depth to guarantee CBIIIT corporate responsiveness and attention.

We exceed all the mandatory qualifications requirements for organizational and technical experience, personnel qualifications, certifications and commitment necessary for the Government to consider us for award of the NCI's IT Infrastructure Support Services (ISS) contract. The SRA team, led by our Program Manager, (b)(4) is committed to achieving and exceeding the expectations set by NCI for this program

We stand ready to provide any clarifications that you may deem needed to our proposal. Ms. Dana Lotspeich is our Principal Contracts Administrator authorized to conduct negotiations for this effort and can be reached at 703.633.2547, Dana.Lotspeich@sra.com. For technical questions, please contact (b)(4)

Sincerely,

William L. Ballhaus
President & CEO
SRA International, Inc.

VOLUME I – TECHNICAL QUOTE

In response to:
RFQ #: D12PS00300

NATIONAL CANCER INSTITUTE (NCI)
CENTER FOR BIOMEDICAL INFORMATICS AND INFORMATION
TECHNOLOGY (CBIIT)

INFORMATION TECHNOLOGY INFRASTRUCTURE SUPPORT SERVICES

Submitted to:
GSA E-Buy
[Nicole fuselier@nbc.gov](mailto:Nicole_fuselier@nbc.gov)
[jenny taylor@nbc.gov](mailto:jenny_taylor@nbc.gov)



SRA International, Inc.
4300 Fair Lakes Court
Fairfax, Virginia 22033

<i>Acknowledgement of Amendments:</i>	Mod 1; 10/18 and Mod 2; 10/26
<i>Tax Identification Number (TIN):</i>	54-1013306
<i>Dun & Bradstreet Number (DUNS):</i>	09-777-9698
<i>NAICS / PSC:</i>	541511 541519 / D399

November 9, 2012

NOTICE OF RESTRICTIONS

This plan includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this plan. If, however, a contract is awarded to SRA International, Inc. as a result of, or in connection with, the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resultant contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another legitimate source without restriction. The data subject to this restriction are contained in all sheets marked with the following legend: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this plan or quotation." This plan contains trade secrets and commercial or financial information that are either specifically exempted from disclosure by statute or are privileged or confidential within the meaning of exemption that is set forth in §5 USC 552 (b) (3) and (4), respectively, of the Freedom of Information Act, §5 USC 552, and the disclosure of which could invoke the criminal sanctions of §18 USC 1905.

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MANDATORY QUALIFICATION CRITERIA

The SRA Team meets all the mandatory qualification requirements for organizational and technical experience, personnel qualifications, and commitment necessary for the Government to consider SRA for award of the National Cancer Institute’s (NCI’s) IT Infrastructure Support Services (ISS) contract.

Our team’s broad experience supporting information technology (IT) infrastructure and end user computing for enterprises with critical scientific, financial, and management missions establish our ISS qualifications, which we validate in the citations included in **Figure 1**. These citations present:

- **Experience with organizations similar in size and complexity to NCI.** The SRA Team references five contracts, together with other relevant SRA prime contracts, to demonstrate our successful history delivering quality technical and professional support services spanning the complete range of IT infrastructure operations, maintenance, and user support consistent with ISS. These contracts represent size in terms of the number of users supported, and scope and complexity by the extent of support provided across IT support services, and the value of the contract. Each referenced contract is directly comparable to the scale and breadth of ISS.
- **Experience supporting network infrastructure technologies used by NCI (SOW 2.4.5).** Our team also brings specific technical experience and expertise with the network and processing technologies currently in use at NCI. The referenced contracts present specific project experience using the technologies that support full systems lifecycle services—from engineering and implementation through operations and maintenance. In addition, many of our proposed staff, cited in the staffing plan, bring individual experience and certifications with NCI relevant technologies.
- **Proposed personnel meet all certification requirements.** SRA is fielding a comprehensive delivery team that has the breadth of technical capabilities and skills needed to successfully achieve ISS objectives. All of our 31 proposed key and critical personnel possess the required certifications across the managerial, technical, and security domains. In addition, many of the staff we propose also maintain certifications to demonstrate currency of relevant knowledge.
- **Key personnel positions filled (SOW 2.8).** We selected our key personnel based on careful consideration of CBIIT’s priorities, mission, and future needs in support of ISS. We are proposing additional key staff beyond the minimum required to provide the leadership necessary to ensure successful execution. All our key staff are individually committed to perform and will be available upon contract award.

Figure 1 on the following page documents the information supporting the Mandatory Qualification Criteria and provides the proposal section(s) where the information can be found.

OFFEROR NAME: SRA INTERNATIONAL, INC. (SRA)			
MINIMUM REQUIREMENTS FOR TECHNICAL ACCEPTABILITY	OFFEROR’S PROPOSAL SECTION	PAGE(S)	*MEETS TECHNICAL ACCEPTABILITY (YES/NO)
Experience w/organization similar in size and complexity to NCI	Volume I, Section 1.4 Organizational Capability/Experience	Pgs. 46 – 49	
	Volume II – Past Performance	Pgs. 3 – 23, 28	

OFFEROR NAME: SRA INTERNATIONAL, INC. (SRA)			
MINIMUM REQUIREMENTS FOR TECHNICAL ACCEPTABILITY	OFFEROR'S PROPOSAL SECTION	PAGE(S)	*MEETS TECHNICAL ACCEPTABILITY (YES/NO)
Experience supporting network infrastructure technologies used by NCI (SOW 2.4.5)	Volume I, Section 1.3, Staffing Plan and Description of Personnel Resources	Pgs. 38 – 43	
	Volume II – Past Performance	Pgs. 3 – 20	
Proposed personnel meet all certification requirements	Volume I, Section 1.3 Staffing Plan and Description of Personnel Resources	Pgs. 38 – 43	
	Volume Ia – Resumes and Letters of Commitment	Pgs. 1 – 129	
Ability to fill key personnel positions (SOW 2.8)	Volume I, Section 1.3 Staffing Plan and Description of Personnel Resources	Pgs. 38 – 43	
	Volume Ia – Resumes and Letters of Commitment	Pgs. 1 – 129	

Figure 1: The SRA Team meets all ISS Mandatory Qualification Criteria.

1 UNDERSTANDING, PLANNING, AND TECHNICAL APPROACH

As the central provider of National Cancer Institute’s (NCI) Information Technology capabilities, the Center for Biomedical Informatics and Information Technology (CBIIT) provides critical services and support in meeting the demands of the research and science-driven mission of NCI. The span of CBIIT’s responsibilities includes leadership and direction on strategies, policies, and standards to coordinate NCI-wide medical informatics capabilities, technical assistance for NCI intramural and extramural research endeavors, and reliable information technology infrastructure and responsive customer service. Within this environment, CBIIT faces a number of challenges that include budget pressures, demand for new services and next-generation IT tools, the growing scale and sophistication of research solutions, and the persistent need for personalized assistance to remove barriers to research. To continue to increase its value to the research community supporting the advancement of scientific discovery, CBIIT needs a mature service provider with industry perspective and insight to the scientific domain. CBIIT requires an industry partner that understands the NCI research environment, brings innovative management and technical approaches, and delivers staff with the right blend of technical expertise and NCI mission experience to implement solutions that achieve CBIIT’s objectives. **Figure 2** presents the highlights of our approach to satisfy CBIIT’s requirement for a reliable service delivery and support contractor and the resulting benefits of our offering.

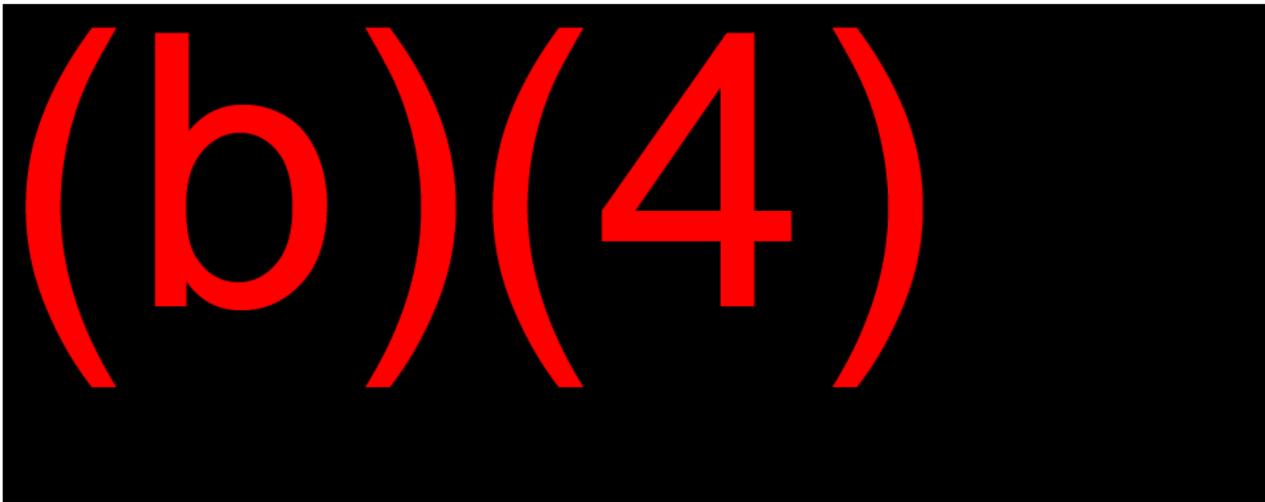


Figure 2: The SRA Team’s approach incorporates the skills, techniques, and experience to help CBIIT meet its programmatic and technical challenges to deliver improved IT utility and increased value to NCI.

SRA International, Inc., with our teammates, has a rich heritage providing reliable and innovative IT service and support in the scientific environment. We designed our approach to enable CBIIT’s continued success as a premier provider of IT services to the NCI researcher community and to further its recognition across the institute as a scientific partner. The hallmarks of our approach include:

Highly qualified, motivated, and certified people committed to the service of research-oriented users. We assembled a group of highly capable and responsible companies, which include (b)(4) to complement our expertise and field a professional team of key and critical personnel. Led by our Project Manager, (b)(4) PMP, ITILv3, these accomplished, certified practitioners bring the technical and subject matter expertise and leadership needed to successfully perform all job requirements and are committed

to delivering results for CBIIT. From our team's pool of resources, we are providing an exceptional collection of high performers, most of whom maintain the technical certifications relevant to maintain NCI's infrastructure. We will integrate our staff with selected incumbent personnel, and align the team with ISS task areas to ensure accountability at all levels and to provide Government leads with a reliable partner to enable success.

Practical experience providing coordinated IT service delivery and support. As an ISO/IEC 20000 and CMMI-Services Level 3 certified organization, our proposed staff will apply its understanding of IT Infrastructure Library/IT Service Management (ITIL/ITSM) best practices and lessons learned on successful programs to tailor the processes and tool configurations for effective NCI service delivery and support. Our approach is also driven by the measurement and management of operational metrics designed to set clear performance expectations, define measures of success, establish reporting transparency, and create the basis for continual improvement.

Organizational agility allowing rapid response to changing business requirements. To deliver exceptional service delivery consistent with our commitment to science-driven IT, we operate as an integrated team across all areas of service delivery, which we reinforce with consistent support methodologies and cross-discipline training. This allows us to react to operational situations with an agility that few teams can match. We can quickly marshal the skilled resources on hand and reposition them as needed to ensure overall operational effectiveness. In addition, we also provide the scale to surge staff to meet service needs, and offer reach-back to expertise for any CBIIT projects or special initiatives that can help advance NCI's science mission.

Innovative technical and management solutions to drive quality and efficiency. Our entire delivery team will maintain an enterprise perspective to apply creative thinking and problem-solving techniques to identify opportunities for innovation. At your direction, we will implement improvements that solve near-term concerns while advancing the infrastructure along the path set by your overall strategic mission. Our Capability Centers will share their understanding of the technology landscape and experience piloting new technologies to help CBIIT introduce new technologies and capabilities (e.g., cloud, mobility, big data services) into the NCI enterprise. We will also evolve the service delivery and support models to realize economic advantages while still delivering specialized IT and tailored operational assistance to meet the needs of NCI researchers and administrators.

A low-risk transition approach to ensure uninterrupted service and support. Our transition approach employs the processes and techniques proven successful on previous large contract transitions. A key aspect of our approach is to preserve the investment that CBIIT has made in existing staff through the identification and hiring of key incumbent talent that are dedicated to the NCI mission. We also focus on the efficient and effective transfer of contractual and operational functions of ISS through close collaboration with CBIIT and the incumbent contractor to facilitate knowledge transfer and handover of operational responsibilities.

SRA's corporate commitment on ISS is to provide an experienced and dedicated team to work collectively with CBIIT to increase its value to the NCI research community. Following CBIIT's leadership, we support the effective management of IT resources used for the analysis of clinical and research data, work to improve the utility of technology solutions by applying practical innovation, and continue to strive for operational excellence and high-quality service support.

The following sections present our technical and management approaches, and staff experience for meeting ISS requirements and delivering expected service and support.

1.1 TECHNICAL APPROACH AND CAPABILITIES

As a recognized industry leader in applying IT to the problems faced in the health sciences, the SRA Team supports numerous IT and bioinformatics projects for multiple NIH Institutes and Centers, with a staff that includes M.S.- and Ph.D.-level bioinformaticians, biostatisticians, and molecular biologists, as well as computer scientists and other IT specialists. This experience informs our understanding of the relationship between research discovery and bioinformatics, and our knowledge of how they drive demand for advanced IT services. From this perspective, the SRA Team has developed a technical approach for ISS that will accommodate the business and IT drivers facing CBIIT to achieve the contract objectives and expected service benefits.

1.1.1 UNDERSTANDING OF THE WORK [2.2; 2.3; 5.3.1.1]

To enable advances in cancer research, the National Cancer Institute (NCI) is committed to providing biomedical informatics support and integration capabilities to the cancer research community. The CBIIT serves as the focal point for cancer research informatics planning and technical offerings as well as providing the management and support of the NCI Information Technology (IT) infrastructure including customer and end-user support.

CBIIT manages NCI's extensive information system infrastructure, which provides critical IT services to over 9,000 users located in the Washington, D.C. metropolitan area, as well as research organizations throughout the country. The infrastructure includes data, voice and video communications across wide area and local area networks providing interconnectivity between offices, network security, and access control. CBIIT also manages NCI's large data sets, functional capabilities provided by commercial systems, as well as government-provided software and research specific applications hosted at several data centers.

As part of the oversight of these IT resources, CBIIT's management responsibilities include planning for future requirements and maintaining up-to-date computing capabilities across the NCI enterprise. CBIIT must ensure solutions answering business requirements are technically complete and that the organization is aware and ready for modifications to their working environment. CBIIT provides custodial accounting of the assets that comprise the infrastructure as well as administrative monitoring and control of the processing resources to ensure service delivery and minimize outages. However, the most visible aspect of CBIIT's responsibilities is the Help Desk, which in collaboration with CIT, acts as ambassador to the NCI user community for technical execution and operation of the infrastructure, and fields and responds to all reported incidents and service requests to support users in their application of IT to perform their duties.

In addition to the tactical challenges of meeting the day-to-day needs of the NCI research community, CBIIT has broader, strategic responsibilities. To meet the growing demands placed upon IT resources, CBIIT must continuously improve operational efficiency and provide services that run at the same or better level of quality with a lower recurring cost. CBIIT must establish operational resilience to provide predictable delivery, and position itself for greater flexibility to accommodate changing mandates, and address the increasing demand for advanced information technologies and next generation tools.

1.1.2 OVERALL APPROACH

CBIIT's tactical and strategic responsibilities to further NCI's science mission through thoughtful administration of IT—and the role of the ISS contractor to assist in the satisfaction of those

duties—provide the context for our overall ISS delivery approach. As shown in **Figure 3**, the SRA Team approach is focused by the benefits and outcomes CBIIT expects to achieve through the execution of the ISS contract **1**. The goal of these critical imperatives is to provide a cost effective, yet stable, high performing, flexible, and responsive IT environment that is a vital element of advanced research. This goal compels our proposed application of standard execution frameworks to help advance NCI’s infrastructure operations and evolution. These frameworks focus on people (organization, skills, and training), processes (methods and techniques), and technology (tools and standards) to evolve IT service delivery to be closely aligned with business requirements and to quickly adapt to the forces of change **2**.

Our staffing approach is not solely about providing IT management or technical execution—it is about people and establishing relationships between the SRA Team and the NCI community. We selected our key and critical personnel based on careful consideration of CBIIT’s priorities, mission, and future needs in support of ISS. Our team of 18 key staff is dedicated to provide the leadership necessary to ensure successful execution. They are complemented by 13 other critical staff with tremendous depth and breadth in the scientific and technical domains, and a team of support staff with relevant skills commensurate with the scope and complexity of ISS.

We are proposing to tailor the ITILv3–based service delivery model and to adopt standard processes to guide task execution in a consistent, measurable, repeatable way. We have developed and documented a compendium of best practices and processes that incorporate techniques, specific tools, and principles from industry standards, and lessons learned from execution experience. Our framework and processes are ISO 9001:2008 compliant, CMMI-SVC+SSD ML3 and CMMI-DEV ML3 certified to offer complete coverage across ISS task areas. We will tailor these processes to provide efficient delivery of complex IT services and flexibility to meet the dynamic nature of scientific research.

The SRA Team is adept at managing enterprise system organizations and configurations similar to NCI’s and is familiar with the technologies that comprise NCI’s IT infrastructure. We will bring our technical experience and operational insights to help CBIIT realize the full value of its investments in platforms, tools, software, and data, and to incorporate new technologies that provide critical management and scientific capabilities. We will also establish an evidence-based management practice that encourages taking action on the best available information related to organizational and operational performance. We will identify the metrics that best inform decision making, create a framework for collecting data and analyzing the information gathered, and embrace a willingness to learn from and proactively respond to performance results.

The ultimate measure of the success of our processes is value they deliver to our customers **3**. Our approach has proven successful on SRA projects such as the Federal Deposit Insurance Corporation (FDIC) Infrastructure Services, Joint Staff Integrated Networks (JSIN) Systems Support, Drug Enforcement Administration (DEA) Enterprise Management Services, National Institute of Environmental Health Sciences (NIEHS) Enterprise-Wide Information Technology Solution (EWITS), and others. While there are different forms of value as they apply to the CBIIT stakeholders, we will ensure NCI attains the benefits of efficient and predictable service as evidenced by increased user satisfaction and heightened productivity of research discovery, collection, analysis, and knowledge sharing.

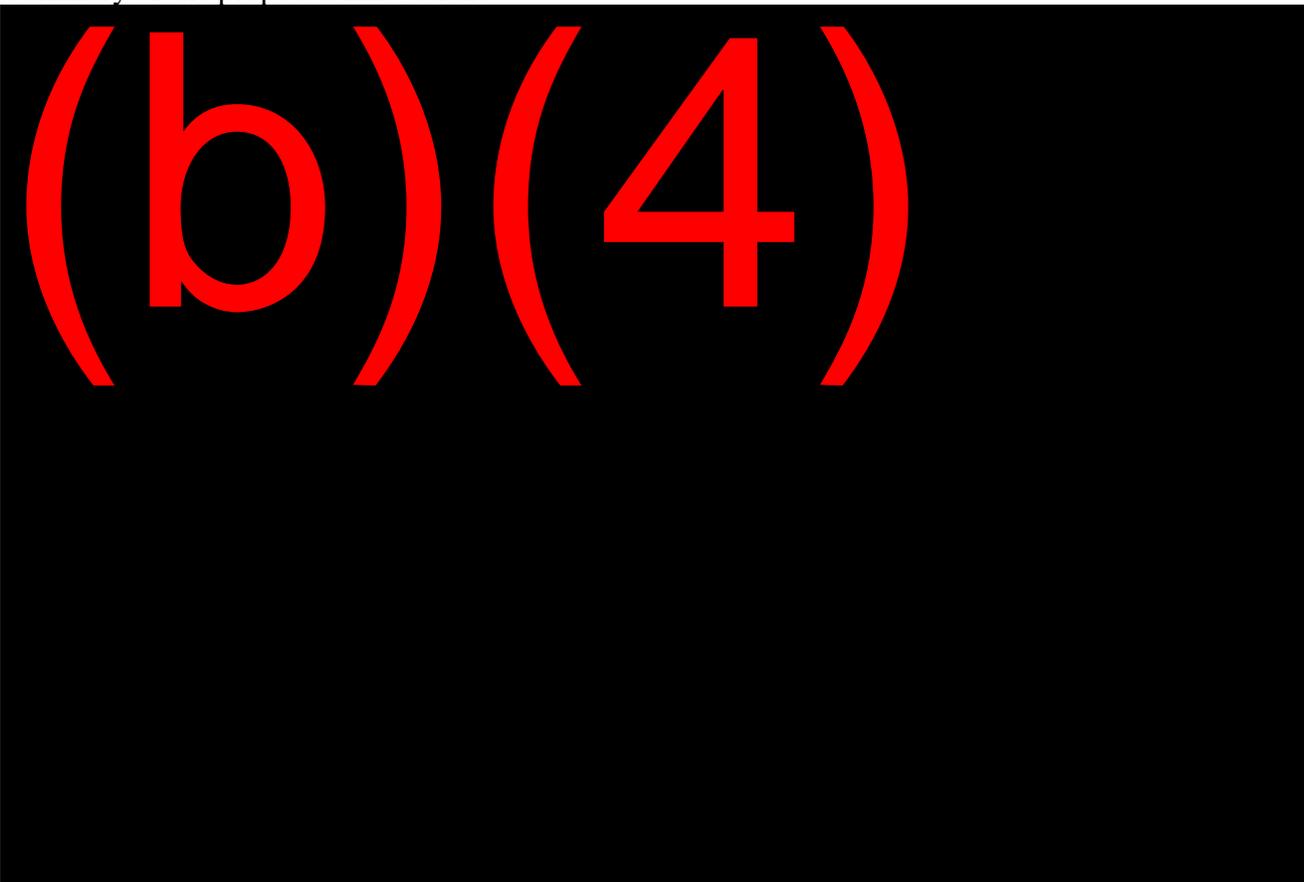
(b)(4)

Figure 3: SRA Team's Enterprise IT Service delivery and support capabilities will help CBIIT achieve the desired ISS benefits while providing proactive and responsive support to NCI.

The result of our approach is to provide the NCI research community and business organizations unparalleled service and support across the ISS task areas 4. We will work to establish the technical credibility and develop the necessary relationships within the IT and science communities to help CBIIT narrow the gap between the consumer and the provider of services, and confirm its connection to the scientific research and business administration of NCI.

1.1.3 INNOVATION SUGGESTIONS FOR CBIIT’S STRATEGIC PLANS

Incorporating a longer term, enterprise view of service delivery and support helps us to optimize the benefits of our approach. With that in mind, the SRA Team has developed a road map of suggested innovations for CBIITs’ strategic planning that together with our continual service improvement will help CBIIT evolve the quality and capability of its IT service delivery and support. We focused these innovations on leveraging the advancements in operational management tools to provide proactive support; delivering advanced services tailored to the needs of the researcher; and integrating non-traditional IT capabilities and resources into an operationally cohesive infrastructure. **Figure 4** presents seven areas that list specific innovations tied to expected ISS benefits, providing a brief description of benefits and representative evidence of where we have implemented similar solutions. In addition, we anticipate that some of these initiatives have the opportunity to produce savings, as measured in terms of FTE reductions for the core ISS effort, which could provide additional capacity for new projects or realize actual savings through staff reductions. The paragraphs that follow present a brief summary of the proposed innovations.



Innovation Area	Description	Initiatives tied to ISS Benefits (see below)	ISS Related Benefits	Representative Experience
				

Figure 4: The SRA Team's innovations improve IT support, enable consistent service, provides flexibility to react to the dynamic requirements of the mission.

(b) (4)

Collectively, the items on this roadmap work to create an efficient, flexible, and predictable infrastructure environment that will demonstrate performance enhancements as it matures. It will lead to higher levels of quality with lower recurring costs and provide a robust infrastructure able to expand and contract to the dynamic requirements of the mission. It will enable consistent, reliable and dependable service day after day, with greater timeliness and quality of service, and ultimately greater customer satisfaction across all program areas. We will work with CBIIT to prioritize these initiatives and support their development and enterprise implementation as directed.

1.1.4 EVIDENCE OF SPECIFIC METHODS AND TECHNIQUES [2.4; 5.3.1.2]

The following sections discuss methods and techniques for performing the responsibilities for the technical task areas.

1.1.4.1 TASK AREA 3 - DESKTOP SUPPORT [2.4.3]

The Desktop Support task provides full IT lifecycle support for approximately 9,000 end users across several metropolitan Washington D.C. area locations. Its responsibilities include providing a help desk as the point of contact for all IT-related incidents, problems, and service requests, end-to-end ticket tracking, and directing end user support for their resolution. Desktop Support also performs equipment receiving and distribution, and provides responsive, knowledgeable management and support of NCI's end user equipment, including desktops, laptops, and mobile devices. In **Figure 5** to the right, we highlight the people, processes, and tools aspects of our approach, which is summarized below.

All Desktop Support efforts are performed and managed by the Desktop Support Services team led by (b)(4) who has more than 16 years desktop support experience with 6 years managing desktop support at NIH. He is supported by five certified Desktop Support Managers, who will lead desk-side support teams distributed across the NIH campus, and Bethesda, Rockville and other locations. These teams will directly support the needs of researchers to install and configure equipment, diagnose and resolve technical issues, and support NCI applications. As part of Desktop Support services, our Help Desk staff will include a Problem Manger who will expedite problem resolution, lead root cause analysis, track improvements, and provide frequent updates to CBIIT and NCI leadership, as required. To support CBIIT's initiative to implement an ITSM framework for service delivery and support, we also have a certified ITIL expert, (b)(4) to support CBIIT in advancing and improving ITSM processes.

In **Figure 6** below, we present the essential framework processes for consistent and reliable performance of Desktop Support services. The top of the figure represents a standard ticket flow, where the Help Desk will use ServiceNow to handle NCI-related incidents and service requests and direct them as separate support activities. The Service Desk will prioritize the urgency and impact of each ticket, classify the ticket according to category and sub-category, and then follow a standard response methodology dependent upon the ticket type—incident, fulfillment request, or problem.



Figure 5: The SRA Team combines our understanding of NCI user environment with standardized processes to provide responsive, professional support

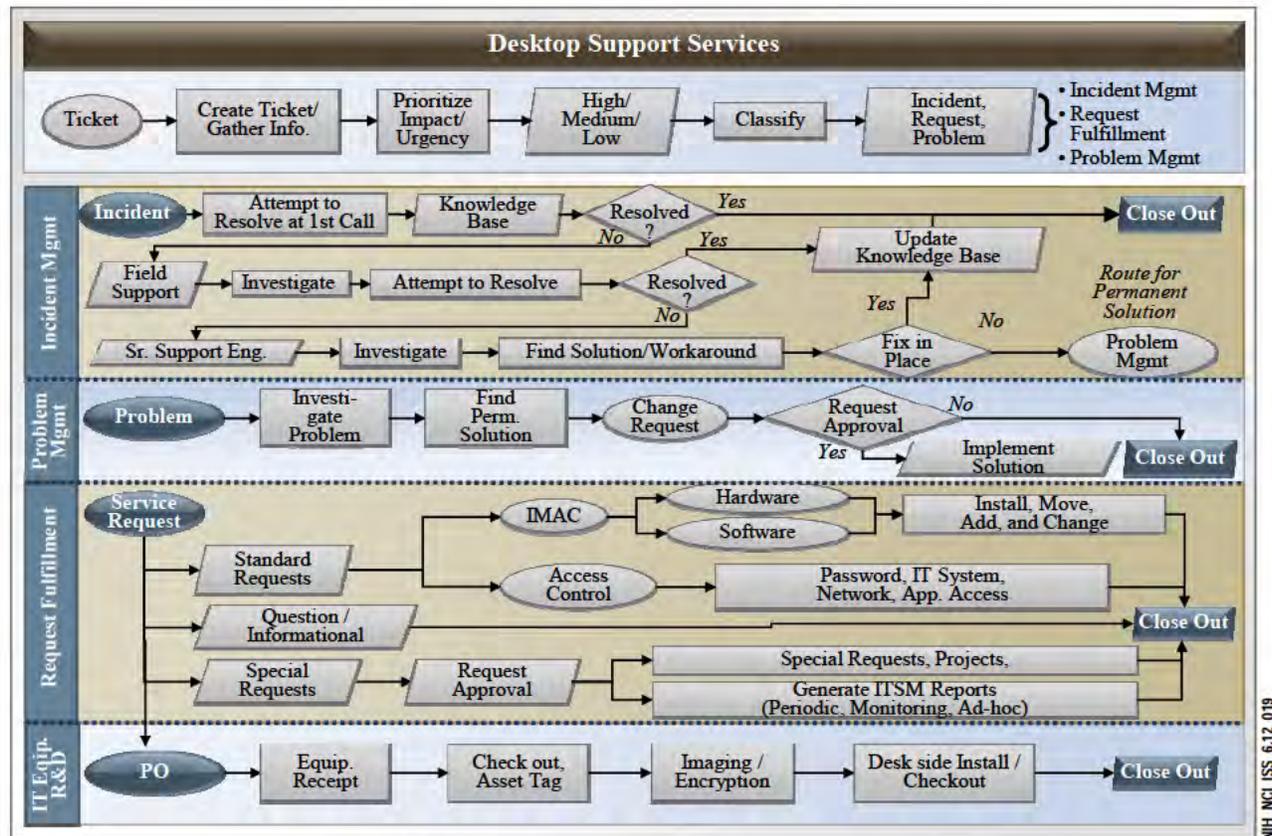


Figure 6: The SRA Team brings best practice ITSM-based processes for all types of ticket flows.

The central part of the figure shows the processes for servicing incidents, requests, and problems. For general incidents, the Help Desk will make the initial attempt at resolution by using institutional and industry knowledge located within the knowledge base. If they cannot resolve the incident, we will escalate the ticket to the desk side staff for resolution. In the event the desk side staff cannot successfully resolve the incident, we will escalate the incident to a senior support engineer or to the infrastructure support teams for final resolution. If the support teams are successful in providing a workaround, they will update the ITSM knowledge base with the information, increasing the responsiveness of the Help Desk in the event a similar incident recurs. In the event we further identify the incident as a problem, the support teams will generate a problem record. Once we have investigated the problem and a permanent solution has been identified, the knowledge base will again be updated with solution information. This information will be available to the Help Desk, as well as other tiers of support.

Service fulfillment requests will follow a similar, yet distinct methodology. We have identified three types of fulfillment requests: standard requests, question/informational requests, and special requests. Standard requests are generally installations, moves, adds, and changes (IMAC) to IT hardware and software; or access requests, such as changes to email distribution lists, additions or changes to Active Directory account information, password resets, and remote access token requests. The Help Desk will route these requests to the appropriate support team for final resolution. The figure also shows the relationship to equipment provisioning workflow to satisfy new deployments.

The SRA Team has direct hands-on experience with ServiceNow on several projects, including the NIH CIT Service Desk contract, where we assisted with the planning and implementation of the current modules, and are assisting with the planning for future modules. With this experience, we will help CBIIT implement its ITSM strategies and work to fully leverage ServiceNow to improve consistency, accuracy, and timeliness of support. We will look to employ the self-help and knowledge base capabilities to inform the CIT Service Desk and the CBIIT help desk to provide faster response and return to productivity for users. We will also assist in planning the gradual implementation of improved remote desktop support, which will reduce the delay of physically visiting the desktop, ultimately improving overall availability of IT to the users. We are also providing a senior staff member who is familiar with how IT supports research, as a Customer Relationship Manager (CRM). The CRM will serve as a liaison to the scientific community and with a focus on improving communications between users and the support teams.

Other suggested improvements include using Dell Online Self-Dispatch program for direct ordering of warranty repair parts, reducing procurement overhead and improving repair time for Dell products. Lastly, our vendor partner, CSP, can provide pre-delivery imaging of laptops and desktops using one of the 23 NCI-approved standard images. By ordering from Dell using a special SKU number, computers arrive at NCI pre-imaged at no additional cost to NCI. This provides for faster delivery and allows lower staffing for provisioning

1.1.4.2 TASK AREA 4 - CORE IT SERVICE SUPPORT [2.4.4]

In an environment where even minor service outages can negatively affect mission-critical business functions, CBIIT is responsible for meeting the day-to-day custodial demands of NCI's IT enterprise and providing flawless service delivery. These activities include the constant monitoring, managing, and maintenance of NCI's large, installed base of computing platforms, data storage devices, data bases, and applications, and keeping the infrastructure up, operational, and performing at a high level. Core IT Service Support must provide responsive incident resolution and ensure the integrity and availability of a large repository of research data. In **Figure 7** to the right, we highlight the people, processes, and tools associated with providing availability and reliability for core IT services critical to the NCI.

The Core IT Service Support activities are performed as part of the Infrastructure Services Support team, managed and led by (b)(4) who has over 22 years overseeing IT organizations in both commercial and government environments. He will be supported by service leads for server system support and server room management, storage and data protection, database administration, and application hosting. These teams will enforce standardized platform



Figure 7: The SRA Team's Core IT Service Support is focused on maintaining availability and performance of NCI's IT infrastructure.

configurations, change processes, and physical access controls through strong configuration management of NCI’s IT enterprise components to maintain operational availability, stability, and predictability across the enterprise. They will also sustain situational awareness using the capabilities of monitoring, discovery, and administration toolsets, such as HP’s SiteScope, Insight Control, and Storage Essential to maintain overall visibility and control of the IT environment.

Escalation for incidents and problems originating from the Help Desk is one of the most visible elements of the Core IT Service Support responsibilities. We provide well-defined processes for handling incidents that result in resolving those problems through workarounds and/or resolutions that are implemented through the release and change management framework, as shown in **Figure 8**.

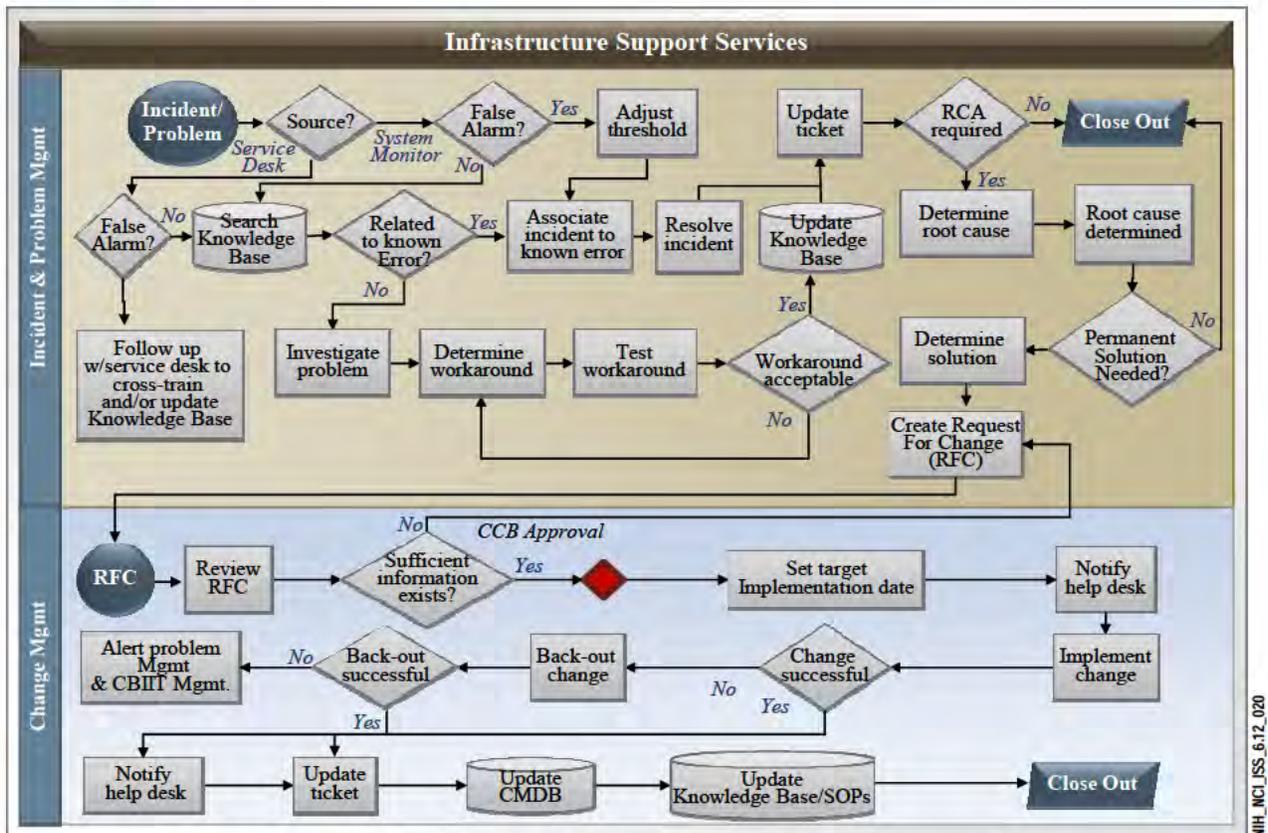


Figure 8: Our repeatable operational processes deliver responsive support through integrated service management

The top of the figure shows the escalation of incidents or problems. We will initially evaluate them to determine if they were generated automatically via a monitoring tool that needs calibration. If a real event triggered the issue, we will investigate to determine its similarity to a common solution or other errors. We will develop and test resolutions to the issue, update the knowledge base, and close out the incident. If the event is related to a problem, the support teams will perform a root cause analysis (RCA) and elevate the issue for infrastructure engineering. Our Infrastructure Services Support manager will coordinate the development, implementation, and maintenance activities; provide management oversight over these critical integration processes; and ensure end-to-end ownership of all NCI operational infrastructure problems.

The bottom portion of the figure presents the introduction of changes into the operational environment. The Core IT Service Support teams will evaluate approved requests for change (RFC) to determine if they are ready for implementation. If they are, the change follows our release management process to minimize disruption to users and ensure infrastructure stability through coordination with the Help Desk. Our disciplined configuration management (CM) process will confirm that the detailed definitions of the system devices and platforms are maintained through controlled configuration item updates to the CM database.

To maintain responsive, uninterrupted infrastructure operations require an understanding the complexity of the environment and a proactive approach for monitoring and managing its health and performance. To provide this perspective, CBIIT has made significant investments in tools to monitor platforms, devices, and applications; automate process execution; report status and performance; and manage workflows. Our approach is to work to fully exploit their capabilities, extend their coverage across the operational environment, and augment their functionality as necessary. We will establish direct visibility into the nature of operational failures, management control for rapid remediation, and proactive insight into potential issues affecting availability or capacity.

The Core IT Service Support team will provide day-to-day administration of NCI's infrastructure. This includes the management of servers, storage, and facilities, administration of operating systems and production applications, and management of security and functional patches, and execution of shared services in the active production environment. Our support incorporates systems tuning and interface monitoring, configuring of enterprise applications (e.g., Oracle, SQL Server, etc.), and ensuring regular coordination and communication to business system owners and developers. In addition, the large volume of bioinformatics and other research data requiring backup necessitates diligent effort to accurately capture and comprehensively verify backups to satisfy NCI backup requirements, and accountability and control of configurations to support continuing operations and disaster recovery.

The Core IT Service Support team will assist CBIIT's continued virtualization of computing services to evolve the infrastructure from hosting- or utilities-oriented environment to more of a cloud-like service offering. We will help redefine delivery models and the instrument the new capabilities to improve the efficiency in provisioning and supporting IT services. These include access to standardized application management environment, a consistent set of tools and utilities (i.e., Platform as a Service - PaaS), and fundamental computing resources (i.e., Infrastructure as a Service - IaaS). Our efforts will lessen deployment and support of applications in localized environments; promote the reuse and incorporation of standard architectural patterns, and lower development costs while improving quality. Each of these models also reinforces green IT practices by reducing power consumption and decreasing capital expenses.

1.1.4.3 TASK AREA 5 - NETWORK MANAGEMENT AND OPERATIONS SUPPORT [2.4.5]

As the vehicle for delivering access to information and services internal and external to NCI, CBIIT's network services play a critical role in the computing experience of end users. Every application, server, desktop, and device relies on the availability of these services, with outages having the potential to negatively affect mission-critical business functions. As such, the integrated nature of the network requires critical Network Management and Operations Support to maintain a resilient networking infrastructure and reliable access to NCI research related tools and utilities, applications, and data. In **Figure 9** to the right, we highlight the people, processes, and tools associated with providing critical network connectivity.

Our Infrastructure Services Support manager, ^{Non-responsive} ^{Non-responsive} (b)(4) will also coordinate the Network Management and Operations Support activities. (b)(4)(b)(4) — a certified Senior Network Engineer with more than 16 years of progressive network experience, ranging from customer support and administration/operation, to design and engineering—will provide additional leadership to the network team. A qualified team of network engineers and technicians responsible for providing network design and installation support, network operation and maintenance, and network access control will support him.

A key goal of our network team is to implement an integrated network monitoring and troubleshooting capability that will collect network and system performance and availability information to proactively prevent systems and network problems. We will focus this proactive approach on maintaining network and systems availability, optimizing root cause analysis, and reducing downtime. Network incidence and problem response activities will follow similar processes as those described for Core IT Services above, with access provisioning and control employing the unique network management capabilities of the Enterasys devices. In addition, we will apply critical firmware and/or security patches within two business days, and diagnose and repair any incidents associated with distributed networking equipment or cable drops as required by the SOW. We will support routine network repairs (including ordering and maintaining spares as required), installations, and changes, and update cable plant documentation. We will conduct traffic analysis to track bandwidth utilization and eliminate bottlenecks to optimize network performance for applications, file transfers, and data replication. We will also provide CBIIT with a full enterprise view of the network and supporting infrastructure via reports and an intranet-based status dashboard. These reports will serve as the basis for network and systems capacity planning, and provide the evidence needed to justify upgrades, systems modifications, and changes to processes and procedures.

With CBIIT concurrence, the SRA Team will work with CBIIT to extend the reach of NCI's networking ability by developing a "bring your own device" (BYOD) strategy with an implementation approach that considers CIT's current plans for a network access control (NAC) along with NCI current networking capabilities. As part of this initiative, we will also provide consulting services to facilitate the update of applicable web sites and applications for mobile computing. We will also look for opportunities to employ mobile devices and telework capabilities to implement a virtual call center (VCC), which will allow routing of service calls directly to field support staff and allow them to reference the ticketing system – improving service coverage and response time. If requested, we will help CBIIT develop plans to move from a traditional hardware desktop model to virtual desktop infrastructure (VDI) that allows users to access NCI systems and data remotely over a secure communications channel.

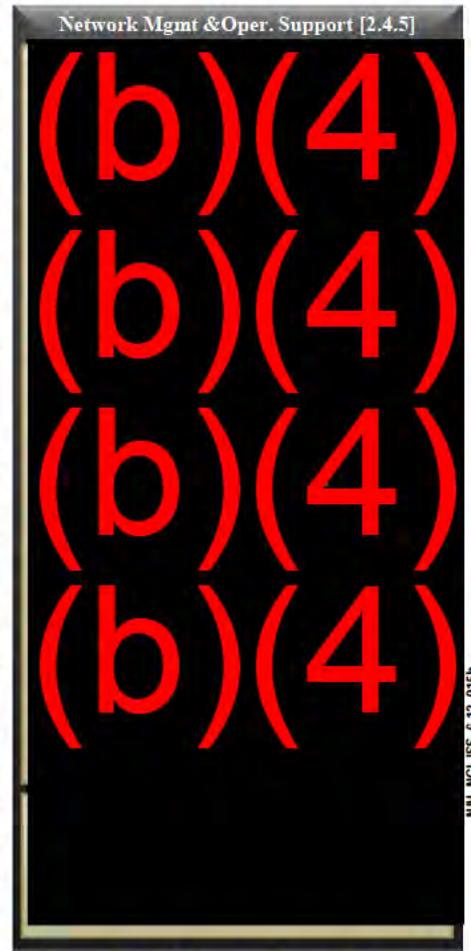


Figure 9: SRA Team will provide exceptional operational support to ensure connectivity for NCI's science and health mission.

1.1.4.5 TASK AREA 7 - INFORMATION SYSTEMS SECURITY SUPPORT [2.4.7]

CBIIT provides the full lifecycle of Information Systems (IS) security for all systems they manage, from security assessment and authorization through operations and decommissioning. The rapidly changing threat landscape, combined with constantly changing technologies, require experienced, agile, and proactive support to maintain the overall security posture, reducing the risk and severity of security incidents, while ensuring we meet compliance requirements. **Figure 11** to the right, highlights the people, processes, and tools associated with providing enterprise-wide security and security compliance reporting.

The Security Support Services team performs and manages all the efforts of Information Systems Security Support, led by **Non-responsive**, with more than 18 years of experience and over 7 years of security-specific experience. He is supported by a certified Senior IT Security Engineer and a team that includes two additional IT Security Engineers who will be responsible for providing security operations and assessment support.

The Security Support Services team will perform firewall, intrusion detection system (IDS), and VPN administration, including the management of standardized and tightly controlled firewall rule sets that restrict all traffic by IP address, service port, or protocol. Our security engineers will work with the NCI ISSO to ensure NCI's security architecture conforms the guidance found in NCI and NIH policy and NIST SP 800-41, and is validated against compliance checklists to protect NCI equipment and information. In accordance with enterprise security guidelines, we will also monitor firewalls to quickly identify the ports and services that are under attack, analyze logs and other forensics during and after an incident, and apply the appropriate response to remediate the failure and vulnerabilities. The Security Support Services team will also provide continuous monitoring for security alerts based on IDS signatures, perform event log correlation on firewall and network security device logs, and respond to the incidents to establish a root cause and resolution. Our security engineers will assist CBIIT in the scanning, detection, notification and management of vulnerabilities, and provide the capability to execute procedures for risk remediation as outlined in NCI security policy and other guidance. We will also coordinate an enterprise-wide anti-malware protection and security patch management capabilities for monitoring patch levels. Comprehensive patch management will also consider freezing patch levels for certain operating systems and applications to maintain continued operations of scientific equipment or to maintain support from its manufacturer.

To address the evolving security threat, the Security Support Services team will assist CBIIT in selecting and integrating new tools and techniques to prevent unauthorized access, detect vulnerabilities and thwart attacks, and analyze cyber threat forensics. We will also consider the full range of established security practices from the National Security Agency (NSA) and

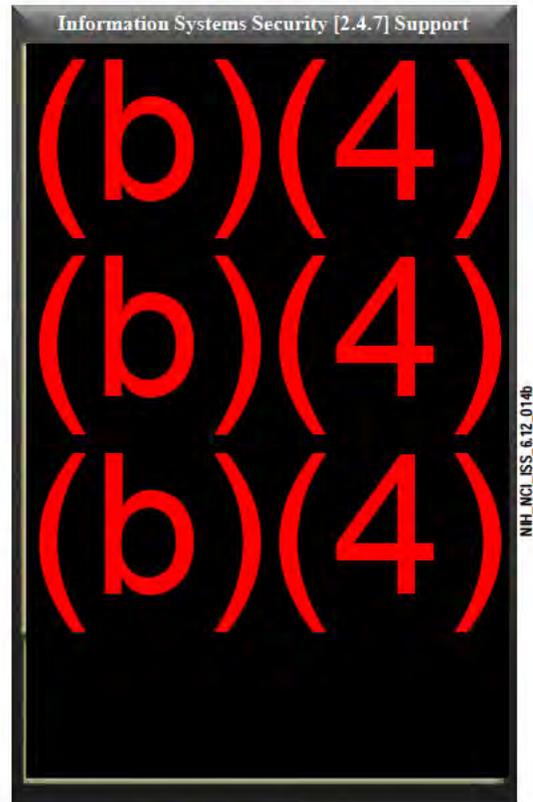


Figure 11: The SRA Team's information security support approach features comprehensive situational awareness with proactive management to maintain a robust and resilient IT security posture

internationally accepted security standards to combine the successful elements of these various solutions, best practices, and standards with NCI’s strategic security framework to produce a solution that fits the unique circumstances of NCI and CBIIT.

Although NCI security staff has the responsibility of performing the independent security evaluations, our team will prepare the documentation and configure the tools necessary to assist in these activities. We will support system security planning, risk assessments, and Plan of Action and Milestone (POA&M) reporting, scheduling and coordinating to achieve Security Assessments and Authorizations (SA&A). We will also provide direct support for SA&A testing to evaluate any vulnerability and to verify compliance with the Federal civilian requirements, such as FIPS 199 Moderate Rating and the associated Moderate Control Baseline specified in NIST 800-53.

The SRA Team has experience in the full system security lifecycle at mission-critical projects such as Department of State and the FAA CyberSecurity Management Center, and NIH-SA&A at NIAID. SRA can also bring our expertise as an accredited 3rd party assessment organization for the Federal Risk and Authorization Management Program (Fed RAMP) to help CBIIT plan in security as the move to cloud services progresses.

1.1.4.6 TASK AREA 8 - DATA CENTER CONSOLIDATION [2.4.8]

As part of the Federal Data Center Consolidation Initiative, NCI will over consolidate nine of its server rooms into two new data centers at the new NCI Shady Grove Life Sciences Center facility. In the execution of this planned consolidation, CBIIT must minimize the impact to research programs while taking advantage of the opportunity to insert new technologies to advance service delivery and support, lower operating costs and reduce operational risk, increase operational reliability of critical services, and improve the end-user experience.

Given the significance of the Data Center Consolidation task, our Program Manager will have primary responsibility for planning and aligning our support for this critical task. He has the benefit of being able to tap into the team’s corporate capabilities and experience and field a team for the data center consolidation efforts. Working with CBIIT, the SRA Team will bring our extensive data center consolidation and facilities management experience, garnered from efforts for FDIC, SBA, CNCS and others to develop an optimal, low-risk approach for the migration of the existing services (applications, databases, and file shares) to the new location. We will help CBIIT overcome the disruption caused by the move and establish an operational posture that is more standardized, and provides higher availability and extended capability by:

- Baseline the operational services to assess the details of the IT infrastructure and analyze the dependencies and constraints of each service along with any mission-critical considerations;
- Developing data center architecture with a migration roadmap that identifies the services to be consolidated onto new equipment, migrated to new delivery models, or simply relocated;
- Implementing a series of integration and test increments that include recovery steps to minimize the risk of service unavailability; and,
- Including stakeholder engagement across the entire migration lifecycle to obtain input and comments on the migration plan and ensure awareness of the process and timeframe for the migration of their services.

Our low-risk approach to data center moves and consolidations will abate any potential for disruption, establish enterprise configurations that provide high-availability and disaster recovery with minimal data loss, and apply green IT practices to enhance sustainability.

1.1.4.7 TASK AREA 9 - RELOCATION SERVICES [2.4.9]

The ISS contract will transition in the midst of approximately 16 separate moves to relocate approximately 2,400 staff to the new Shady Grove Life Sciences Center. It is imperative the transfer of end-user support responsibilities does not disrupt the careful planning that has gone into the relocation and the scheduling around critical research activities.

The SRA Team will work with CBIIT and NCI to integrate our teams into the existing user relocation schedule and plans. We will become familiar with the plan and the orientation and training materials for each group of users, and engage directly with staff affected by the moves to promote communication and alleviate issues and concerns. We will assign a ‘Move Master’ as a central, coordinating point of contact for each move, providing a specific point of accountability to coordinate our activities. Prior to each move, Desktop Support and Network personnel will employ checklists to ensure that the target location is fully ready to receive users (wireless, network connectivity, etc.) and to verify completeness of the setup process. As necessary, we will bring on a surge of support personnel to ensure we have appropriate staff support at both the source and target locations to respond quickly to a potential increase of support tickets. If not already implemented, we will provide IT infrastructure support necessary to install new server hardware and software to establish local area network (LAN) configurations. Our experience planning and executing user relocations including projects for CDC, FDIC, NGA, and U.S. Army, provides lessons learned and a tested approach to ensuring minimal disruption to users and work during relocation, and rapid return to full productivity.

1.1.4.8 TASK AREA 10 - DOCUMENTATION AND STANDARDIZATION [2.4.10]

Documentation provides the underlying foundation for repeatable and continually improving technical and business practices. Standardization is the foundation for establishing a useable library of documentation, as it brings the enterprise into focus, reducing the variety of approaches, processes, and procedures that staff need to follow.

Our approach to the Documentation and Standardization task draws heavily on our experience from other engagements (such as Government Accountability Office (GAO), JSIN, and Pentagon Force Protection Agency (PFPA) and leverages the skills and capabilities of our staff. Our technical senior staff (e.g., Senior IT Security Engineer and Senior Database Administrator) will bring their experience and knowledge to standardize configuration and process documentation in accordance with the ITSM practices. In addition, our experienced technical writers, working with the technical and support staff, will develop, review, and improve the process, procedures, and standards documentation for NCI CBIIT.

The overall goal is to have a library of processes, standards, and technical documentation, easily accessible and easily searchable via NCI’s current portal and wiki, for use by contract and NCI personnel. This repository forms the basis of successful support to CBIIT customers. We will work closely with CBIIT management to develop ideas and approaches to make the documentation library easy and desirable to use. Additionally, we will assist in developing a training and awareness program to advertise the repository and enable users to leverage it for the most benefit.

1.1.5 ABILITY TO ADDRESS ANTICIPATED POTENTIAL PROBLEM AREAS, AND CREATIVITY AND FEASIBILITY OF SOLUTIONS TO PROBLEMS AND FUTURE INTEGRATION OF NEW PROCESSES AND TECHNOLOGY ENHANCEMENTS [5.3.1.3]

Through the course of executing ISS responsibilities and duties, a number of problems may arise that are identified during management or technical reviews, quality assurance or risk management activities, or from external factors made known through Government guidance. The SRA Team will provide immediate response and work collaboratively with CBIIT to address any issue and apply specific problem resolution approaches as they relate to customer interaction, personnel, process, or technical concerns. The SRA Team provides the awareness and agility to quickly address problems encountered as part of our service delivery and support, the creativity and practicality necessary to develop and apply imaginative and feasible resolutions and mitigation strategies, and the perspective and experience to effectively integrate new processes and technologies.

Addressing Potential Problem Areas. Preparedness is often the best approach to responding to unanticipated problems. Our process implementation under CBIIT’s ITSM framework will establish the context in which we operate and how we evaluate and resolve specific operational problems. These processes incorporate lessons learned from similar IT support programs, which provide the operational insights to help avoid most common issues. Examples of this level of preparedness includes applying step-wise integration and testing of new service features that include recovery steps to minimize the risk of service unavailability, and including stakeholder engagement to obtain input on service migration.

Our overall strategy for problem identification, escalation, and resolution is to create a climate for identifying problems early before they adversely affect ISS service delivery. In addition, our corporate culture of Honesty and Service encourages each employee to communicate openly and honestly, allowing issues to be raised without fear of retribution. In this environment, employees are empowered to resolve technical problems and are encouraged to solicit assistance when needed, keeping program objectives and success the top priority. Our goal is to provide resolution at the lowest possible level with a plan for structured escalation to reach satisfactory results. We provide well-defined processes that allow all parties to focus on quickly arriving at a solution. These processes include problem identification and characterization, root cause analysis, impact and recovery analysis, and escalation and preventative actions. Our approach also ensures that we keep CBIIT informed at the appropriate level, and focuses on maintaining effective communications across the service areas to facilitate cross-functional coordination and to optimize resources. The SRA Team has the flexibility to engage small tiger teams of critical resources to immediately address specific issues and the scale to be able to quickly field a larger team to resolve issues that fall outside the standard operational activities.

Creativity and Feasibility of Solutions. For a research organization such as NCI, innovation is the engine that sparks scientific breakthroughs and drives the advancement of knowledge and understanding. This same passion for discovery and adoption of new approaches is inherent in our delivery approach so that we may identify opportunities to enhance the value of CBIIT’s service offerings to the research mission. We nurture and encourage this organizational characteristic to allow spontaneity, promote creativity, and tap into the potential for problem solving. Our aim is to foster a culture of innovation by removing impediments to creative thinking, making connections between people who can shape ideas and improve upon them, and facilitating the review and potential approval of feasible notions.

We will work collaboratively with CBIIT to develop the processes necessary to cultivate, evaluate, and motivate implementation of new strategies, practices, and solutions that forward NCI's mission. Our System Architect, (b)(4) will coordinate innovation activities, which include creative thinking and problem-solving techniques, such as TRIZ and Mind Mapping, to identify opportunities and generate new ideas. We will work with subject matter experts in CBIIT, our teammates, and industry partners to investigate and evaluate the feasibility and applicability of each idea before we present them to CBIIT leadership. With CBIIT's approval, we will apply our Decision Analysis and Resolution (DAR) processes to help prioritize requirements based on mission needs, select evaluation criteria, and identify viable alternatives. After evaluation, we will present a recommended solution and calculate the risks, costs, and benefits of the solution to the organization as well as the total cost of ownership.

Integration of New Processes and Technology Enhancements. The integration of new processes and technologies into an operational environment must consider immediate needs with strategic objectives, and result in improvements to both functionality and sustainability. The SRA Team provides the enterprise perspective necessary to achieve this balance and help CBIIT weigh the programmatic, technical, and operational priorities of NCI. This enterprise approach enables us to translate IT requirements of research programs into comprehensive service solutions that are business aligned, service-oriented, and performance-based.

By focusing on business alignment, we direct our efforts to be consistent with the overall mission and objectives of the NCI enterprise. We will provide engineering and technical support to CBIIT to select appropriate technologies and design new infrastructure capabilities that preserve existing investments and optimize overall business value. Our service orientation reinforces our commitment to deliver service and support that satisfies CBIIT management and end user technical and business needs. We manage the delivery of business-critical IT capabilities as services, which tightly couples processes and technologies, enables comprehensive support, and allows end-to-end management to achieve the most effective use of IT resources. Our performance-based approach provides a framework for systematic improvement. It enables us to measure and track our service commitments to drive accountability, meet service delivery at promised levels, and provide visibility into operational performance.

Following these principals, our team of ISS key and critical resources will help CBIIT assess current operations and develop strategies and plans for improvement. We will support the design of enterprise architectures that capitalize on current investments in legacy systems, and work to simplify the transition to modern technology environments. We will help reinforce the appropriate enterprise controls for effective IT governance and portfolio management practices necessary to manage the evolution of the IT infrastructure. As requested by CBIIT, the SRA Team will access our corporate process and technology capabilities centers, as well as the competencies of our teammates and industry partners to provide domain specialists. They will collaborate to develop service definitions for new capabilities and performance levels, and generate architectural specifications that detail technical approaches to enhance operations and resolve existing performance issues and constraints. The SRA Team is also ready to facilitate the organizational changes necessary to take maximum advantage of new capabilities by helping to foster buy-in and ownership, track and communicate progress, and develop skill sets to support the change.

1.1.6 QUALITY AND EFFECTIVENESS OF THE ALLOCATION OF PERSONNEL AND RESOURCES [5.3.1.4]

The SRA Team developed its proposed allocation of personnel resources for ISS based on an analysis of the technical skills and operational experience need to satisfy the requirements of each task area and from our experience delivering comparable work on a number of other efforts. This analysis took into consideration the technical span and diversity of the NCI infrastructure, the size and bounds of the operational elements necessary to provide specified services, and level of personal support required to meet the demands of research community.

As a result, we have established a distribution of experience levels across the service support areas to balance efficient contract performance with the economical application of qualified staff. **Figure 12** presents our proposed mix of senior, middle, and junior IT practitioners that will satisfy the operational level of effort and expected project activities identified in the ISS SOW. This staffing profile represents a blend of more senior and mid-level staff than is normally required for a project requiring strictly O&M support. We are proposing this allocation in anticipation of staffing projects that will help CBIIT evolve and mature NCI's infrastructure. It will provide the level of expertise and scale of support needed to assist the development of strategies and plans for infrastructure improvement, as well as design architectures that incorporate advanced technologies and service delivery approaches, and to facilitate organizational change management to simplify the user transition to the new environment.

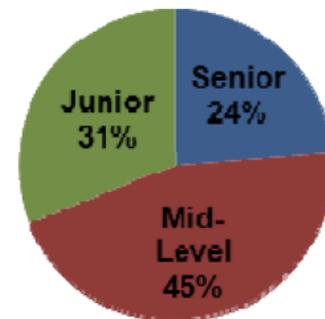


Figure 12: Our blend of experience levels balances efficient contract performance with the economical application of qualified staff.

This initial mix reflects a composite of domain expertise and leadership, journeymen technicians and specialists, and early career staff. As the ISS program progresses, we will apply our Talent Maturity Lifecycle (TML) technique to maintain the appropriate levels of experience to optimize cost management while we deliver more optimal performance. Using TML, we will promote leading junior and mid-level performers to more senior positions, mentoring them in their expanded responsibilities, and will bring on promising new talent with innovative ideas for enhancing contract performance. All staff will have the opportunity to participate in rotational assignments that expose them to multiple tasks within or across task areas, resulting in cross-trained staff and enabling us to easily reallocate resources as needed for surge or permanent requirements. Our TML will help us deliver the right people, at the right time, for the right cost.

Our analysis also resulted in the identification of the multi-disciplinary skills necessary to meet the complexity of NCI's day-to-day operations and project support as they relate to our GSA FSS Information Technology (IT) Schedule labor categories. We developed the labor allocation to include categories for the analysts, engineers, technicians and specialists that will support the tactical operations and maintenance activities that sustain IT services for the research community. It also provides the expertise to implement strategic infrastructure projects. We were deliberate in our allocation to ensure the mix could accommodate resources that include incumbent staff and permit reach back to talented subject matter experts and engineering practitioners from across our team. This will allow CBIIT to engage the practical knowledge and industry expertise on projects that help CBIIT make the most of its IT investments and evolve its

infrastructure with new architectures and technologies. The result of this analysis and planning is the personnel resource allocation as depicted in **Figure 13** below, showing the expected labor hours distributed across our applicable GSA FSS Information Technology Schedule labor categories and satisfying the 506,900 hours per contract year.

This mix of labor categories encompasses all the staff expected to fill the management and technical roles of the service support and program administration organizations, which we present in the Staffing Plan in Section 1.3. This plan shows that the Contract and Program Management staff represent about (b)(4) of the staff including roles for the Program Manager and Operations Manager, ITSM Expert, and System Architect, and support staffing including project control

and scheduling, QA, and business operations and reporting. Desktop Support Services represents (b)(4) of the proposed staffing, and encompasses roles that include the Desktop Support Services project manager, and desktop support managers, team leads, desktop and help desk support technicians, knowledge management and asset management specialists, problem managers, and provisioning support technicians. The Infrastructure Support Services, representing (b)(4) of the proposed staffing includes roles for the Infrastructure Support Services project manager, server systems engineers, configuration and change management specialists, tools specialists, storage and data protection engineers, database administrators, applications hosting manager, software systems engineers, network engineers, and UC engineers and technicians. Finally, Security Support Services represents the remaining (b)(4) of the staff with roles for the Security Services project manager, IT Security Engineers, desktop engineers, and anti-malware engineers. Please refer to Section 1.3, Staffing Plan and Description of Personnel Resources for specific staff assignments to these roles and associated labor categories.

1.2 MANAGEMENT APPROACH [2.4.1; 2.4.2; 2.5; 2.6; 5.3.2]

SRA is committed to delivering the highest quality products and services to our customers, and we believe our corporate culture and values are fundamental to our day-to-day operations and our continuing success. We have earned industry-leading and globally recognized certifications such as ISO, CMMI, and IA-CMM that demonstrate our repeatable, documented, successful systems and processes. We nurture our workforce to be passionate about the quality of their work and the way they deliver it. We believe our management philosophy sets us apart from our industry peers, and we often hear from our customers that we are

Program Manager - g	(b)(4)
Senior Subject Matter Expert - g	
Principal IT Specialist - g	
Entry Level IT Specialist - g	
Project Manager/Subject Matter Expert - g	
Senior IT Specialist - g	
Entry Level Engineer/Analyst - g	
Technical Writer/Administrative Support - g	
IT Specialist - g	
Principal Engineer/Analyst - g	
Senior Engineer/Analyst - g	
Associate IT Specialist - g	
Junior Engineer/Analyst - g	
Senior Technician - g	
Junior Technician - g	
Engineer/Analyst - g	
Technician - g	

Figure 13: Our resource allocation provides the necessary skill mix to support day-to-day operations, and tactical and strategic infrastructure projects

Benefits of SRA’s Management Approach

- ◆ Delivers superior management and technical expertise, ensuring the right resources are available when and where needed for current operations and emerging requirements or events.
- ◆ Intelligently applies processes and tools to streamline contract administration, facilitate communication and information sharing, provide transparency across tasks and activities, and optimize resource allocations.
- ◆ Incorporates ITIL, PMI, ISO, CMMI-SVC, and IA-CMM best practices through an integrated quality management methodology promoting cooperation and collaboration, streamlining service delivery, and improving productivity.
- ◆ Mitigates risk – flexible, scalable model applying performance data and continual improvement techniques to establish an enterprise perspective for delivering agile support in a dynamic environment without compromising stability and quality.

different. That difference is the extent to which we take our customer’s mission as our own. We will bring these core values to CBIIT in support of the role it provides to enhance the work environment for the scientists, administrators, and program managers who carry out NCI’s mission – advancing progress in preventing and treating cancers of all kinds. As described in the sections that follow, our mission focus serves as the foundation for an approach that captures SRA’s culture of agility and responsiveness, management discipline, and corporate commitment.

1.2.1 EFFECTIVE AND EFFICIENT PROGRAM MANAGEMENT [2.4.2; 5.3.2.1]

SRA’s culture is open, honest, and inclusive, and our approach is based on the principles of continual improvement and consistent application of ITIL/ITSM, PMI, ISO, and CMMI practices. We learn from each project – including the (b)(4) and (b)(4) programs, among others, highlighted in our organizational experience and past performance sections – and incorporate those lessons to improve our processes, leading to efficiencies that drive costs down and quality up. Our processes are formalized in SRA’s *Project Management Handbook (PMH)* and our corporate *Quality Management System (QMS)* methodology, and together, formed the foundation for ISS contract and program planning and execution. Enforcing a common process framework facilitates communication and coordination, and ensures that the entire team performs to the same standards, resulting in the best products and services for CBIIT. From this framework, we tailored our processes to establish an optimized, agile support model that aligns with the HHS Enterprise Performance Life Cycle (EPLC), accommodating day-to-day operational support, with the flexibility to scale to address ISS support requirements, projects, and initiatives.

The resulting approach, summarized in **Figure 14**, provides an established, proven, and disciplined contract management methodology for assuming ISS responsibilities and meeting contract cost, performance, and schedule requirements. A core component of our approach is the performance data that we will make available to the CBIIT throughout the life of the contract. To facilitate this, SRA employs an integrated suite of management support systems and tools across all SRA projects, directly benefiting the government by minimizing costs, allowing project teams to focus on execution, and ensuring that we apply processes consistently across all tasking and provide economies of scale with mechanisms for sharing services across the enterprise.

Our proposed Program Manager (PM), (b)(4), brings extensive knowledge and experience in managing complex programs in scientific/research environments, including NIH. He has at his disposal a rich set of standardized business processes, a superior team of experienced and certified key/critical personnel, a baseline staffing profile of 253 qualified personnel (Section 1.3) available for ISS execution, and corporate support team (e.g., HR/Recruiting, Finance, and Contracts) – along with the authority to utilize and expand those resources for the benefit of NCI and CBIIT. Our strategy is to provide a responsive, efficiently managed team, that can readily accommodate changes in the number of users supported, the number and types of systems requiring support, and legislative or executive changes that impact requirements for information system development, deployment, maintenance, or security. Our team brings the structure, experience and insight, technical and functional expertise, and the requisite supporting organization to execute the ISS program, while providing high-level corporate visibility to ensure its success.

Both new personnel and incumbent employees joining the SRA Team will attend employee orientation as part of our ISS onboarding process. This program-specific training includes an overview of CBIIT and ISS goals, project/tasking information, administrative processes, and mandatory compliance training addressing confidentiality, privacy, information security, and conflict of

interest regulations and corresponding NIH and HHS policies (e.g., NIH Information Security Awareness, Privacy Awareness, and HHS Information Security). We will also coordinate completion of Non-Disclosure Agreements (NDAs) as part of staff onboarding. We will ensure ongoing compliance to all security requirements and procedures outlined in the SOW both at start-up and through the life of the contract. We will continue to develop and optimize resources through ongoing education, training, and certification requirements, enabling us to improve staff utilization for steady-state workloads, seasonal peaks (e.g., end of fiscal year purchasing), and support for emerging requirements. Our PM will work with SRA Team project managers and team leads across task areas to establish formal training plans for all staff. We will tailor the plans for ISS, and will incorporate process/procedure training, continual improvement techniques, cross-training, maintaining and upgrading skill sets and certifications for current and emerging CBIIT technologies, and the required compliance training. Section 1.3.2 provides additional information on staff development and training.

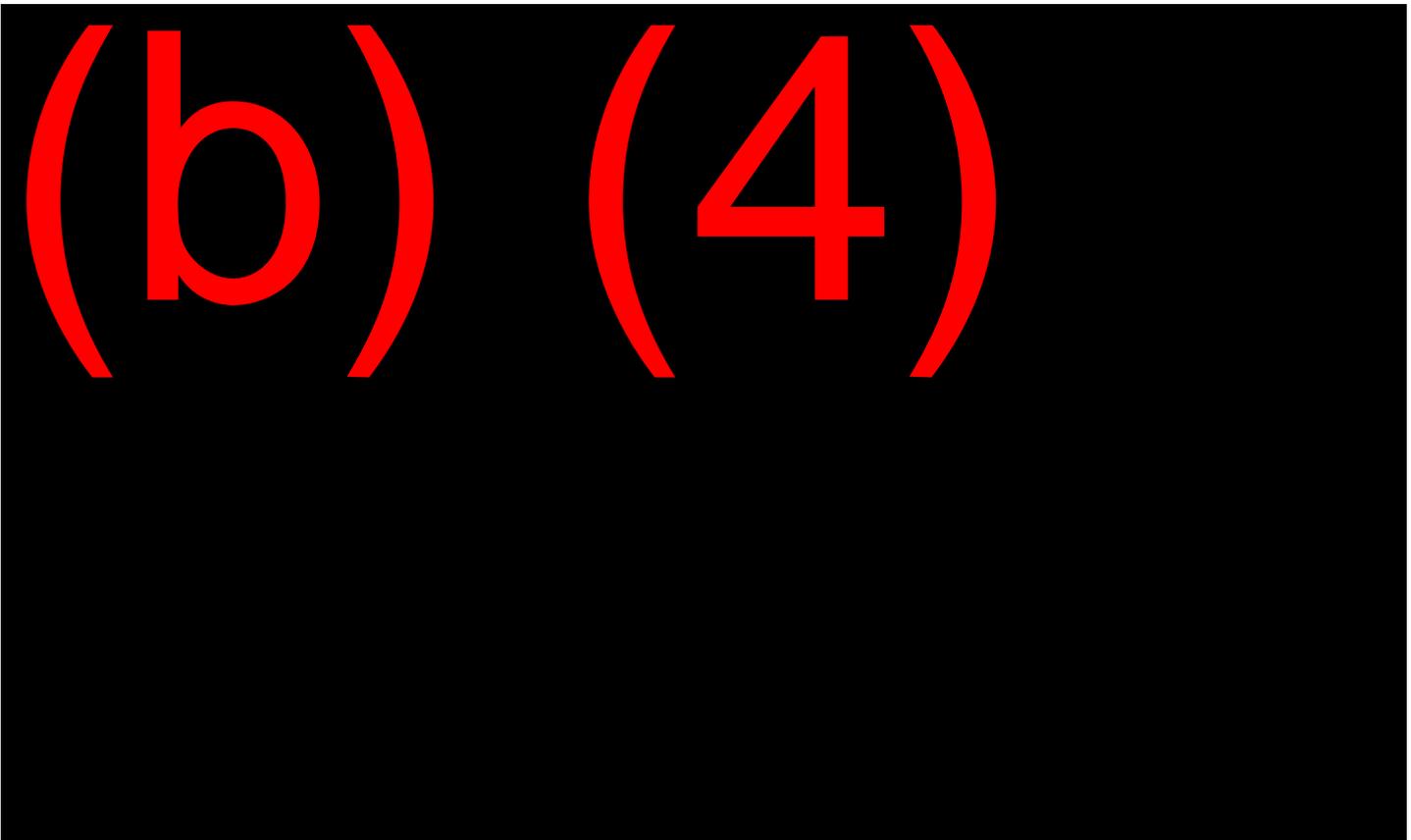


Figure 14: The SRA Team will provide a comprehensive contract management solution that integrates industry best practices including CMMI, ISO, PMI, and HHS EPLC processes.

1.2.1.1 TASK AREA 1 – CONTRACT MANAGEMENT PLAN [2.4.1]

We will leverage SRA’s processes, insight on CBIIT operations and strategic direction, and knowledge of the HHS EPLC to develop and maintain an ISS Contract Management Plan (CMP) throughout the contract period of performance. We will tailor the CMP to establish an agile support model focusing on NCI’s mission and objectives for efficient and effective management of IT services across the NCI enterprise. The CMP will serve as the foundation for technical, resource, production, and management planning. We will update the CMP in coordination with Operations and Maintenance Plans to align with CBIIT as it evolves the IT organization with an

ITSM framework for service delivery. The CMP will include templates to facilitate artifact development, including templates for required plans, reviews, deliverables, and reports. We will formalize our Quality Management Plan (QMP) (Section 1.2.1.4) in conjunction with the CMP, and define applicable performance reporting controls and formats, including baseline work and spending plans. Consistent and accurate performance reporting will ensure that both SRA and CBIIT management are aware of issues and risks across the program. We will include well-defined, proactive processes for issue and risk management that emphasize early identification, assessment, and mitigation of risks.

1.2.1.2 CONTRACT START-UP MEETING [2.4.1.2]

We will coordinate with the COR and CO in scheduling a contract start-up meeting within 10 business days of contract award. The meeting will include an orientation briefing introducing key and critical personnel, reviewing communication ground rules, and assuring a common understanding of ISS requirements and objectives. We will present our approach for the program, including our CMP, management organization, roles and responsibilities, administration and reporting, and proposed staffing. We will also review our contract phase-in plan, objectives, and schedule. This will include coordination with the outgoing contractor to establish both formal and informal communication mechanisms to ensure knowledge transfer and to minimize risk through the transition-in process. Incumbent recruiting is also an important topic of this meeting. We understand the value of retaining institutional knowledge and CBIIT's investment in incumbent staff. We will work closely with CBIIT to identify critical resources and top performers, and select the best personnel to join our team. Historically, more than (b)(4) of targeted personnel choose to join SRA. Section 1.2.1.5 provides additional information on contract start-up.

1.2.1.3 STATUS MEETINGS AND REPORTS [2.4.1.3; 2.5]

SRA Team management will provide data and participate in program and task level performance and progress meetings throughout the life of the contract, including bi-weekly program meetings, weekly change control meetings, and weekly program and COR meetings. On a recurring basis, we will provide a detailed status on ISS contractual, management, technical, personnel, risks/risk mitigation, and financial issues. **Figure 15** below summarizes SRA's reporting system, which allows us to establish control accounts at the task, sub-task, and project levels to optimize tracking and control for improved consistency, accuracy, timeliness, integrity, quality, availability, and access to IT managed information across the enterprise. We will measure and analyze financial, schedule, performance, and service and program metrics on a regular basis, looking forward and making predictions. We can assess potential changes in scope, budget, and schedule in advance and communicate impacts to CBIIT to make adjustments as necessary, and ensure that resources are optimized across ISS tasking at all levels. As we finalize the CMP, we will configure SRA's Integrated Project Management Toolkit (IPMT) to reflect approved ISS control processes, and will automate where practicable, ISS reporting. Our web-based IPMT provides the information and tools necessary to track all critical functions, expenditures, and performance status – consolidating a view of cost, staffing, schedule, and performance data, and allowing SRA and CBIIT management to assess quickly cost and performance status at any time.

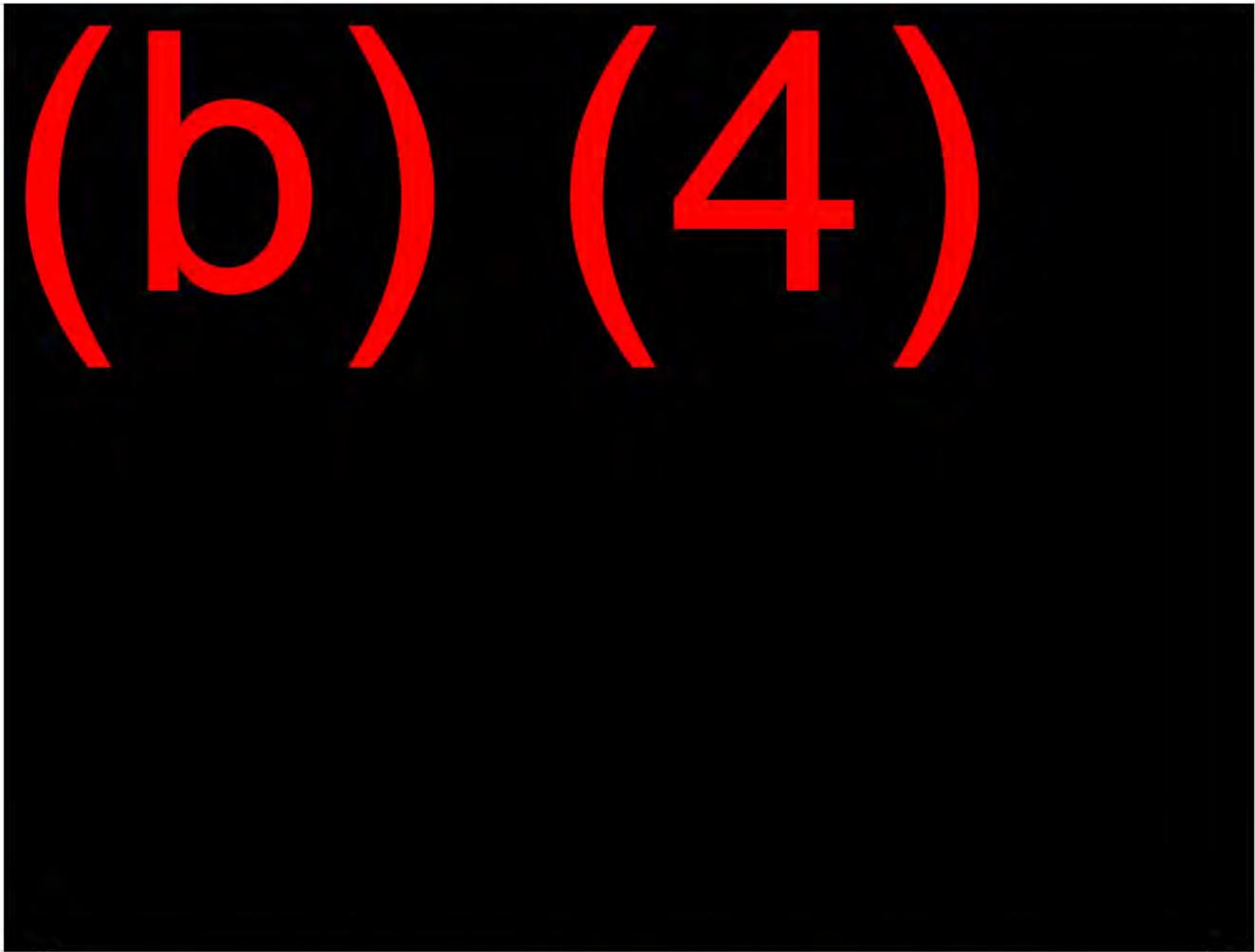
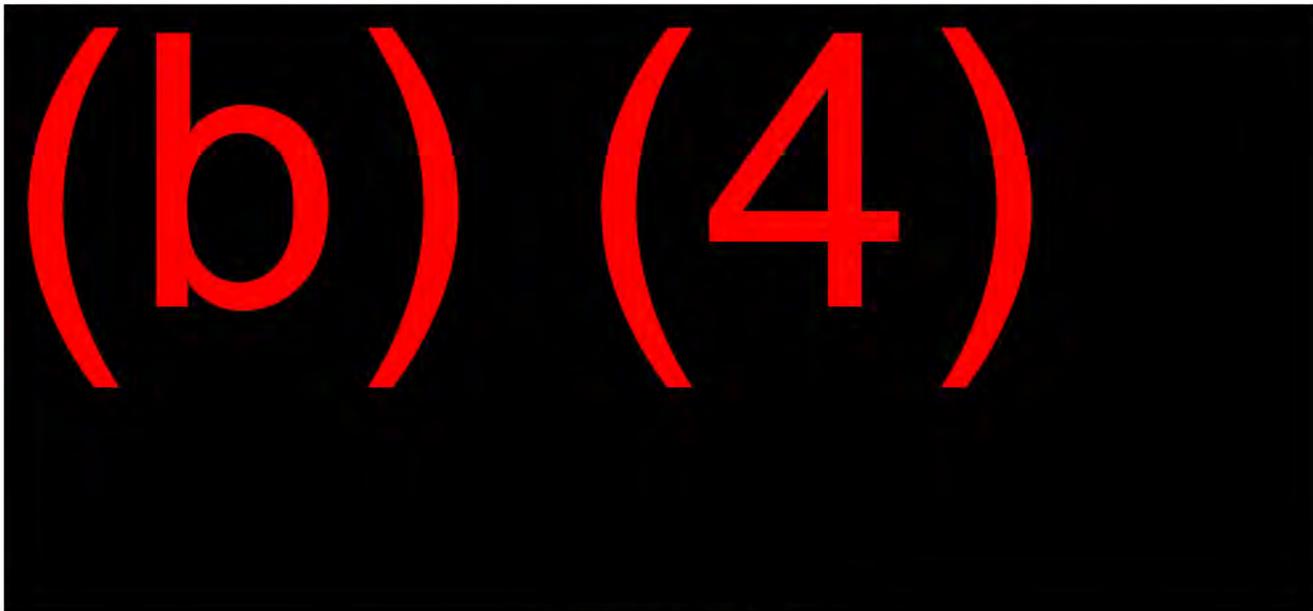


Figure 15: We will use SRA's automated cost control and schedule approach to continually monitor ISS resource, schedule, and cost data, flagging variances for immediate corrective action.

1.2.1.4 QUALITY MANAGEMENT PLAN (QMP) [2.4.1.4; 2.5; 2.6]

SRA's PM will establish the QMP, which will detail the performance measures we will use in assuring the accuracy and quality of the products and services we deliver across the program. We will develop a draft QMP in coordination with development of the CMP. Integral to the QMP are the processes to define appropriate operational performance measures that align metrics to CBIIT objectives for the ISS contract. As shown in **Figure 16** below, our approach details steps to define, collect, correlate, report, analyze, and improve performance at the program and service levels. By proactively managing to defined metrics, CBIIT and the SRA Team will establish clear performance expectations, define measures of success, establish reporting transparency, and create the basis for continual improvement. We will leverage our IPMT to capture and report approved ISS metrics, providing transparency into SRA Team performance.



to enhance ISS service delivery.

1.2.1.5 TRANSITION PLAN (CONTRACT PHASE-IN) [2.4.1.5; 2.9]

The SRA Team’s phase-in approach provides a comprehensive, proven methodology that focuses on continuity of operations, mitigating risk, and preserving CBIIT investment in current staff. We apply lessons learned from successful transitions including GAO, NIH CIT, ARNG, NIEHS, and FDIC, and employ an established, repeatable approach to quickly affect transition without interruption to service. From day one, the SRA Team will maintain a “mission first” focus – our goal is to deliver high-quality support with no interruption or degradation of service to NCI user communities. We have structured our approach to align with CBIIT’s expected 30-day transition period. However, we are fully prepared to accelerate transition at CBIIT’s request. This section details our phase-in approach, and includes an overview of transition management/implementation, transitioning personnel/ staff, transitioning existing efforts, transition roles and responsibilities, our proposed timeline, and transition risks and mitigation.

Low Risk Transition Approach

- ♦ Mission first focus – a robust and flexible transition plan that considers the complexity of the NCI research environment, the services required, and the demand for low risk and continuity of operations.
- ♦ An experienced transition manager and corporate support team leveraging best practices and lessons learned on similar or larger size, scope, and complexity program transitions.
- ♦ Preserves the CBIIT investment in current staff by hiring incumbent personnel and supplementing with qualified candidates from across our team.

1.2.1.5.1 Overview of Transition Management and Implementation

Figure 17 provides an overview of our four-phase transition methodology. This proven framework minimizes risk, allows us to transition staff efficiently, and facilitates knowledge transfer. While each ISS task area has specific personnel and operational requirements, we will follow a common set of transition steps across all task areas.

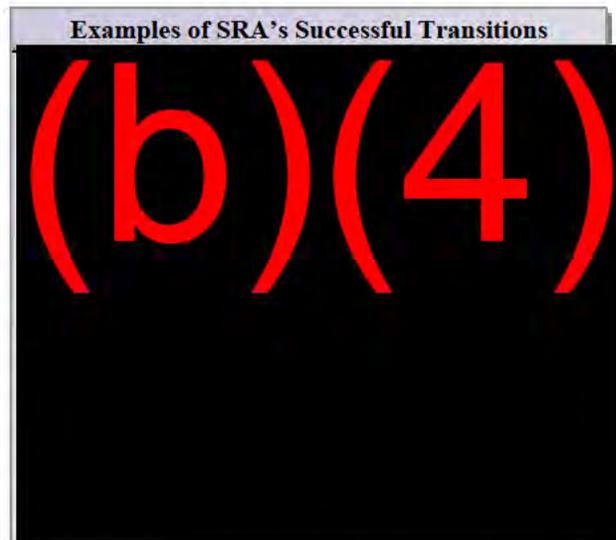
ISS Contract Phase-in Overview			
Pre-Award/Planning	Initiation/Start-up	Knowledge Transfer	Ongoing Operations
<ul style="list-style-type: none"> Identify/designate key and critical personnel Define technical/management approaches and plans Confirm requirements (personnel certifications, skills, experience levels) Build skills database and staffing profile/plan Document transition approach Transfer key/critical personnel (internal) Coordinate corporate support systems (HR, contracts, financial) 	<ul style="list-style-type: none"> Key/critical personnel available day one Coordinate with COR/CO and outgoing contractor Contract start-up meeting Initiate personnel transfer and incumbent recruiting Review/transfer GFE/GFI Establish management plans and base year work plan Establish tracking and control report; configure IPMT Initiate knowledge transfer activities 	<ul style="list-style-type: none"> Perform system/knowledge audits; review processes, and procedures Work with stakeholders to prioritize projects/initiatives Finalize knowledge transfer (tasking, schedule/release status, outstanding action items; documentation) Finalize plans and reporting Complete incumbent hiring; baseline staffing Conduct staff onboarding (orientation, training, badging) process 	<ul style="list-style-type: none"> Provide service support per approved work plan Implement priority changes Accommodate and incorporate emerging requirements/tasking Initiate approved projects and initiatives Integrate tool/template improvements as directed Identify and develop further directions for improvements
-90 to 0 Days	ISS Award Day 1 to 16	Day 7 to 30	Day 31+

Figure 17: A phased transition – tailored for the ISS program – will minimize transition impact, help manage and mitigate risk, and provide a framework from which to improve service, responsiveness, and collaboration.

We will implement the ISS transition under the direction of SRA’s PM, (b)(4), and dedicated Transition Manager, (b)(4) provided at no direct cost to the Government, will focus specifically on the logistics of transition, freeing the operations team to concentrate on establishing their roles and assuming responsibilities. Close collaboration between CBIIT, the SRA Team, and the incumbent contractor is critical. To encourage collaboration, we will seek to enter into an Associate Contractor Agreement (ACA) with the incumbent that focuses on open, honest communications. At the start-up meeting, we will discuss ongoing activities and transition priorities and risks. If warranted, we are willing to offer a subcontract agreement to the current incumbent for the time needed to mitigate potential risk.

1.2.1.5.2 Transitioning Personnel/Staff

We anticipate staffing ISS with a blend of key and critical personnel comprising our core team, together with additional technical expert resources new to NCI, and targeted incumbent staff identified during transition. All key/critical personnel will be available upon contract award, and will participate across transition phases. While we are capable of staffing ISS with SRA Team personnel, and have identified personnel for all 253 positions (see Section 1.3), we recognize the value of preserving the knowledge of staff currently providing NCI support and preserving CBIIT’s investment in staff development. As such, we will work with the CBIIT to establish an incumbent retention list for integration into our ISS staffing plan. SRA has a proven methodology to recruit incumbent contractor employees that results in hiring 90% or more of the desired staff. We are prepared to hold job fairs within 48 hours of the start-up meeting and extend offers to select incumbents immediately following job fairs. With CBIIT’s approval of the base year work plan, we will transition staff towards the end of the 30-day phase-in period. For any gaps, we will reach back to our pool of resources, commit them to the program, and begin orientation/training and knowledge transfer activities to bring them up to speed on the current operating environment.



1.2.1.5.3 Transitioning Existing Efforts

The SRA Team will transition existing efforts including operational support activities and ongoing projects through the knowledge transfer phase. We will conduct interviews with CBIIT management, stakeholders, and incumbent personnel. To facilitate the process, we will use checklists tailored to ISS requirements (**Figure 18**) to ensure that the information we collect is comprehensive, complete, and in a structured format. We also are proposing a Project Review Board (PRB) to verify prioritization and schedules of in-flight projects. The knowledge transfer phase will occur over an approximate 3-week period. We will provide a report with a summary of activities, status of existing efforts, and identification of risk areas. We will note identified gaps in documentation, operating procedures, or configuration control, with recommendations for remediation. We will coordinate an operational readiness checkpoint and review with CBIIT management to verify that we are prepared to take control of ISS responsibilities and fully implement task area operations.

KNOWLEDGE TRANSFER CHECKLIST ITEMS – USED ACROSS ALL ISS TASK/SERVICE AREAS	
◆	Identify CBIIT technical experts and Subject Matter Experts (SMEs), and client stakeholders at all locations
◆	Identify key incumbent technical experts to participate in knowledge transfer activities
◆	Perform a Sensitive Document Inventory as a first priority, and establish control of all sensitive materials
◆	Account for keys, combinations, user IDs, and passwords
◆	Perform a physical inventory and document discrepancies of IT items for which the SRA Team is responsible
◆	Gather existing support documentation for performing in-scope work (e.g., manuals, SOPs, emails or memos, quick-reference guides, databases, drawings), including: <ul style="list-style-type: none"> ✓ All data that documents the existing “as-is” architecture ✓ Support processes, procedures, scripts, and example reports ✓ Samples of all deliverables and procedures for the preparation of those deliverables ✓ Ongoing and planned changes and project documentation ✓ Hardware and software installation/configuration management documentation and data ✓ Hardware/software warranty and licensing documentation ✓ Security certification and accreditation documentation and status ✓ Hardware/software support maintenance documentation, including life cycle replacement and training plans ✓ Contingency Operations and Disaster Recovery Plans

Figure 18: We will use detailed checklists to guide knowledge transfer activities in transitioning existing efforts.

1.2.1.5.4 Transition Resources (Roles and Responsibilities)

Figure 19 highlights our transition resources and their respective responsibilities. We expect Government involvement will be minimal and will include participation in transition meetings, direction on tasking/work requirements, review/approval of deliverables (CMP, QMP, etc.), approval of work plan staff joining the contract, and assistance with clearance and re-badging approval processes.

ROLE	TRANSITION (PHASE-IN) RESPONSIBILITIES
Program Manager	Primary customer point of contact for the contract; accountable for transition success; develops/maintains CMP; assists in staff recruitment/selection process; establishes performance measurements/metrics and QMP; audits transition outcomes before departure of Transition Manager
Transition Manager	Supports PM in managing transition; develops/maintains transition plan, schedule, and risk mitigation plan; supports recruitment/selection process; supports PM in overseeing validation of documentation, knowledge, and GFE/GFI baselines; supports operational checkpoint and readiness reviews and development of lessons learned for future projects
Key/Critical Personnel	Responsible for knowledge/documentation transfer, work product continuation, and SW, HW, and related equipment/facilities inventory within their areas of responsibility; become proficient in CBIIT policies, procedures, and environment; identify/oversee operations training for ISS staff
Financial Analyst	Provides financial and invoicing assistance to the PM during start-up and transition through execution and closeout

ROLE	TRANSITION (PHASE-IN) RESPONSIBILITIES
Contract/ Subcontracts	Provides contract support to the PM throughout the life of the contract; coordinates with teaming partner contracts personnel
HR/ Recruiting	Provides staffing support (recruiting and onboarding); serves as contact related to benefits, policies, and administrative transition; coordinates HR POCs from subcontractor partners

Figure 19: A dedicated transition manager with corporate support will ensure a low risk, successful transition.

1.2.1.5.5 Transition Timeline

Figure 20 presents our contract phase-in timeline for transitioning ISS services within 30 days. Upon contract award, we will validate the timeline with CBIIT, and provide an updated timeline and detailed schedule for transition implementation.

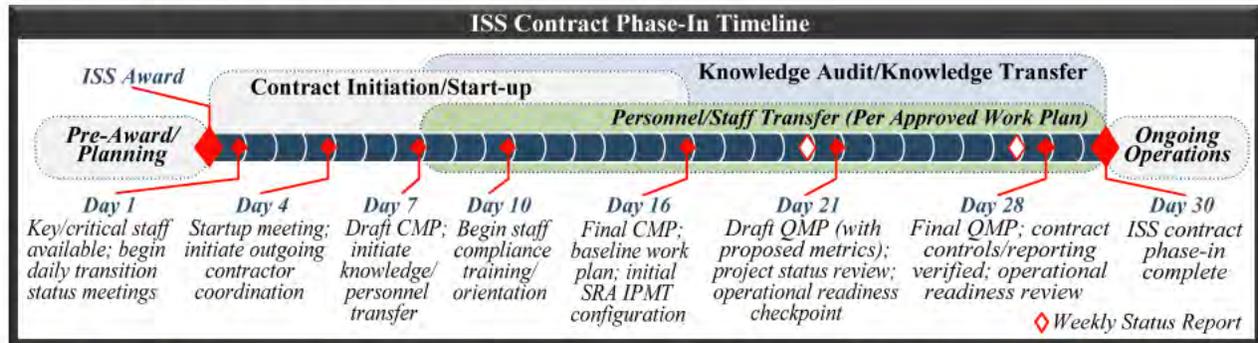


Figure 20: Our contract phase-in timeline includes key milestones in transitioning the ISS program within 30 days.

1.2.1.5.6 Transition Risks, Implications, and Mitigation Procedures

The SRA Team will employ risk management processes, methods, and tools to provide a disciplined environment for proactive decision-making. Our transition approach is designed to avoid principle risks of contract phase-in that include interrupted service or support, delays in recruiting incumbent staff, and lack of Government visibility into transition activities. We do this by providing a dedicated Transition Manager to coordinate transition activities; implementing an employee-focused campaign to select and transition incumbent staff; incorporating operational checkpoint and readiness reviews; and conducting daily stand-up meetings to communicate status, issues, and risks. Throughout transition, we will continuously look for additional risks, categorize them, define mitigation strategies, and incorporate them to our risk management plan.

1.2.2 SUPERVISING AND COORDINATING THE WORKFORCE [2.4.2; 5.3.2.4]

The SRA Team’s management structure, shown in Figure 21, offers an efficient organization and experienced management team under the direction of SRA’s proposed PM, (b)(4). We are designating project managers for ISS service delivery areas who will establish and foster customer relationships, and have decision-making authority for work under their purview. This structure minimizes risk and places control close to the level where the work is performed.

To ensure corporate visibility for the contract, our PM, (b)(4) will have direct access to the Senior Vice President and Health Group Director, Mr. Paul Nedzbala, and Dr. Bill Ballhaus, SRA’s President and CEO. Our proposed core management team will operate within a flexible framework compliant with PMI and HHS EPLC methodologies. As shown in the text box, they bring a diversity of management and technical expertise. Volume 1A includes resumes and letters of commitment for each individual. The CMP will detail ISS roles and responsibilities, and will include subsidiary plans that address SRA Team resources, personnel, and subcontractor management processes.



access to senior management to ensure effective, quality work and customer satisfaction.

1.2.2.1 PROGRAM MANAGER [2.4.2.1]

(b)(4) will serve as the SRA Team PM for the ISS contract. In this capacity, he will be the single management focal point, with responsibility for the administrative, managerial, and financial aspects of the contract and all subsequent tasking. He is fully empowered to deliver required services and will work closely with the CBIIT COR and ISS CO to optimize resources provided on the program. CBIIT will provide technical direction and decisions regarding work assignment, scheduling, and prioritization of tasking. (b)(4) will oversee all staffing and personnel actions and will be responsible for the accomplishment of our contractual commitments.

Our Operations Manager, (b)(4) will focus on coordination and communication across tasks and projects, and assist with planning, resourcing, and performance tracking. If (b)(4) is not available for any reason, the Operations Manager will assume PM responsibilities. Together, they will implement an established, proven, and disciplined management methodology. They will interact with CBIIT on a regular basis, and will be available to meet with Government personnel to discuss issues, problems, or risks within 24 hours' notice. Our policies stress the importance of early problem identification, quick resolution, and escalation as appropriate. In

Proven Experience/Proven Performance
(b)(4)

troubleshooting and handling exceptions, we will document corrective actions and resolution plans within two business days of the escalation. In all cases, the PM is accountable for successful resolution of ISS quality and performance issues, as well as the successful delivery of quality products and services. He has at his disposal the full resources of the SRA Team and support of SRA executive management to make corrections and adjustments as necessary to ensure optimal performance.

1.2.2.2 PROJECT MANAGEMENT [2.4.2.2]

Our core management team includes proposed Project Managers for Task Area 3 - Desktop Support Services (b)(4), Task Area 4 - Infrastructure Services (b)(4), and Task Area 7 - Security Services (b)(4). We will augment these project managers with additional PMP-certified resources as directed by CBIIT to deliver full project management lifecycle solutions, including in-flight projects identified during transition and new projects or initiatives that emerge over the life of the program. Our Project Managers will have authority to manage assigned resources, which will improve communications, agility, and responsiveness by placing control closest to the customer. They will be integral to the planning process and responsible for efficiently assimilating ISS requirements and working with the PM and Operations Manager to define project and operational plans, and identify required resources to achieve desired results. In addition, they will be responsible for effective working interfaces, both formal and informal, between themselves and CBIIT technical staff, and for risk management across their task/service areas. This structure facilitates communication and inter-task coordination and prompt identification and resolution of potential technical issues and risks.

The CMP and component plans (Section 1.1.1) will reflect our tailored approaches to all aspects of ISS management. We will use these processes to forecast and track commitments, risks, costs, and schedule, and identify significant deviations. Project Managers monitor and track support activities under their purview; the PM monitors an aggregate view across ISS projects and tasking. This allows cross-task trend analysis, looking at emerging requirements and skills, opportunities for resource optimization, recommendations for continuous improvement, and new metrics based on evolving mission requirements. As Project Managers coordinate their support teams, they will leverage multiple approaches for workforce optimization and development, including forecasting resource and skill needs based on NCI enterprise goals and objectives, matrixing staff across tasks and projects, developing and upgrading skill sets, and cross training. We will also perform continual improvement, apply ITIL and PMP best practices, and incorporate lessons learned. These processes will yield additional opportunities for economies of scale and optimization. Our objective is to provide the CBIIT with skills matched to emerging technologies and approaches that achieve mission goals more efficiently and effectively.

1.2.3 UNDERSTANDING OF LOGISTICS AND SCHEDULE ISSUES [5.3.2.3]

Transitioning ISS support in a highly dynamic research environment with more than 9,000 users across 20-plus sites, poses potential logistical and scheduling issues. The phased relocation of 2,400 NCI staff concurrently with ongoing data center consolidation while maintaining continuity of operations and support brings added dimensions to transition, and introduces additional logistical considerations. Moreover, CBIIT has a number of projects across task areas that are in planning, engineering, or deployment stages. The number and status of these in-flight projects will invariably change in the two-plus months from proposal submission to contract award, and we fully expect that new requirements will emerge. To address these challenges we will categorize each effort, including relocation and data center consolidation initiatives, as projects, and track schedules, status, and potential risks within an ISS portfolio management context.

During ISS phase-in, we will identify and assess the status for each planned and in-flight project, validate that assessment with the COR, and develop or update project plans and schedules for each, including Work Plan(s) as applicable. We will submit the plans to CBIIT management for review and prioritization. CBIIT currently holds a weekly Change Control Board (CCB). We are proposing complementing the CCB with a weekly Project Review Board (PRB) to discuss and review projects that are approved and in flight. The objective of the PRB will be to review progress, identify and manage risk, and discover and escalate issues to CBIIT leadership to improve visibility into project status. We propose establishing the PRB during transition, and continuing the PRB function throughout ISS execution. As additional projects emerge, we will follow the same planning and assessment process. In the event of an emergency project, need for surge support, or requirement for specialized expertise, we will reach back to SRA Team resources to augment the team with the required skill sets and experience. Our ISS PM has full authority to commit team resources.

1.2.4 QUALITY ASSURANCE PLAN [2.4.1.4; 2.5; 2.6; 5.3.2.2]

SRA has a long-standing commitment to quality. We have conducted quality reviews on every project since our founding in 1978. Since 1988, we have maintained a full-time, internally funded Execution Quality (EQ) organization whose sole purpose is to ensure the quality of our products and services. In 1991, we added an internally funded Process Management Group (PMG) to ensure the quality of our processes. These capabilities are part of SRA’s comprehensive corporate support to each project. Our mature QA process complies fully with CMMI Level 3 practices, as well as the IEEE Standards 1028-1988 and 12207 and the PMI *Program Management Body of Knowledge* (PMBok). The immediate benefits of SRA’s quality approach include improved consistency, accuracy, integrity, and quality of service and product delivery; improved reporting and communications across the program; and increased focus on continual service and performance improvement. This section provides our QA Plan (QAP) and approach for the ISS contract, including specific information on our independent QA organization, QA roles and responsibilities, QA activities, issue/problem/risk escalation, and continual performance improvement. In developing the QAP, we tailored our QA processes based on the objectives of the program to ensure the quality of all deliverables, products, and services provided to CBIIT.

Benefits of SRA’s QA Plan
◆ Dual-track QA organization ensures process compliance, as well as product and service quality through independent audits.
◆ Standardized quality processes ensure that we approach tasks in a consistent manner, compliant with CBIIT service levels and standards.
◆ Established framework implements QA/QC processes that are planned, organized, documented, and controlled.
◆ Facilitates continual improvement – measuring performance to improve efficiency, identify cost savings, and deliver metric-based results.

1.2.4.1 QA ORGANIZATION

As shown in Figure 22, SRA’s EQ Group follows an independent, reporting structure. While the EQ Group is independent, we integrate quality processes within our management and technical approaches through our QMP (Section 1.2.1.4) and QAP,



Figure 22: Our QA structure provides organizational checks and balances with multiple paths for elevating quality issues.

implemented by SRA’s designated QA Manager for the ISS program. ISS performance reporting will occur through two channels. Our ISS team will report status frequently on an informal basis and monthly through Internal Program Reviews (IPRs) to the Senior VP of SRA’s Health Group. Our QA Manager will also report on the quality of services delivered and customer satisfaction through an independent reporting chain to SRA’s CEO and President. This reporting structure ensures unbiased reporting and that objective performance feedback receives the attention of the entire corporation.

1.2.4.2 QA ROLES AND RESPONSIBILITIES

Every member of the SRA Team plays an important role in performing activities that ultimately lead to meeting ISS quality and performance goals, and the SRA Team PM has the overarching responsibility for controlling the quality of ISS products and services. The PM will ensure that the SRA Team consistently applies ISO 9001 quality procedures in accordance with the ISS QAP and QMP to consistently meet or exceed defined performance levels. The QA Manager will report quality and performance metrics from multiple data sources and communicate performance to the PM and across the team, and through periodic status and progress reports. **Figure 23** identifies the SRA Team roles and responsibilities in support of the QAP data collection, analysis, and reporting activities.

ROLE	QA RESPONSIBILITIES
Program Manager	Accountable for overall success of the program; works with COR, CO and SRA Team to define quality as it applies to ISS; approves and oversees implementation of QAP and QMP; reviews quality activities/outputs on a regular basis with CBIIT COR, CO, and Project Managers; assesses effectiveness of quality program, revising and adjusting as necessary to ensure delivery of quality products and services; ensures timely response and/or resolution of corrective actions and issues
QA Manager	Supports development and implementation of QAP and QMP; conducts management audits to determine compliance to SRA’s QMS requirements; escalates unresolved issues to the PM and SRA EQ Group; certifies that deliverable products fulfill contractual requirements, satisfy the COR acceptance criteria, and meet SRA’s standards; maintains SRA QA records and documentation
Project Managers	Establishes quality checkpoints and monitoring activities; identifies and evaluates technical quality issues and works with the PM to initiate, recommend, or provide solutions as required to ensure delivery of high quality products and services; identifies work products and deliverables requiring QA review; performs expert reviews on technical products and processes; supports quality training of the technical staff; responds to quality and performance issues and action items
ISS Support Staff	Performs peer reviews, expert reviews, and/or editorial reviews in accordance with QAP; provides QA Manager with documentation of defects, deficiencies, and anomalies discovered during peer reviews; responds to deficiencies identified during audits and inspections

Figure 23: The QAP defines specific roles and responsibilities to ensure quality products and services.

1.2.4.3 QA ACTIVITIES AND REPORTING

The QA process, depicted in **Figure 24**, incorporates quality planning activities (metrics and standards definition, reporting), quality management activities (QA/QC execution), and oversight activities (audits, reviews, process analysis). In implementing the QAP, we identify control points for inspection and decision for conformance to standards and policies. We optimize our processes, tools, and tailoring based on collected metrics, lessons learned, and user suggestions to help ensure that we provide outstanding products and services of increasing value. We identify acceptance criteria and performance metrics and tailor them to specific control subject, inspection, or decision points. We select metrics for their ability to allow prediction of performance rather than just report the good or bad news. Our metric measurement and collection plan, incorporating feedback loops, ensures timely and relevant data to validate and analyze quality and performance. We perform QA analysis and identify informal and formal actions to address identified gaps. The goal is to effect change before the performance becomes an issue. We

maintain records of QA actions in program and project files for auditing purposes. These records include non-conformances, corrective actions, metrics, and process improvements.

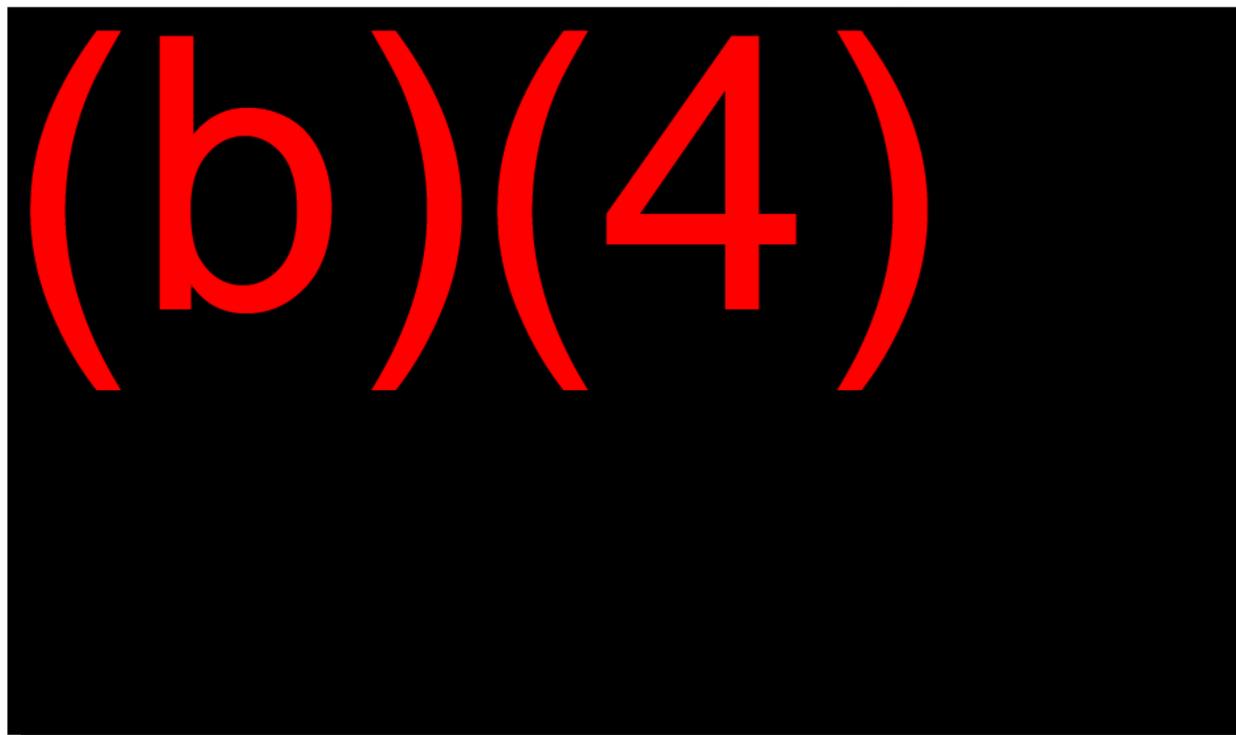


Figure 24: SRA's QA plan incorporates management planning and oversight to ensure objective, continuous, and independent execution of quality activities across the ISS program.

The PM will report performance metrics as part of periodic reviews and in recurring status reports (e.g., daily, weekly, monthly, quarterly reports). The reports will contain performance assessments for all services areas and for planned and active (in-flight) projects. The reports will also include a summary of QA activities such as document reviews, together with their results and any follow-up actions. We will present current and cumulative data, as well as plans for future performance monitoring and forecasts. The data generated using our performance management process will provide the necessary information to indicate whether the SRA Team is adequately achieving the expected outcomes. The PM will also review ISS performance metrics with SRA senior management through internal IPRs and executive program reviews.

1.2.4.4 ISSUE/PROBLEM/RISK RESOLUTION

While no one anticipates performance problems, issues will invariably occur. Therefore, it is important to have mechanisms in place address problems should they arise. Should a deficiency be identified, the PM or QA Manager will generate a Corrective Action Report (CAR) when the deficiency occurs due to non-compliance or should we fail to meet performance standards. We may also issue a CAR based on audit findings indicating inconsistent or inadequate processes. A CAR is a program-level action item that we will track to resolution through the IPMT. For each CAR, the program team will provide resolution, closure, and status of open quality action items on a regular basis. The PM will be responsible for making required changes in processes and practices to ensure effective performance management. He may request corporate support from SRA's EQ group to look at the problem from the perspectives of process improvement, process discipline, and technical assurance (**Figure 25**).

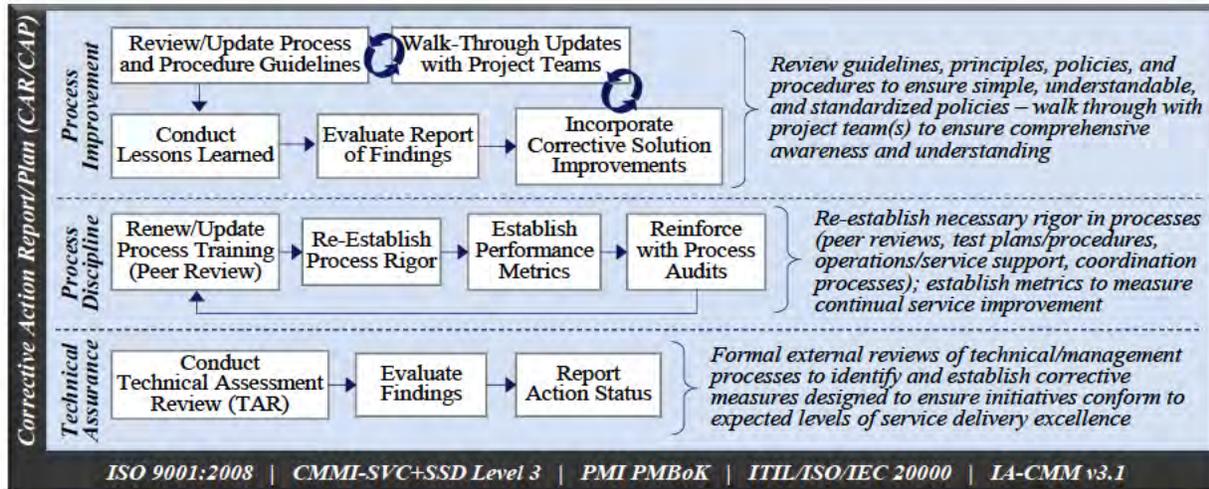


Figure 25: SRA has corporate support mechanisms in place to support continual performance improvement initiatives.

Depending on the nature of the performance problem, EQ may conduct a lessons learned session and root cause analysis. The analysis includes impact analysis, recovery analysis, preventive actions, and additional escalation if necessary. The findings report details corrective solutions and improvement recommendations. SRA’s EQ will work with ISS management to reestablish the necessary rigor in processes and procedures. Longer term, they work with the team to baseline performance metrics to drive focus on improving delivery, re-enforcing these with ongoing process audits, and update standards and procedures as applicable. Throughout these activities, SRA Team and CBIIT management will be kept apprised of the performance status.

1.2.4.5 CONTINUAL PERFORMANCE IMPROVEMENT

Performance metrics provide great insight into contractor performance when they align to the desired outcomes of a contract and effectively measure the work, tasks, and activities required to meet those desired outcomes. Metrics will include quality, deliverable timeliness, schedule/cost performance, customer feedback, and ability to meet CBIIT objectives. We will leverage our IPMT to streamline measurement and reporting and to provide real-time visibility to the Government. We will include amplifying information on specific metrics and the tools that support measurement of each in the QMP delivered post award. Our overall measurement approach, including analysis of variance and trends feed into our continual performance improvement approach. To drive continual improvement, the SRA Team will:

- Identify improvement initiatives: Analyze areas where we can improve our service delivery approach to increase the level of quality and identify areas for efficiency leveraging performance data and industry benchmarks; prioritize initiatives against enterprise objectives.
- Implement performance improvements: Develop plans to implement performance improvements with defined acceptance criteria; plans could include changes to processes and tools; track progress and report through existing channels, such as the IPMT.
- Measure improvements: Document results of improvement initiatives, which could include cost efficiencies, increased service level targets, or a new capability; documentation includes lessons learned for future improvement initiatives.

As part of our process, we will review opportunities to improve performance throughout the life of the contract. We propose to meet frequently with CBIIT leadership to assess our performance during execution and collaboratively ensure alignment to the desired outcomes.

1.3 STAFFING PLAN AND DESCRIPTION OF PERSONNEL RESOURCES/PERSONNEL QUALIFICATIONS AND EXPERIENCE [2.4; 2.8; 5.3.3]

The SRA Team’s staffing strategy for ISS is to provide a responsive, efficiently managed team that focuses on quality performance for near-term operational support and is well positioned for future initiatives. Accomplishing this strategy requires an array of technical skills and experience, and expertise with a number of tools and technologies.

1.3.1 EXPERIENCE OF INDIVIDUAL PERSONNEL IN WORKING ON SIMILAR PROJECTS [5.3.3.1]

We are fielding a team of significant depth and breadth in terms of technical skills, essential certifications, and specialized capabilities across critical technical and functional skill areas. Our team has garnered this level competence and practical knowledge from their contributions in support of various enterprise-scale infrastructure operations and maintenance contracts. These contracts define a range of technical disciplines and sophisticated networked computing architectures that encompass those represented by the ISS tasking as well as those reflected in the most advanced IT service delivery strategies. The experience of our staff on these types of programs, a sample of which are described in Volume II, Past Performance, are captured in their resumes in Volume 1a.

1.3.2 DEMONSTRATED EXPERIENCE AND EXPERTISE IN RELEVANT DISCIPLINES [5.3.3.2]

In **Figure 26**, we present a full staffing plan for ISS, which presents the staff names, roles, labor categories, education and training, and relevant experience of SRA Team proposed resources. We characterize relevant experience as having provided support for scientific research environments, applied ITIL/ITSM practices, managed virtualized systems, application hosting data management implementations, as well as delivered service support for ISS task areas.

In this plan, we have identified 253 positions across 66 roles and present fully qualified staff against each defined position. While we have identified resources across all roles, we recognize that CBIIT may benefit from retaining current top performers, and we will balance SRA Team proposed resources with targeted incumbent personnel identified during contract phase-in. With this approach, we will provide CBIIT a fully integrated team that has capabilities and expertise across the array of management and technical support areas required to operate, maintain, and enhance the NCI infrastructure.

The ISS task areas require hands-on managers and technical leaders with knowledge and insight of NCI technologies and ITSM processes and procedures. The ISS SOW defines 12 mandatory key personnel roles and five other critical positions that require certifications. In addition to the mandatory requirements for key and critical resources, we are proposing an additional six key and eight critical personnel for a total of 18 key and 13 critical personnel to provide leadership, supervisory, and technical oversight across the program. Their roles and qualifications are summarized at the top of **Figure 26**, and detailed in their resumes in Volume 1a.

We assigned specific roles for the rest of the staff to cover all the duties required to perform work on ISS. Our Program Manager worked in conjunction with the proposed project managers for each of our Support Services organizations to identify and validate the roles and responsibilities and accompanying skill sets required to perform the work requirements in the SOW. The table presents the staff ordered by organizational area. It first lists staff supporting the Contract and Project Management, followed by Desktop Support Services, Infrastructure Support Services, and finally Security Support Services.

Relevant Experience Matrix Key: A – Scientific Research Environment B – ITIL/ITSM Implementation C-System Virtualization D – Customer/Service Desk Support E – Application Hosting F – Network Operations G – Data Management H – Apple/Microsoft Desktop Support I – Integrated Storage Support J – Security Operations K – Unified Communications													
Name and Role	Labor Category	Years of Experience; Education/Training and Relevant Certifications; Previous Projects or Experience	A	B	C	D	E	F	G	H	I	J	K
(b)(4)	Program Manager - g	(b)(4)											
	Project Manager/Subject Matter Expert - g												
	Project Manager/Subject Matter Expert - g												
	Project Manager/Subject Matter Expert - g												
	Project Manager/Subject Matter Expert - g												
	Project Manager/Subject Matter Expert - g												
	Senior Technician - g												
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	Senior Technician - g												
	Principal IT Specialist - g												
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	Principal Engineer/Analyst - g												
	Senior Engineer/Analyst - g												
	Principal Engineer/Analyst - g												
	Senior IT Specialist - g												
	Senior IT Specialist - g												
	Senior Subject Matter Expert - g												
	T Specialist - g												
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	T Specialist - g												
	T Specialist - g												
	Associate IT Specialist - g												
	Engineer/Analyst - g												
	Engineer/Analyst - g												
	Engineer/Analyst - g												
Senior Technician - g													
Principal Engineer/Analyst - g													
Senior Subject Matter Expert - g													
Tech Writer/Admin Support - g													
Tech Writer/Admin Support - g													
Tech Writer/Admin Support - g													
Junior Engineer/Analyst - g													

Name and Role	Labor Category	Years of Experience; Education/Training and Relevant Certifications; Previous Projects or Experience	A	B	C	D	E	F	G	H	I	J	K
(b)(4)	Engineer/Analyst - g	(b)(4)											
	Engineer/Analyst - g												
	Engineer/Analyst - g												
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	Engineer/Analyst - g												
	Engineer/Analyst - g												
	Entry Level IT Specialist - g												
	Associate IT Specialist - g												
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Figure 26: The SRA Team has personnel with the depth and breadth of skills, experience, and certifications to provide NCI outstanding service delivery.

1.3.3 DOCUMENTED EVIDENCE OF THE ABILITY TO PROVIDE QUALIFIED PERSONNEL [5.3.3.3]

The SRA Team proposal provides documented evidence of our ability to provide qualified personnel. In addition to the 30 key and critical personnel proposed (certified resumes and letters of commitment included in Volume 1A of this submission), we have included named, qualified individuals for each position proposed for the 253 FTEs. The cornerstones of our staffing strategy and approach are proactive forecasting and an extensive pipeline. SRA has gained industry-wide recognition as one of the best companies to work for, and we work hard to motivate our staff through challenging work assignments, professional development opportunities, meaningful recognition of a job well done, and an environment that appreciates their efforts. We employ a number of programs for recruitment, retention, and motivation. These include health insurance, annual leave, paid holidays, 401(k) matching, and training/educational assistance. We view our staff as a team, emphasizing frequent dialogue with supervisors and a shared sense of community, with a focus on “missions that matter.” We recognize good work through spot bonuses, monthly employee recognition, and annual achievement awards for both individuals and support teams. We also foster mutual respect and ethical behavior through our Culture and Values orientation training for all employees, and our continuing training in business ethics, respect for diversity, and other topics reinforcing SRA’s core values.

The SRA Team is committed to staffing the ISS contract with the top talent necessary to support CBIIT. Our staffing strategy and capability focuses on delivering a superior group of management and technical expertise through a responsive, agile, and proactive support model. Our objectives are to minimize attrition, optimize costs, and promote team stability, while leveraging our corporate resources and reach back to address emerging requirements. In the short-term, our strategy focuses on staffing the ISS program with a blend of key and critical personnel composing our core team, together with additional technical expert resources new to NCI and targeted incumbent staff identified in the contract phase-in period. We have had significant success with this approach. (b)(4)



Over the longer-term, our approach is to minimize attrition, optimize staff costs, and promote project team stability, while leveraging our corporate resources and staffing/recruiting capabilities to fill vacancies. Our recruiting process, shown in Figure 27, enables us to achieve a time-to-accept that is at least (b)(4) faster than our industry peer group. Our recruiting team has more than 50 dedicated staff, augmented by our subcontract partners and external firms to meet ISS requirements.

Ensuring Provision of Qualified Personnel for ISS

- ◆ Recruit and retain a motivated and high-performing workforce through a multi-tiered retention program that supports, rewards, and develops our people.
- ◆ Emphasize training and career development to evolve skills of existing personnel on pace with technology developments.
- ◆ Dedicate a recruiter and engage all partners to establish a baseline staffing profile of highly qualified personnel for initial tasking as well as a pipeline of professionals for surge demands and emerging requirements:

(b)(4)

(compared to industry average of 16.4%).



Figure 27: The SRA Team will provide qualified personnel through proactive activities involving dynamic external recruiting programs, a pipeline of pre-screened staff, and corporate reach-back.

We will continually assess CBIIT priorities and ISS requirements to anticipate staffing needs. As needs develop throughout the period of performance, we will provide personnel resources internally through reach-back across the SRA Team and through external recruiting of additional staff. We will leverage our dedicated staffing POC, corporate reach-back, and HR/recruiting tools to tap existing staff resources from our pre-screened pool across our team, and a set of dynamic recruiting programs to identify external candidates. We will maintain a staffing pipeline for the ISS program, identifying both immediate and strategic skill and experience needs. We provide significant depth and breadth in terms of technical skills and specialized capabilities with key certifications in critical technical and functional skill areas.

We will employ multiple approaches for workforce optimization and development, including forecasting resource and skill needs based on NCI enterprise goals and objectives, applying talent maturity lifecycle techniques, matrixing staff across tasks and projects, developing and upgrading skill sets, and cross training of staff members. **Figure 28** depicts our tailored training program for ISS that is a natural output of our CMMI processes. Based on CBIIT training drivers, we will tailor individual training plans for each team member based on assigned roles and the evolution of the CBIIT environment.



Figure 28: Individualized training plans, aligned with program requirements, will advance ISS staff skills.

1.4 ORGANIZATIONAL EXPERIENCE AND CAPABILITY [5.3.4]

Since 1978, SRA has been dedicated to solving complex problems of global significance for Federal government agencies in health, civil government, defense, and intelligence/homeland se-

curity, and law enforcement. With organizational experience spanning more than three decades, SRA has developed the full range of IT infrastructure operations, maintenance, and user support experience and capabilities needed to provide technical and professional support services that will enhance the work environment for the scientists, administrators, and program managers who carry out the NCI's mission. We present an overview of SRA and our corporate culture and values in **Figure 29** below.

SRA At A Glance

- Premier provider of IT solutions and services to the Federal Government since 1978
- 6,200 professionals; fiscal year 2011 revenue was \$1.7 billion
- More than 40% of revenue from IT infrastructure operations and maintenance contracts
- 50% of SRA's Health revenue comes from NIH
- 1 of every 5 employees support Health customers
- Corporate wide CMMI Level 3 for Services + Service System Development (CMMI SVC+SSD)
- ISO 9001:2008 Certified Quality Systems Management
- Experience moving clients to ISO 20000 (ITSM) and ISO 27001 (Information Security) certifications
- Targeted and tailored use of IT Infrastructure Library (ITIL) version 3, 2011
- Supporting leading public and private sector clients worldwide
- SRA Culture and Values
 - Ethic of honesty and service
 - Quality work and customer satisfaction
 - Great people fulfilled in their work
 - Service to our country and communities

SRA Vision

SRA aspires to be the best company in the world, by every measure — a company that creates real value for its customers and employees by delivering high quality technology and strategic consulting services and solutions; employs the best people, nurtures them, and enables them to succeed; and steadfastly commits itself to an ethic of *honesty and service.*

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NIH NCI ISS 6.12.007

Figure 29: SRA brings more than three decades of Federal Government IT infrastructure support experience, NIH understanding, industry best practices, and an ethic of honesty and service.

With our long history supporting NIH researchers and other Federal health customers, coupled with our vast Federal Government experience, SRA brings a unique perspective to the CBIIT IIS program. We leverage our understanding of technology and science to deliver IT services that consider and are tailored to the needs of the scientific user community. In the following sections, we present evidence that we have the current capabilities to assure performance, the capacity to provide appropriately trained and educated staff, the demonstrated ability to successfully implement projects of similar size and scope, and the agility to manage workload fluctuations.

1.4.1 EVIDENCE THAT THE ORGANIZATION HAS CURRENT CAPABILITIES FOR ASSURING PERFORMANCE OF THIS REQUIREMENT [5.3.4.1]

The strongest evidence of SRA's current capabilities to provide IT infrastructure support to NCI is our success providing these services to other large Federal government agencies. As illustrated in **Figure 30** below, many agencies with critical missions in health, civil government and defense have entrusted their IT infrastructures to SRA. IT infrastructure support services are a core capability at SRA, with more than (b)(4) percent of our revenue generated from IT infrastructure and maintenance contracts. We have the capacity and expertise to perform the core IT functions needed to meet the overarching IT needs of NCI. We consolidate, integrate, and modernize existing infrastructures and provide end-to-end operational support for these agencies. With the application of best practices and the adoption of new tools and technologies, our solutions tackle the costs and complexities inherent in large, dispersed IT infrastructures while making the most of existing technology investments.

Current Capabilities	Customer Service Desk Support	Network (CISCO/Enterasys) Support	Unified Communications/ Collaboration	System Virtualization	ITSM-ITIL Implementation	Application Support/ Hosting	Security Operations	Data Management Oracle/Microsoft	Apple/Microsoft Desktop Support	Integrated Storage Support EMC, HP/3PAR
										

Figure 30: IT infrastructure support services are a core capability at SRA with many Federal agencies relying on SRA for the full range of support required by CBIIT.

While SRA brings the necessary experience and capabilities needed to support the ISS program, we have augmented our capabilities with high-performing teammates – both large and small businesses. These teammates provide domain expertise that bring additional insight into NIH and NCI, as well as additional infrastructure operations, maintenance, and user support capabilities that strengthen and reinforce the team, providing greater depth and reach back to support special projects and surge needs. **Figure 31** highlights each of our subcontractors and our rationale for selecting them to support the CBIIT ISS program.

COMPANY	CAPABILITIES AND PEOPLE
	

Figure 31: Our teammates offer experience and capabilities that complement SRA to support the CBIIT mission.

1.4.2 APPROPRIATE MIX AND BALANCE OF EDUCATION AND TRAINING OF TEAM MEMBERS [5.3.4.2]

The capacity to perform the CBIIT ISS requirement is ultimately assured by the depth, breadth, and experience of our dedicated employees and their wide array of technological specialties, certifications, and proficiencies. With more than 6,200 SRA employees located in more than 50 locations around the world, augmented by our teammates, we are the right size company to guarantee CBIIT corporate responsiveness, agility and attention, while ensuring access to best practices and the specialized technical resources.

We selected our staff based on careful consideration of CBIIT's priorities, mission, and future needs in support of NCI. For every position, we identified the specific responsibilities, scope, and the minimum requirements for the position to include training, certifications, and experience. Using the role responsibilities and requirements as a guide, we identified qualified individuals for each position. The result is a fully staffed team with the right blend of education, training, technical certifications, leadership qualifications, experience in NIH and other health-related domains, and the interpersonal skills to integrate seamlessly into the CBIIT environment. Our staffing table in Section 1.3 presents a highly qualified individual and key personnel attributes such as years of experience, education, relevant certifications, and experience.

Our Program and Project Managers have been certified as Project Management Professionals (PMP) with average experience of more than 20 years. The PMP certification demonstrates that these leaders have the experience, education, and competency to lead and direct projects based on this globally recognized standard. All of our key and critical personnel meet or exceed the certification requirements of the program and in addition, 180 of our staff hold certifications from Microsoft, Apple, Cisco, Red Hat, Enterasys, Oracle, CompTIA, F5, VMware, Novel, International Information Systems Security Certification Consortium (ISC)², among others.

SRA will ensure that the training and education of our team keeps pace with the requirements of the ISS program. In our FY 2011, SRA invested approximately \$22 million in training to meet the development needs of our employees. We pay for job-related college courses, industry certifications, and provide quality training programs throughout our employees' career development. Using a variety of instructional techniques and technologies, we help employees refine their skills, grow their knowledge and support the goals of SRA and our customers. Section 1.3.2 presents our tailored training program for CBIIT ISS.

1.4.3 DEMONSTRATED ABILITY TO IMPLEMENT PROJECTS OF SIMILAR SIZE AND SCOPE [5.3.4.3]

SRA is currently performing on more than 150 projects supporting infrastructures, networking, communications, information security, data management, application development, operations, maintenance, and user support throughout the Federal government. In our Past Performance references (Volume 2), you will find detailed summaries on four current SRA contracts: (b)(4)

[REDACTED]

These contracts collectively demonstrate our ability to implement and manage projects of similar size, scope, and complexity, our skills across all SOW task areas, and our ability to introduce innovations that result in efficiencies and performance improvement. Figure 2-4 below provides a snapshot of these projects and presents additional projects that are also similar in size and scope, where we have performed the full range of IT infrastructure services required by CBIIT. We apply industry best practices (such as CMMI-SVC, ISO 20000, ISO 27001, ISO 9001, PMBOK, and ITSM) to

all of our programs. Our corporate experience on similar projects at NIH and many other Federal agencies are the foundation for our success providing the full range of support services necessary to manage and operate the CBIIT's integrated IT infrastructure.

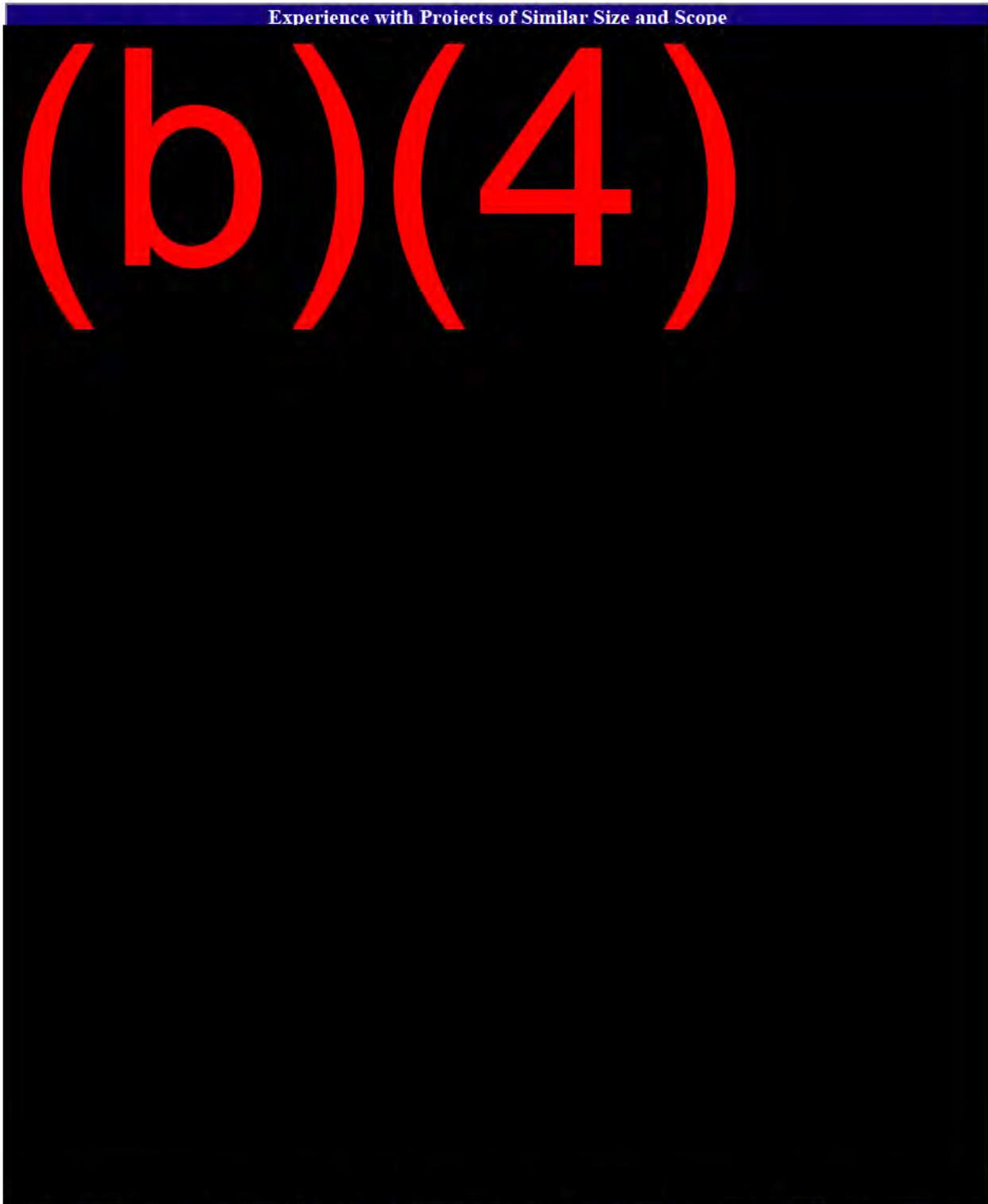


Figure 1-32: SRA has successfully implemented projects of similar size and scope throughout the Federal Government.

1.4.4 DEMONSTRATED ABILITY TO MANAGE SIGNIFICANT INCREASES/DECREASES IN WORKLOAD [5.3.4.4]

Managing a complex program such as CBIIT ISS requires a flexible and agile staffing approach. The SRA Team has well-defined techniques to manage significant increases and decreases in workload as a result of both planned (e.g., support for a new CBIIT initiatives) and unplanned events. Staffing up and staffing down require CBIIT' ISS partner to possess: (1) substantial resources and the ability to readily access the resources; (2) a well-defined staffing approach using effective and integrated processes; and (3) executive support from each team member that can be quickly leveraged. The SRA Team possesses each of these attributes.

1.4.4.1 MANAGING SIGNIFICANT INCREASES IN WORKLOAD

Our approach starts with preparing for planned and unplanned surge events, including action planning, cross training, and pre-positioning. In coordination with the CBIIT management team, our advance planning involves identifying categories of the most likely set of surge situations and creating Action Plans that we can execute whenever that situation is triggered. These Action Plans include identification of a clear understanding of priorities, appropriate skill mixes and response team sizes based on requirements, SRA management team responsibilities throughout a surge event, and reach back alerts to SRA resources and teammates.

Our approach for staffing up in response to planned events features a close partnership with the Government throughout the planning stages. We will engage with our CBIIT counterparts and determine the specific scope and resource requirements. Staffing up will involve reassigning SRA Team resources already assigned to and familiar with NCI to seed surge response teams; backfilling reassigned resources by leveraging the SRA Team's depth of resources; and augmenting the surge resources through our established staffing processes and methodologies. For planned events, we anticipate the backfilling to occur prior to the event to allow knowledge transfer and to minimize the impact to on-going initiatives and 24x7 operations. In all cases, personnel movements will be pre-coordinated with all affected CBIIT managers so all relevant concerns are addressed without surprises.

The approach for planned events can be used to respond to unplanned events as well, but driven at much greater speed. We apply additional techniques to drive the speed of our surge response for unplanned events, including immediate interaction between SRA and CBIIT management to determine priorities; tailoring pre-defined Action Plans to the situation; delaying lower priority efforts; redirecting non-operational (e.g., engineering staff) staff to cover increased operational needs; and CEO-level engagement to mobilize the entire SRA Team from the top down.

1.4.4.2 MANAGING SIGNIFICANT DECREASES IN WORKLOAD

A successful, flexible staffing approach not only requires planning and coordination for staffing up as discussed above, but also a robust set of processes for staffing down after surge activities have been completed. The staffing down approach is natural for SRA, as our corporate culture and structure is committed to providing our employees structured transitions between projects. Staff that are going to transition to other tasks on the contract are cross-trained in anticipation of such moves to take on different roles on the project if that is deemed appropriate. Alternately, staff that are moving off the contract work in advance with SRA's Internal Mobility Program that is focused on assisting employees identify assignments within other parts of the organization at the planned end of their assignment. We will work closely with CBIIT management to coordinate all staffing movements through the life of the contract.

VOLUME IA – RESUMES AND LETTERS OF COMMITMENT

In response to:
RFQ #: D12PS00300

NATIONAL CANCER INSTITUTE (NCI)
CENTER FOR BIOMEDICAL INFORMATICS AND INFORMATION
TECHNOLOGY (CBIIT)
INFORMATION TECHNOLOGY INFRASTRUCTURE
SUPPORT SERVICES

Submitted to:
GSA E-Buy
[Nicole fuselier@nbc.gov](mailto:Nicole_fuselier@nbc.gov)
jenny_taylor@nbc.gov



SRA International, Inc.
4300 Fair Lakes Court
Fairfax, Virginia 22033

Acknowledgement of Amendments:	Mod 1; 10/18 and Mod 2; 10/26
Tax Identification Number (TIN):	54-1013306
Dun & Bradstreet Number (DUNS):	09-777-9698
NAICS / PSC:	541511 541519 / D399

November 9, 2012

NOTICE OF RESTRICTIONS

This plan includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this plan. If, however, a contract is awarded to SRA International, Inc. as a result of, or in connection with, the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resultant contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another legitimate source without restriction. The data subject to this restriction are contained in all sheets marked with the following legend: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this plan or quotation." This plan contains trade secrets and commercial or financial information that are either specifically exempted from disclosure by statute or are privileged or confidential within the meaning of exemption that is set forth in §5 USC 552 (b) (3) and (4), respectively, of the Freedom of Information Act, §5 USC 552, and the disclosure of which could invoke the criminal sanctions of §18 USC 1905.

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1a. RESUMES AND LETTERS OF COMMITMENTS

Success in a dynamic, customer-focused environment is dependent on individuals who meet or exceed requirements and who have the right attitude, temperament, and work habits. SRA recognizes this and our strong corporate commitment to NCI resulted in our ability to deliver a well-qualified, dedicated team and staff to support the CBIIT ISS program. The figure below details our proposed 18 key and 13 critical personnel and their compliance with the mandatory SOW certifications required for their respective position.

POSITION	KEY/ CRITICAL	NAME	CERTIFICATION COMPLIANCE
KEY			
Program Manager	Key	(b)(4)	PMI PMP; ITIL Foundations
Operations Manager	Key		PMI PMP; ITIL Foundations
Project Manager / Desktop Services Manager	Key		PMI PMP; ITIL Foundations
Project Manager / Infrastructure Services Manager	Key		PMI PMP; ITIL Foundations
Project Manager / Security Services Manager	Key		PMI PMP
Desktop Support Manager	Key		Microsoft Certified Desktop Support Technician; ITIL Foundations
Desktop Support Manager	Key		Microsoft Certified Desktop Support Technician
Desktop Support Manager	Key		Microsoft Certified Desktop Support Technician; ITIL Foundations
Desktop Support Manager	Key		Microsoft Certified Desktop Support Technician; ITIL Foundations
Desktop Support Manager	Key		Apple Certified Support Professional; Microsoft Certified Desktop Support Technician
Senior Server Systems Engineer	Key		Novell Certified Engineer (CNE)
Senior Database Administrator	Key		Oracle Database Administrator Certified Master
Senior Storage and Data Protection Engineer	Key		HP-ASE StorageWorks Integration
Unified Communications Engineer	Key		Cisco Certified Network Professional (CCNP) Voice
Senior Network Engineer	Key		F5 Systems Engineer - LTM; F5 Systems Engineer - GTM
Senior IT Security Engineer	Key		SANS Institute Global Information Assurance Certification – Certified Forensic Analyst (GIAC GCFA); International Information Systems Security Certification Consortium Inc. (ISC)2 Certified Information Systems Security Professional (CISSP)
Senior Software Systems Engineer	Key		Not applicable
Systems Architect	Key		Not applicable

POSITION	KEY/ CRITICAL	NAME	CERTIFICATION COMPLIANCE
CRITICAL			
Database Administrator	Non-Key	(b)(4)	Oracle Database Administrator Certified Professional
Database Administrator	Non-Key		Microsoft Certified Technology IT Professional (MSITP) for SQL Server 2008
Database Administrator	Non-Key		Oracle Database Administrator Certified Professional
IT Security Engineer	Non-Key		International Information Systems Security Certification Consortium Inc. (ISC)2 Certified Information Systems Security Professional (CISSP)
IT Security Engineer	Non-Key		International Information Systems Security Certification Consortium Inc. (ISC)2 Certified Information Systems Security Professional (CISSP)
Network Engineer	Non-Key		Enterasys Certified Expert;
Server Systems Engineer	Non-Key		Microsoft Certified Systems Engineer (MCSE)
Server Systems Engineer	Non-Key		Red Hat Certified Engineer (RHCE)
Server Systems Engineer	Non-Key		Red Hat Certified Engineer (RHCE); Microsoft Certified Systems Engineer (MCSE)
Unified Communications Technician	Non-Key		Cisco Certified Network Professional Voice
ITSM Expert	Critical		Not applicable
Transition Manager	Critical		Not applicable
Subject Matter Expert	Critical		Not applicable

Per RFQ instructions, the required staff will complete the ITIL Foundations certification within 3 months of award.

1A.1 KEY RESUMES

(b)(4)

PROPOSED POSITION:

Program Manager

PROPOSED LABOR CATEGORY:

Program Manager

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

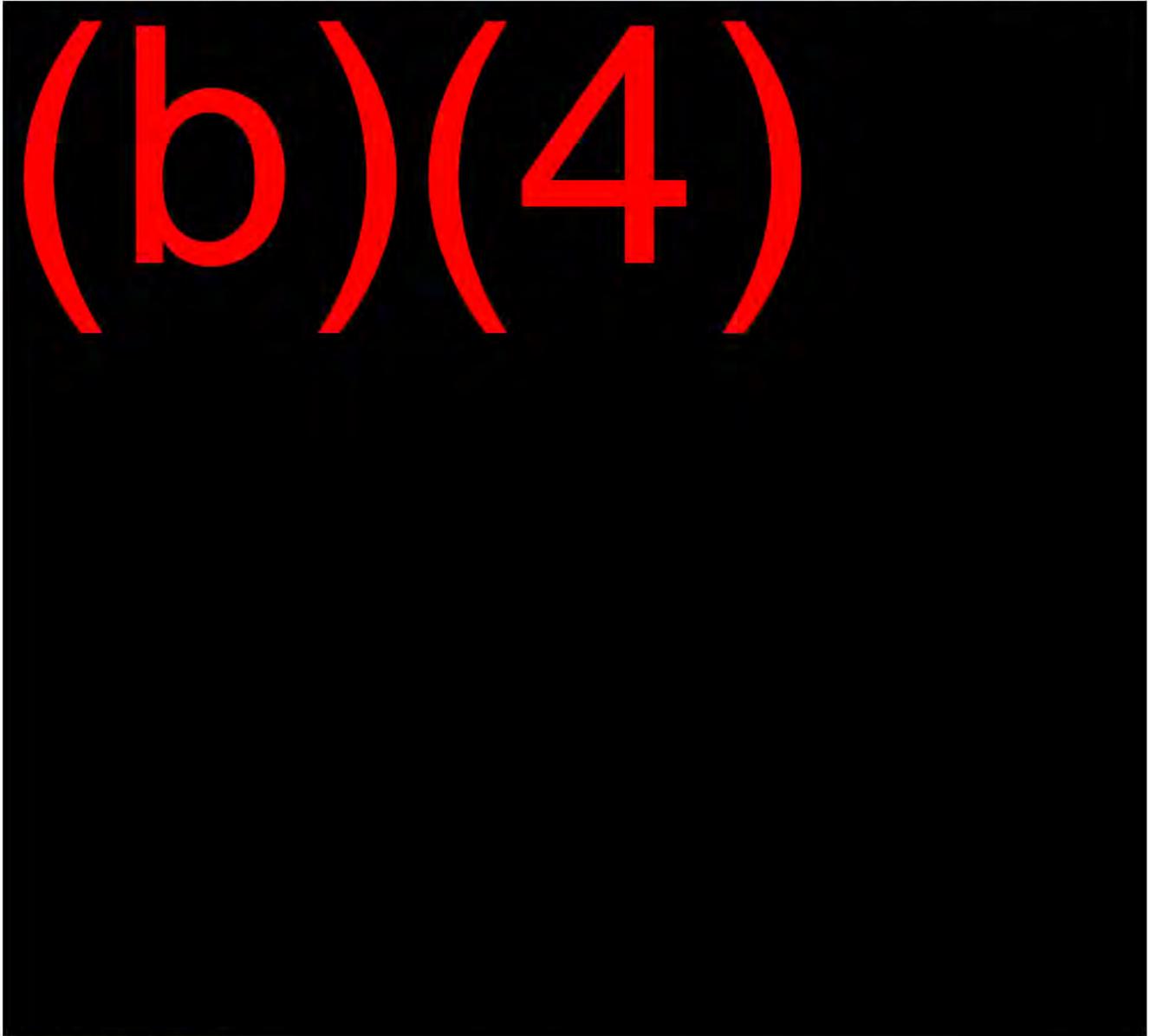
(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as Program Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

SRA International, Inc.

Paul Nedzibala

Signature

11/9/2012

Date

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

Operations Manager

PROPOSED LABOR CATEGORY:

Project Manager/Subject Matter Expert

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b)(4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) _____ Date: 11/9/2012 _____



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as Operations Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

SRA International, Inc.

A handwritten signature in black ink that reads 'Paul Nedzhalo'. The signature is written in a cursive style.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Project Manager, Desktop Support Services Manager

PROPOSED LABOR CATEGORY:

Project Manager/Subject Matter Expert

EDUCATION AND CERTIFICATIONS:

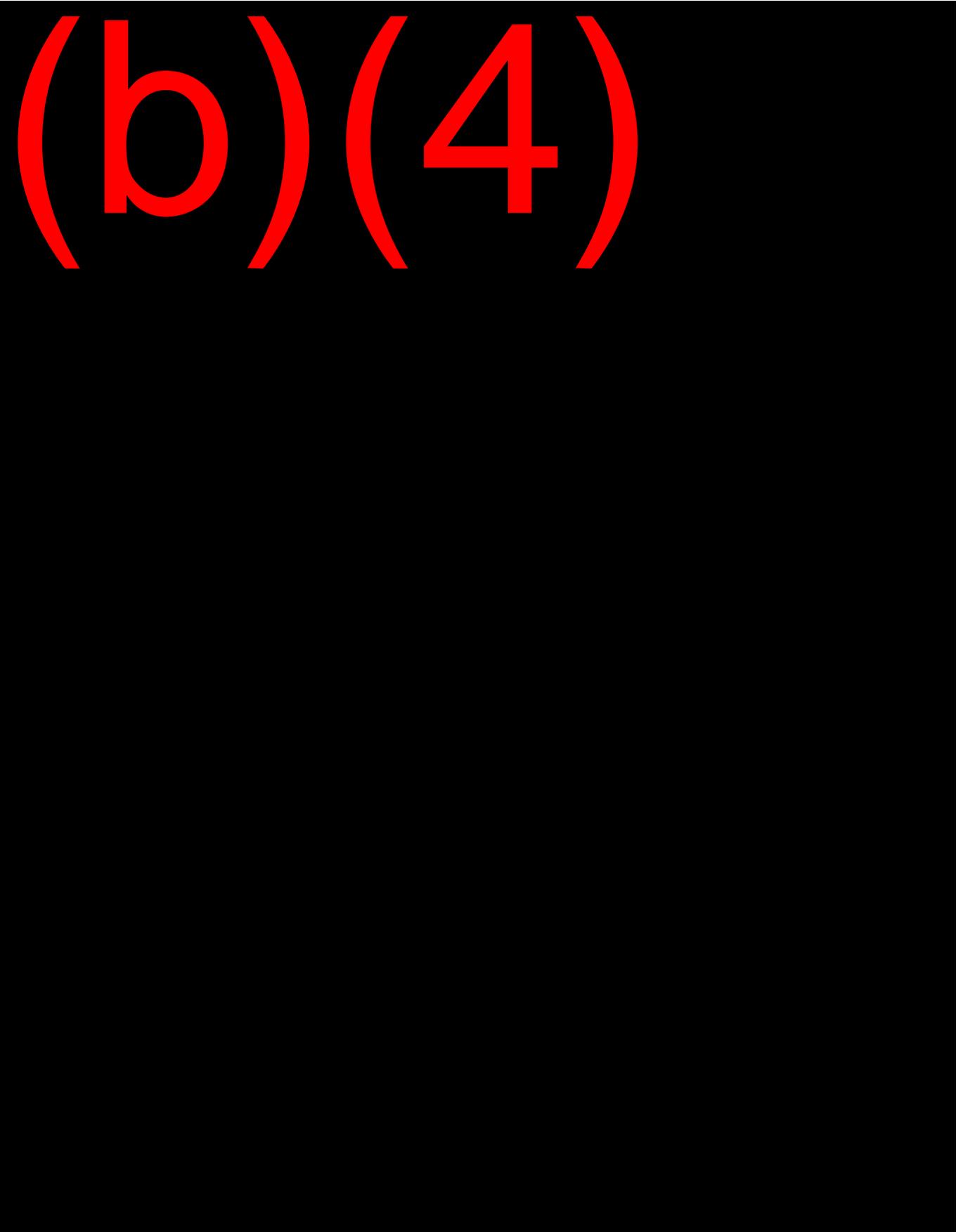
(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)



(b)(4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as Project Manager/Desktop Support Services Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Nedzhalo'. The signature is written in a cursive style and is positioned above a horizontal line.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Project Manager, Infrastructure Services

PROPOSED LABOR CATEGORY:

Project Manager/Subject Matter Expert

EDUCATION AND CERTIFICATIONS:

(b)(4)

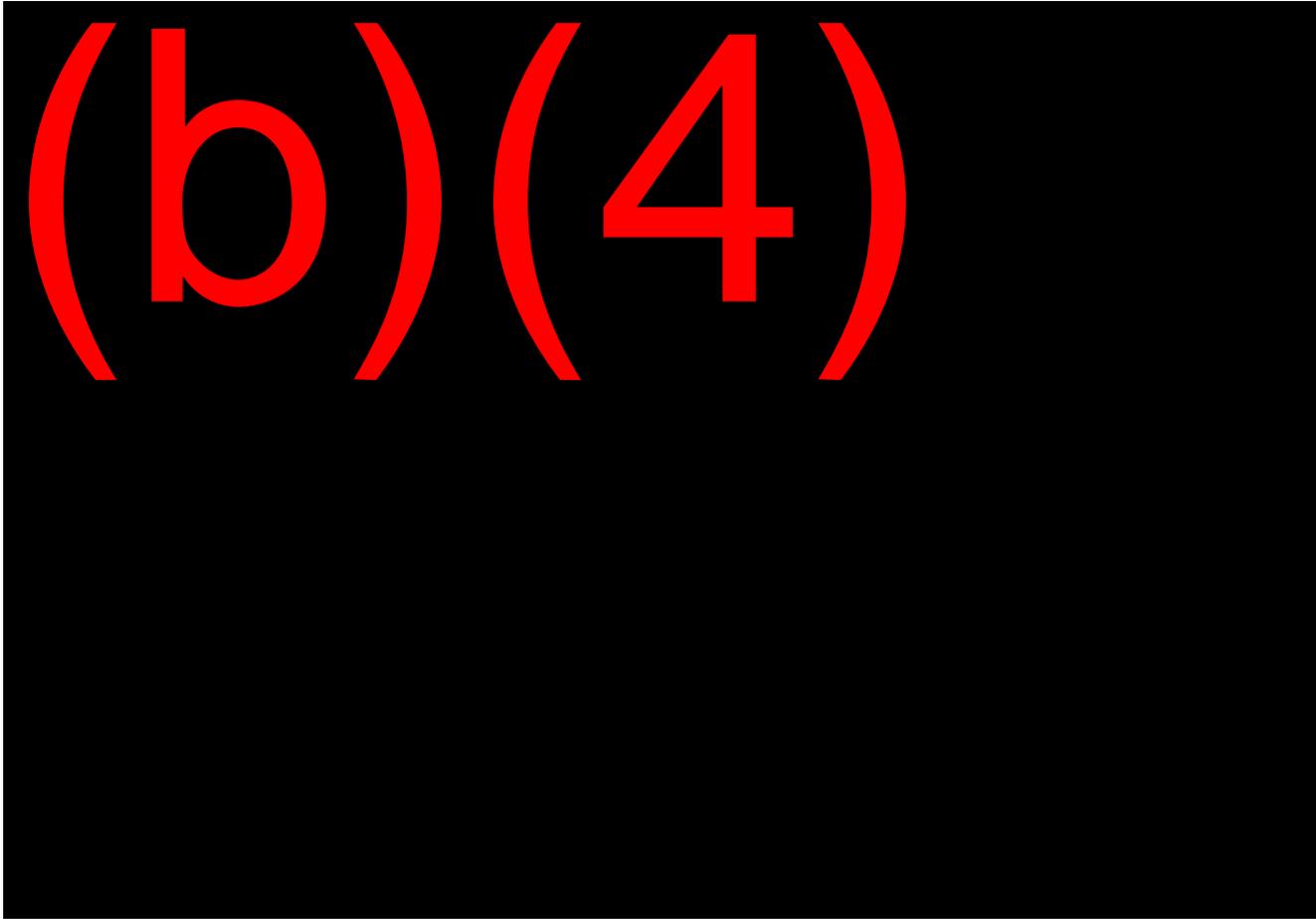
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  _____ Date: 11/9/2012 _____



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Project Manager/Infrastructure Services Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Nedzhalo'. The signature is written in a cursive style and is positioned above a horizontal line.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Project Manager, Security Services Manager

PROPOSED LABOR CATEGORY:

Project Manager/Subject Matter Expert

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

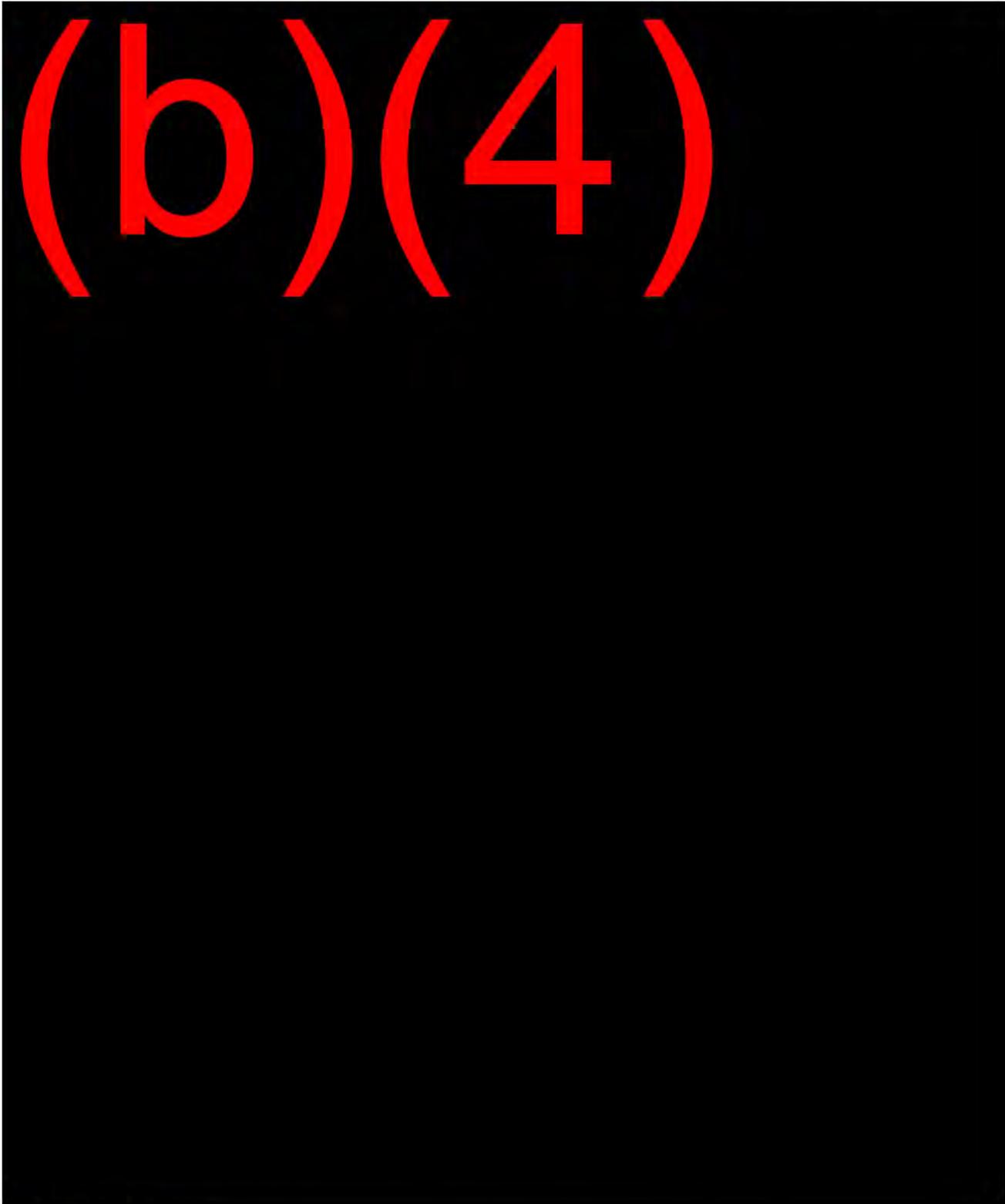
(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: October 25, 2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Project Manager/Security Services Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Nedzhalo'. The signature is written in a cursive style.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Desktop Support Manager

PROPOSED LABOR CATEGORY:

Senior Technician

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b)(4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:

(b)(4)

Date:

11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Desktop Support Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

11/9/2012

Date

SRA International, Inc.

Signature

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

Desktop Support Manager

PROPOSED LABOR CATEGORY:

Senior Technician

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b)(4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) _____ Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Desktop Support Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in cursive script that reads 'Paul Nedzhalo'.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Desktop Support Manager

PROPOSED LABOR CATEGORY:

Senior Technician

EDUCATION AND CERTIFICATIONS:

(b)(4)

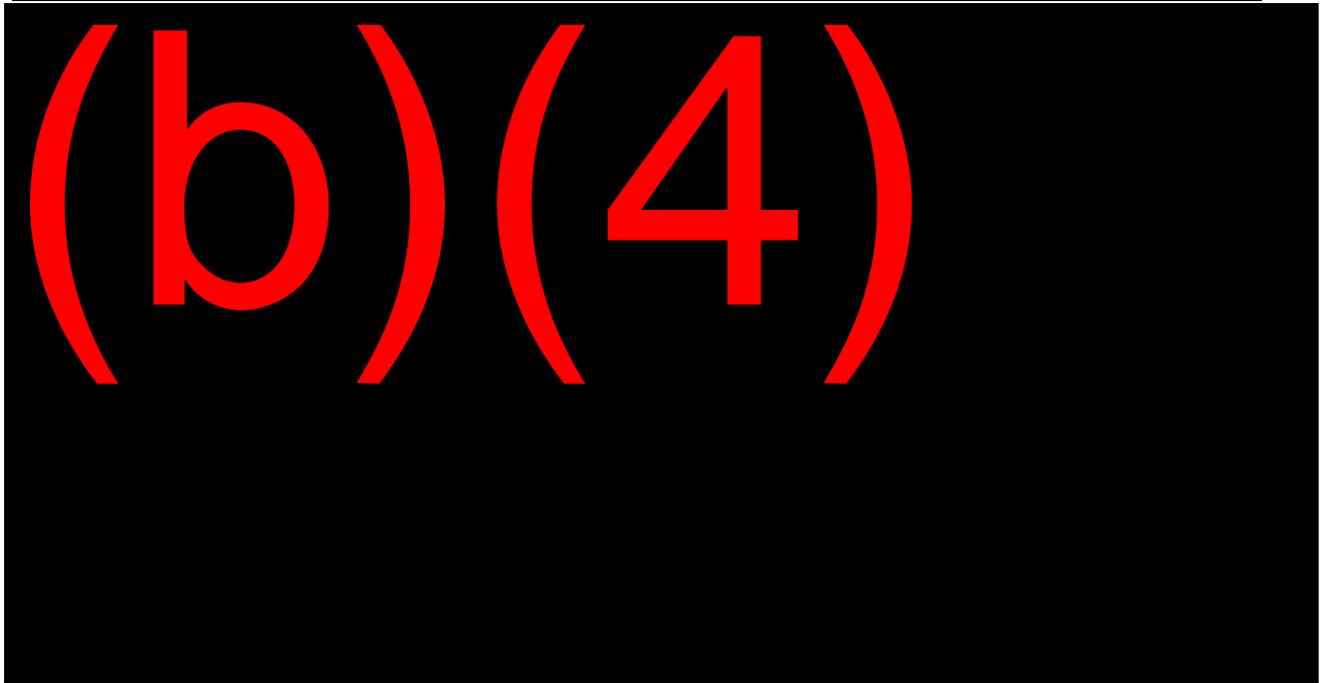
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Desktop Support Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Medjela'.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Desktop Support Manager

PROPOSED LABOR CATEGORY:

Senior Technician

EDUCATION AND CERTIFICATIONS:

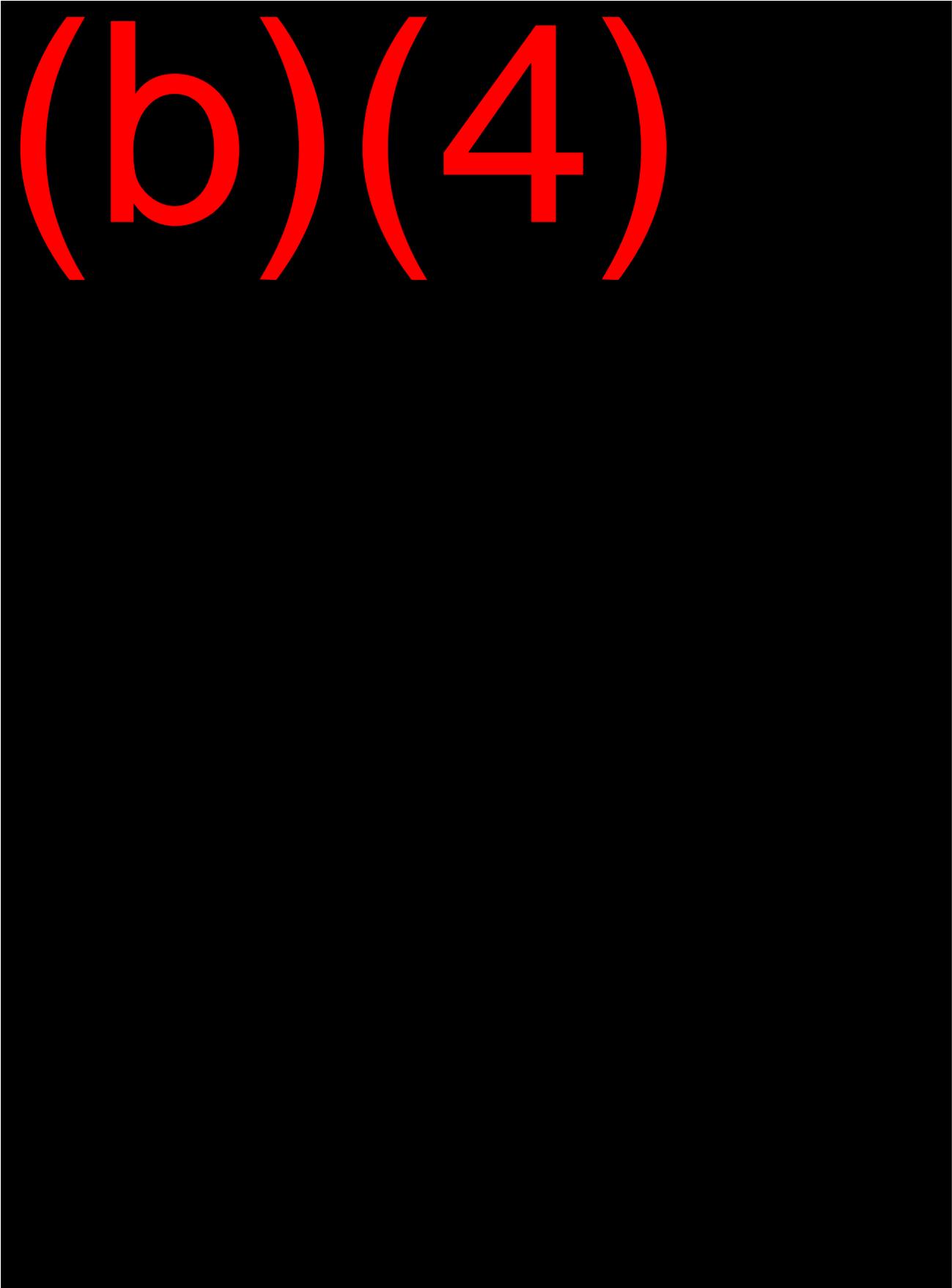
(b)(4)

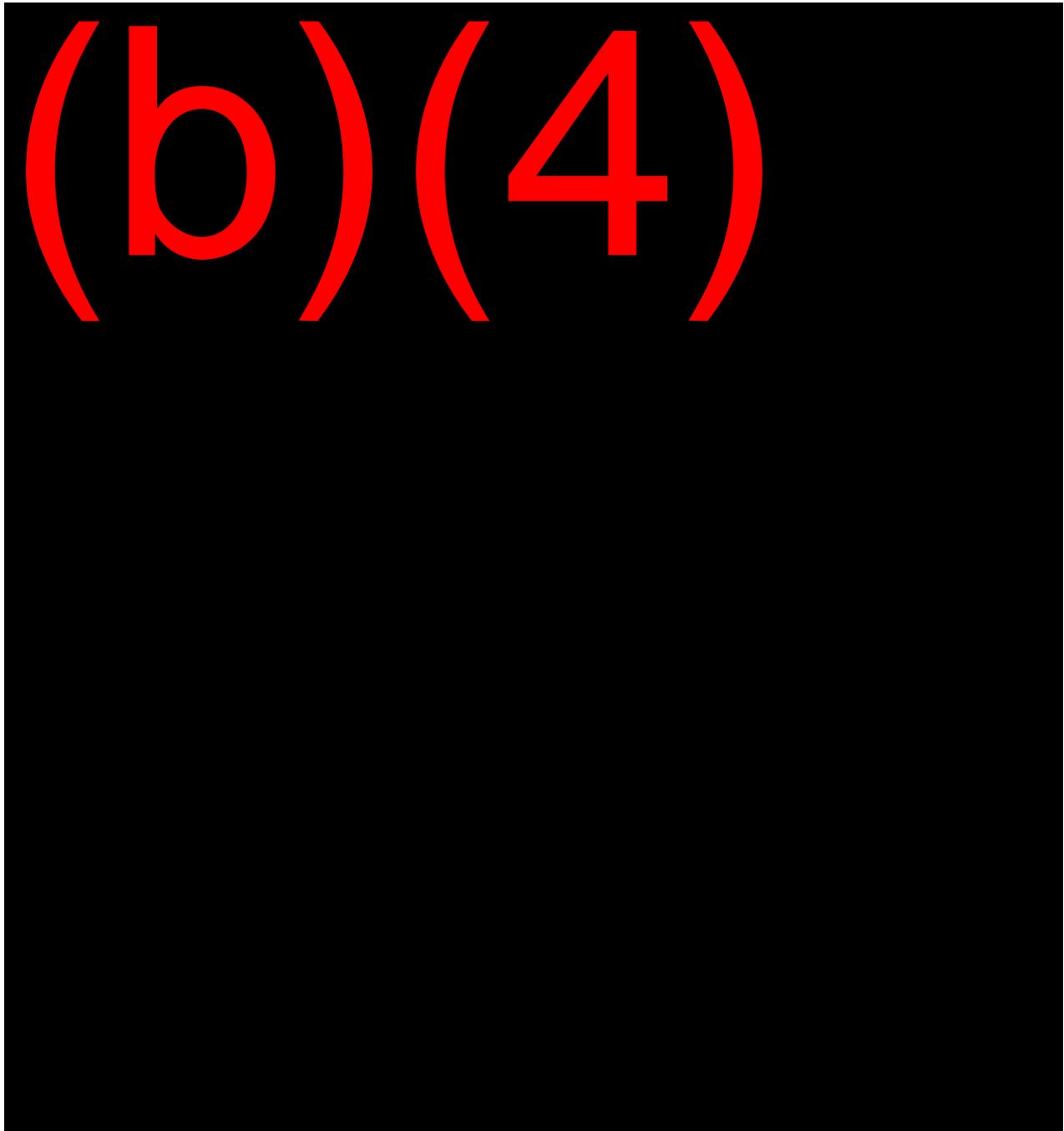
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)





CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012

(b)(4)

Letter of Intent

Date: Wednesday, October 31, 2012
To: (b)(4)
From: (b)(4)
Subject: My Resume & Willingness to Accept Proposed Assignment

I hereby give (b)(4) permission to submit my resume for the National Cancer Institute Information Technology Infrastructure Support Services program, contract number D12PS00300 in Support of the SRA proposal.

I further attest that I am available as requested and when needed by the client to support this effort.

Candidate

(b)(4)

(b)(4)

Signature

Date

11/01/2012

(b)(4)

Signature

Date

11/5/12

(b)(4)

PROPOSED POSITION:

Desktop Support Manager

PROPOSED LABOR CATEGORY:

Senior Technician

EDUCATION AND CERTIFICATIONS:

(b)(4)

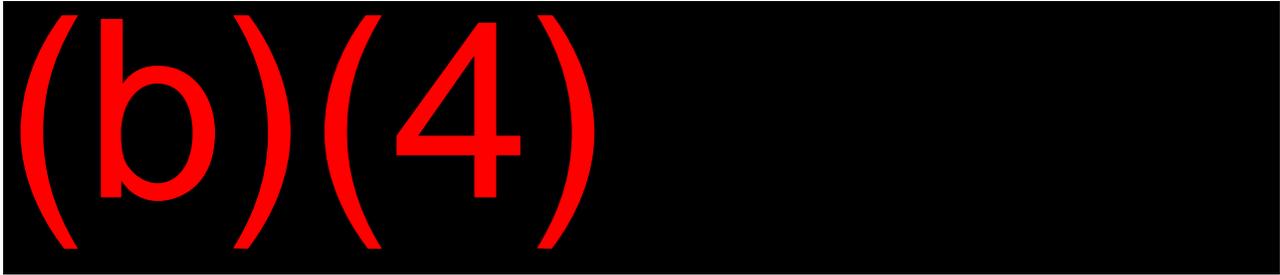
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  Date: 11/9/2012

(b)(4)

Letter of Intent

Date: Wednesday, October 31, 2012

To: (b)(4)

From: _____

Subject: My Resume & Willingness to Accept Proposed Assignment

I hereby give (b)(4) permission to submit my resume for the National Cancer Institute Information Technology Infrastructure Support Services program, contract number D12PS00300 in support of the SRA proposal.

I further attest that I am available as requested and when needed by the client to support this effort.

Candidate

(b)(4)

(b)(4)

(b)(4)

Signature

Signature

11/1/12

11/1/12

Date

Date

(b)(4)

PROPOSED POSITION:

Senior Software Systems Engineer

PROPOSED LABOR CATEGORY:

Senior IT Specialist

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b)(4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) _____ Date: 11/9/2012 _____



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Senior Software Systems Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Medyhalo'.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Senior Server Systems Engineer

PROPOSED LABOR CATEGORY:

Principal IT Specialist

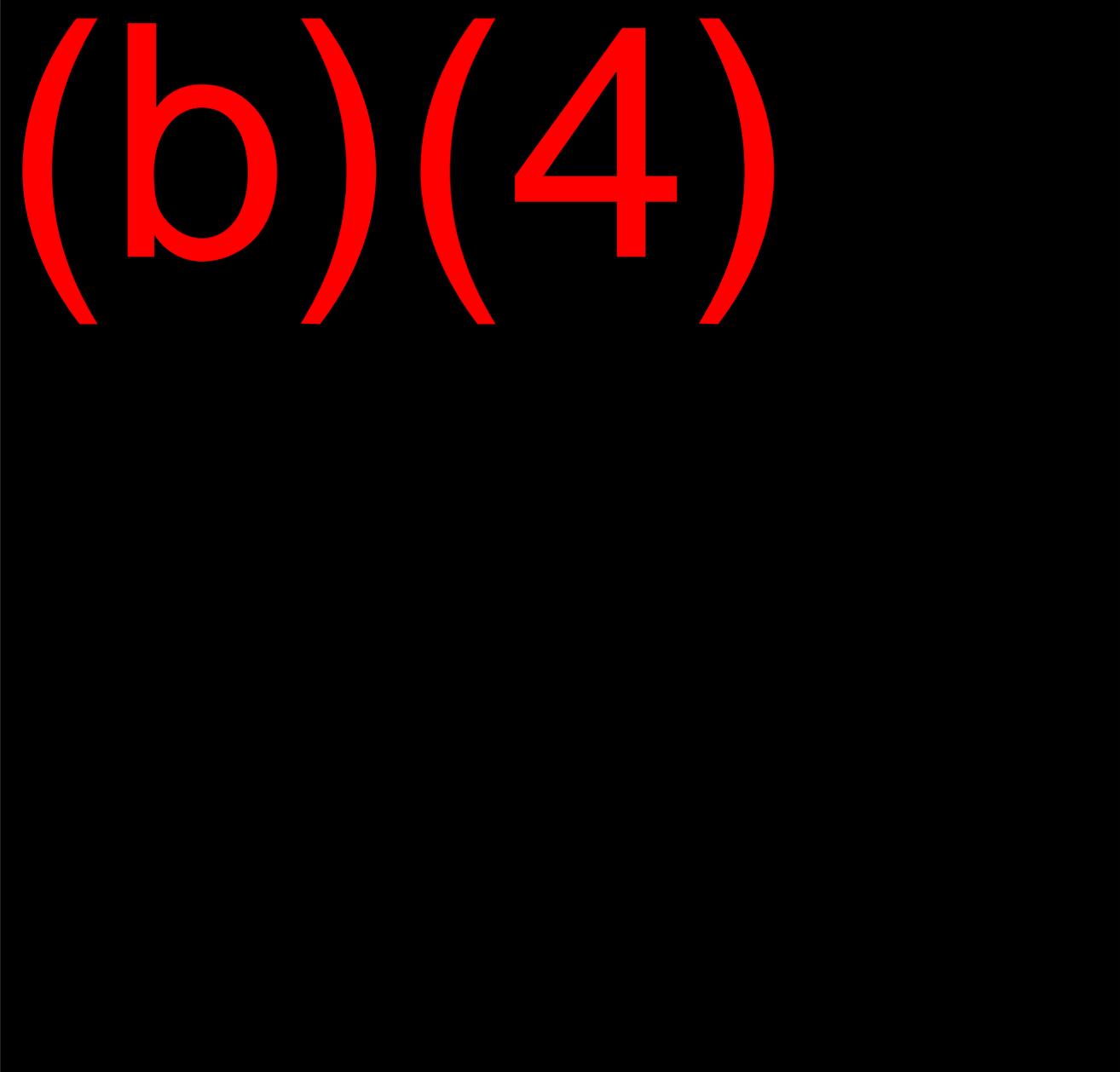
F
G
:
(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Senior Server Systems Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Nedzhalo'. The signature is written in a cursive style and is positioned above a horizontal line.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Senior Database Administrator

PROPOSED LABOR CATEGORY:

Principal IT Specialist

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  _____ Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Senior Database Administrator on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in cursive script, appearing to read 'Paul Nedzhalo', written in black ink.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Senior Storage and Data Protection Engineer

PROPOSED LABOR CATEGORY:

Principal Engineer/Analyst

Education and Certifications:

(b)(4)

SPECIFIC EXPERIENCE:

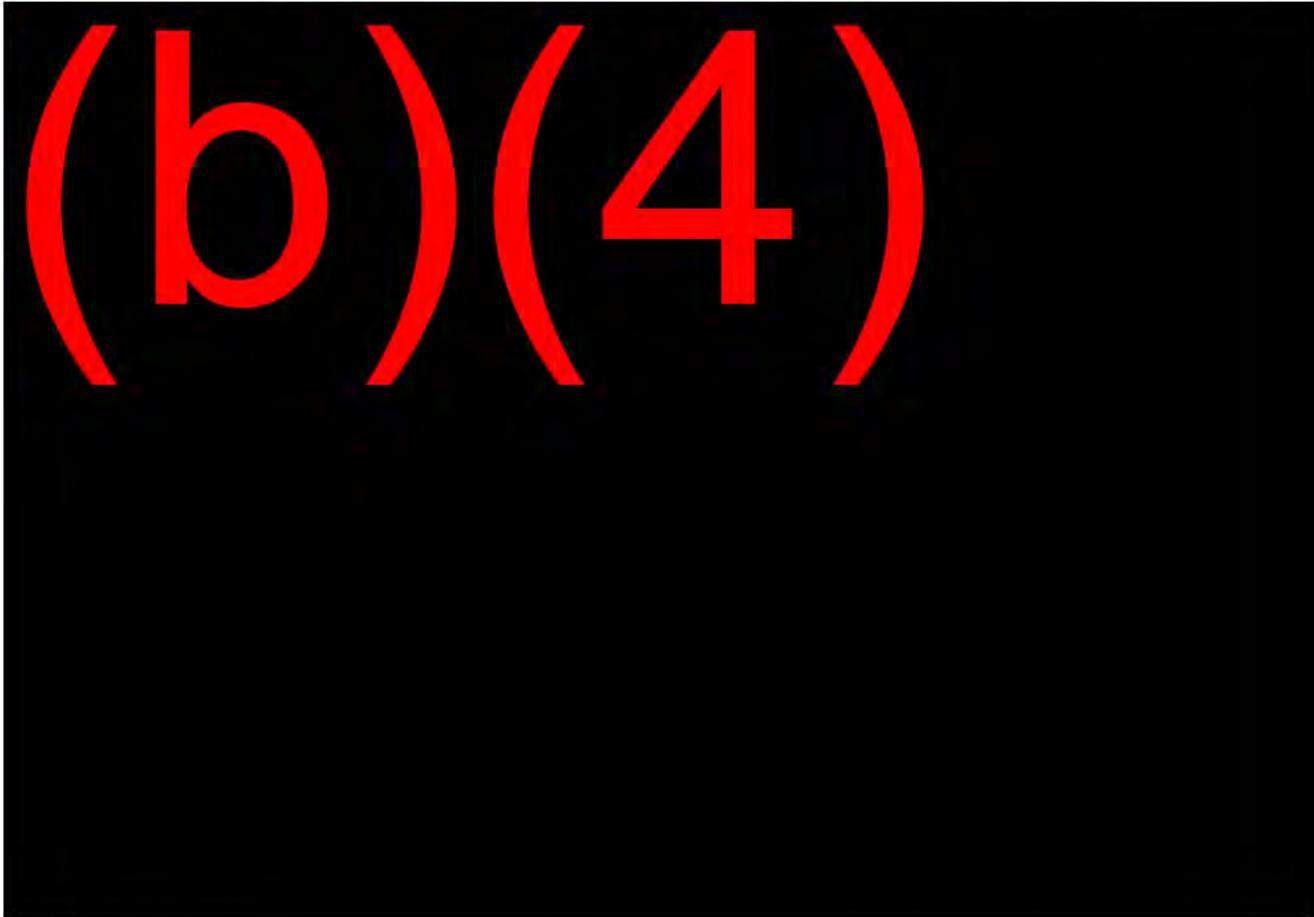
(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012

(b)(4)

LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) have reviewed and approve this statement of my qualifications for the Key Position of Senior Storage Engineer. I am a committed member of the team, on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

02 Nov, 2012

Date

(b)(4)

(b)(4)

Signature

11/2/2012

Date

(b)(4)

PROPOSED POSITION:

Unified Communications Engineer

PROPOSED LABOR CATEGORY:

Senior Engineer/Analyst

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

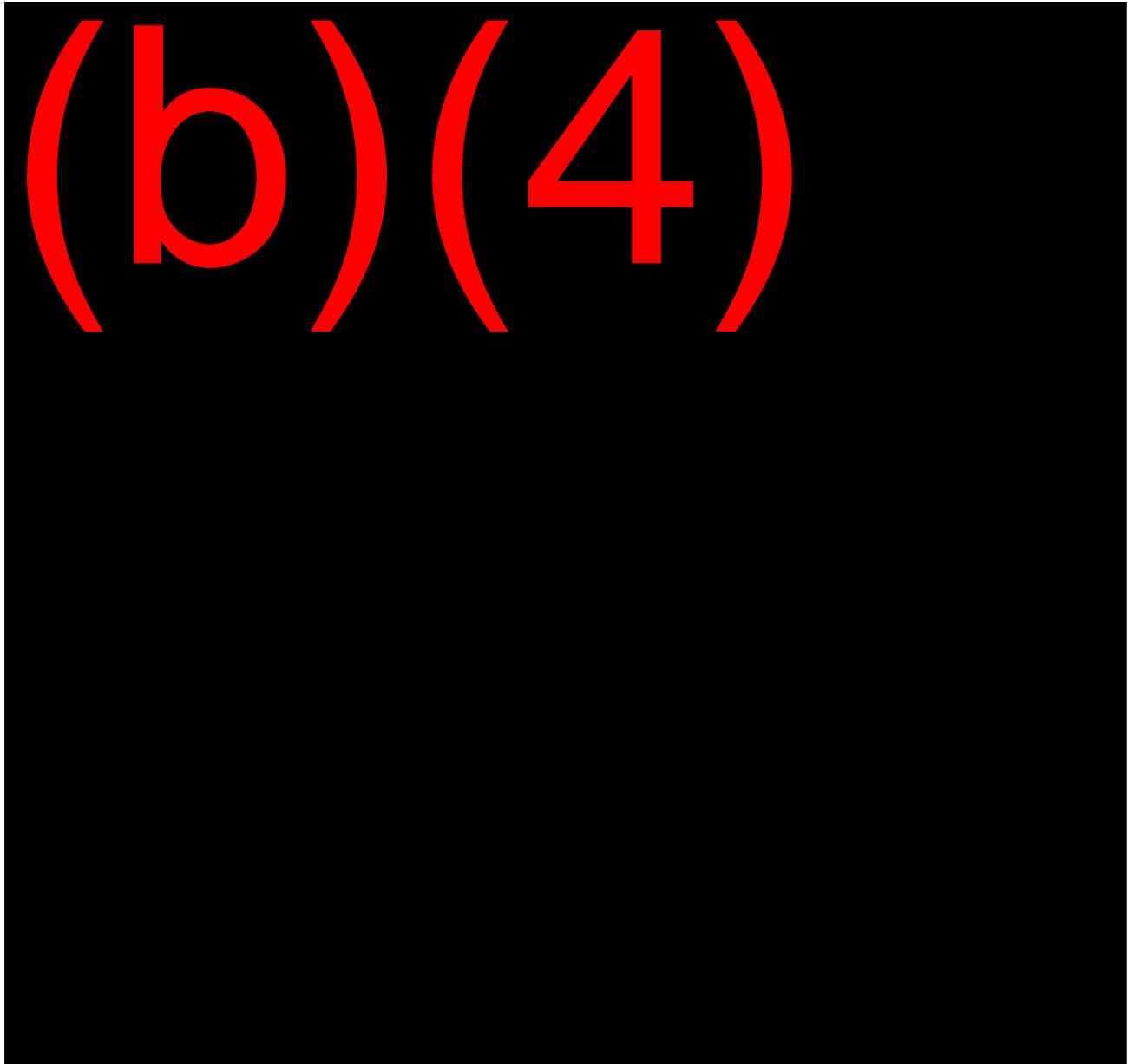
(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  _____ Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Unified Communications Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

11/9/2012

Date

SRA International, Inc.

A handwritten signature in black ink that reads 'Paul Nedzhalo'. The signature is written in a cursive style.

Signature

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

Senior Network Engineer

PROPOSED LABOR CATEGORY:

Principal Engineer/Analyst

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

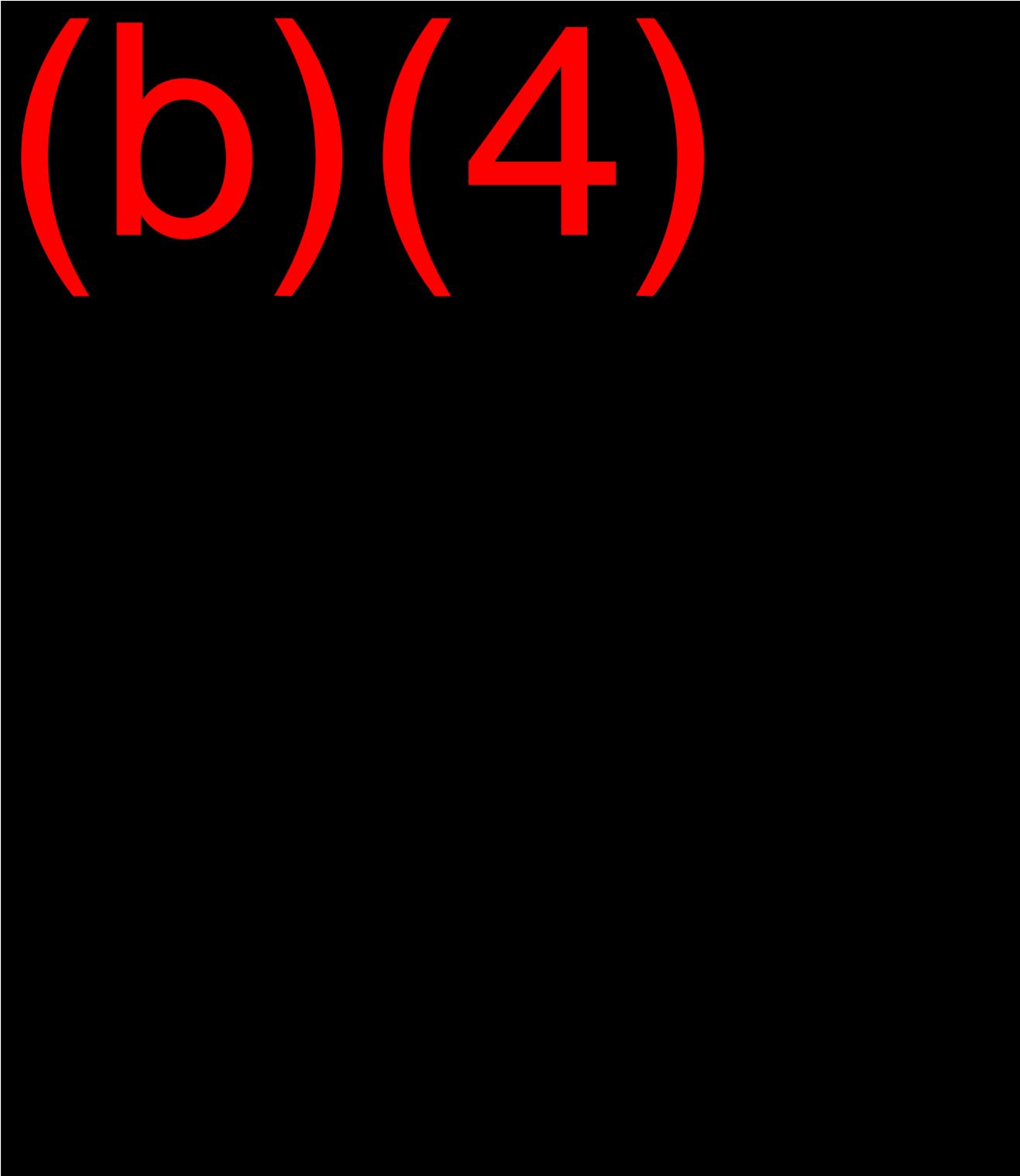
EXPERIENCE:

(b)(4)

(b) (4)

(b) (4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Senior Network Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Nedzhalo'.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Senior IT Security Engineer

PROPOSED LABOR CATEGORY:

Senior IT Specialist

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  _____ Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Senior IT Security Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

11/9/2012

Date

SRA International, Inc.

Paul Nedybala

Signature

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

Systems Architect

PROPOSED LABOR CATEGORY:

Senior Subject Matter Expert

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b) (4)

(b)(4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  _____ Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Systems Architect on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Medyhalo'. The signature is written in a cursive style and is positioned above a horizontal line.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

1A.2 CRITICAL RESUMES

(b)(4)

PROPOSED POSITION:

Database Administrator

PROPOSED LABOR CATEGORY:

IT Specialist

EDUCATION AND CERTIFICATIONS:

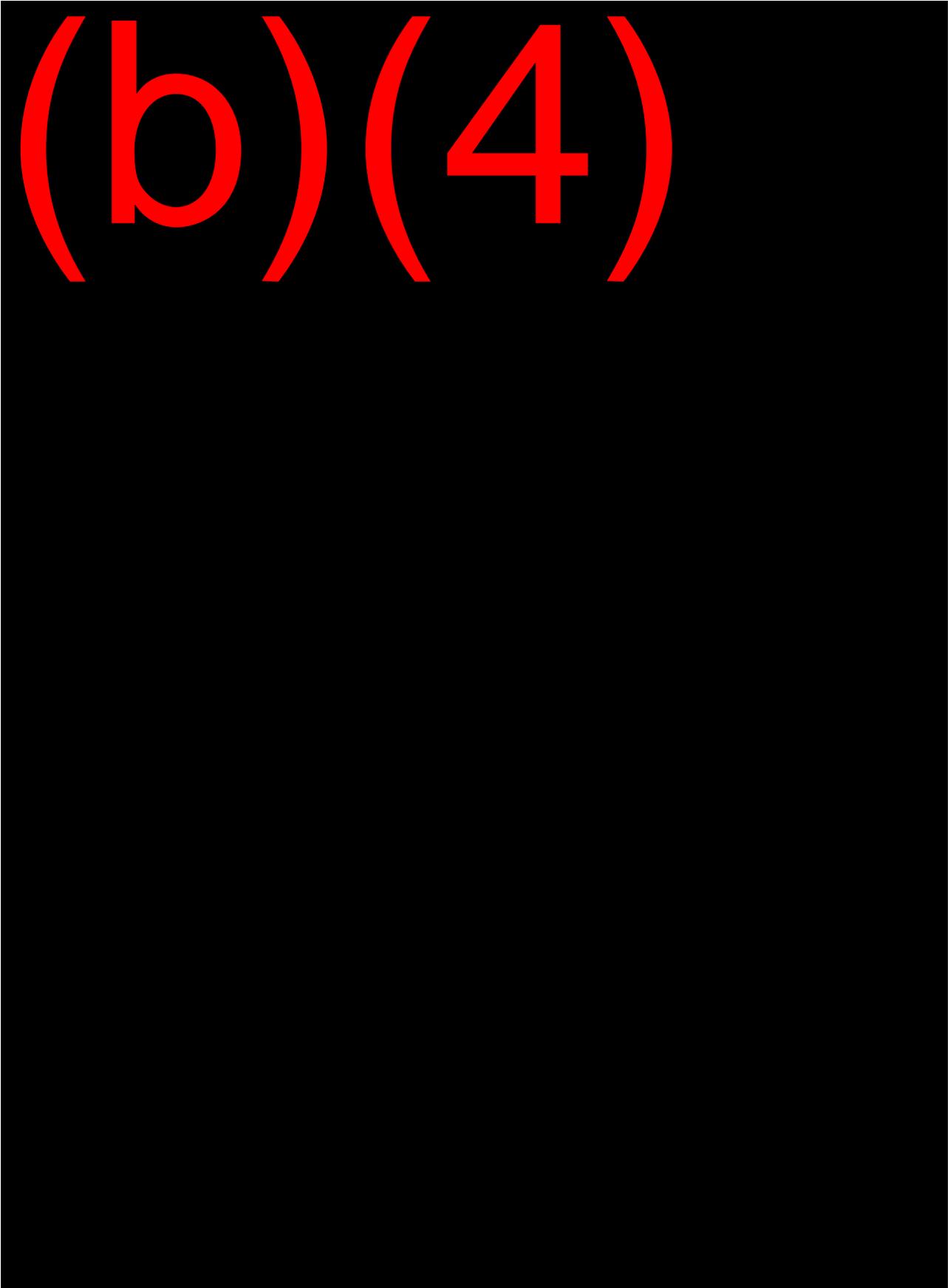
(b)(4)

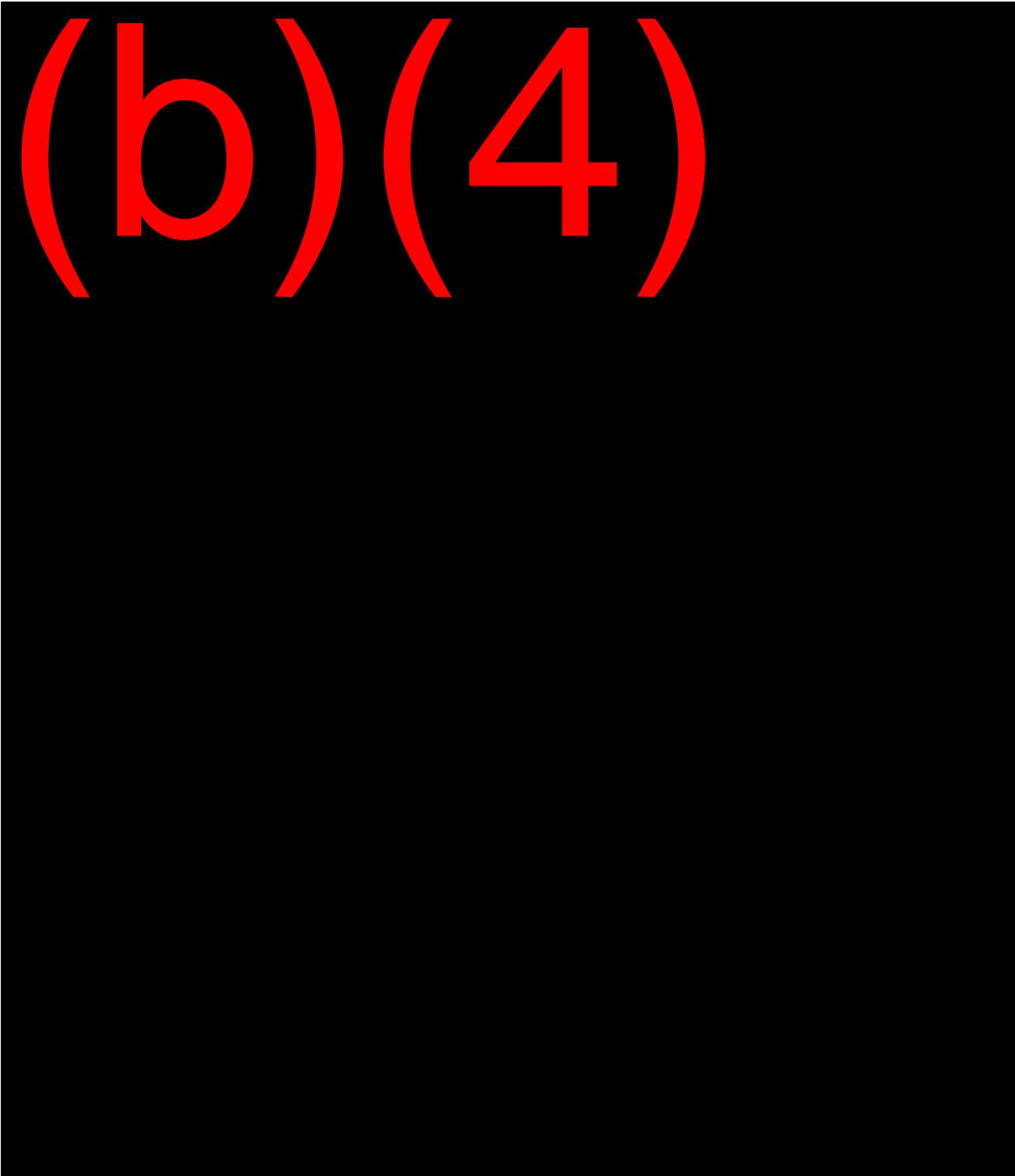
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)





CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Database Administrator on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in cursive script, appearing to read 'Paul Redyala', written in black ink.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Database Administrator

PROPOSED LABOR CATEGORY:

IT Specialist

EDUCATION AND CERTIFICATIONS:

(b)(4)

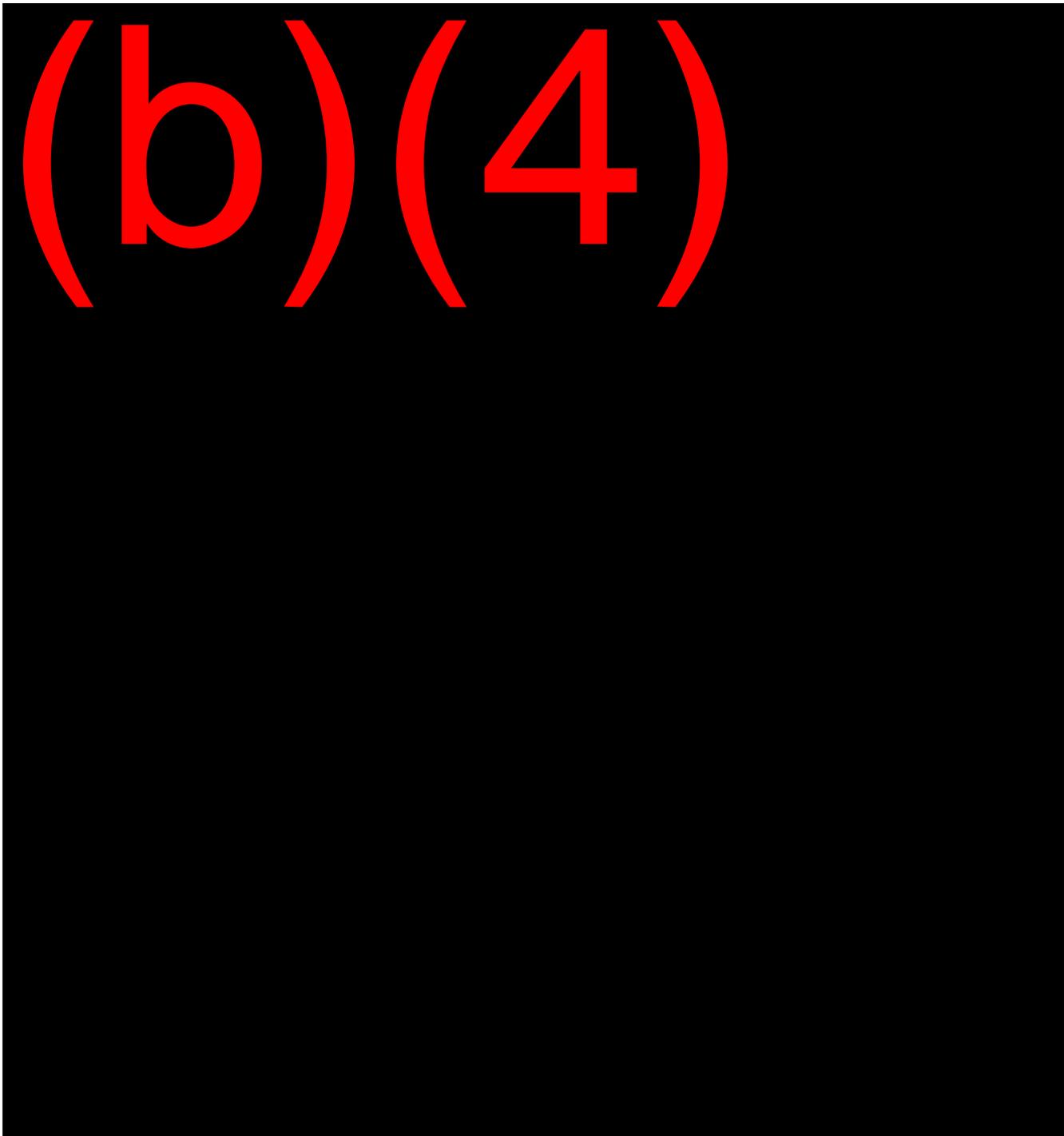
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Database Administrator on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

11/9/2012

Date

SRA International, Inc.

A handwritten signature in black ink, appearing to read 'Paul Nedzhalo', is written over a horizontal line.

Signature

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

Database Administrator

PROPOSED LABOR CATEGORY:

IT Specialist

EDUCATION AND CERTIFICATIONS:

(b)(4)

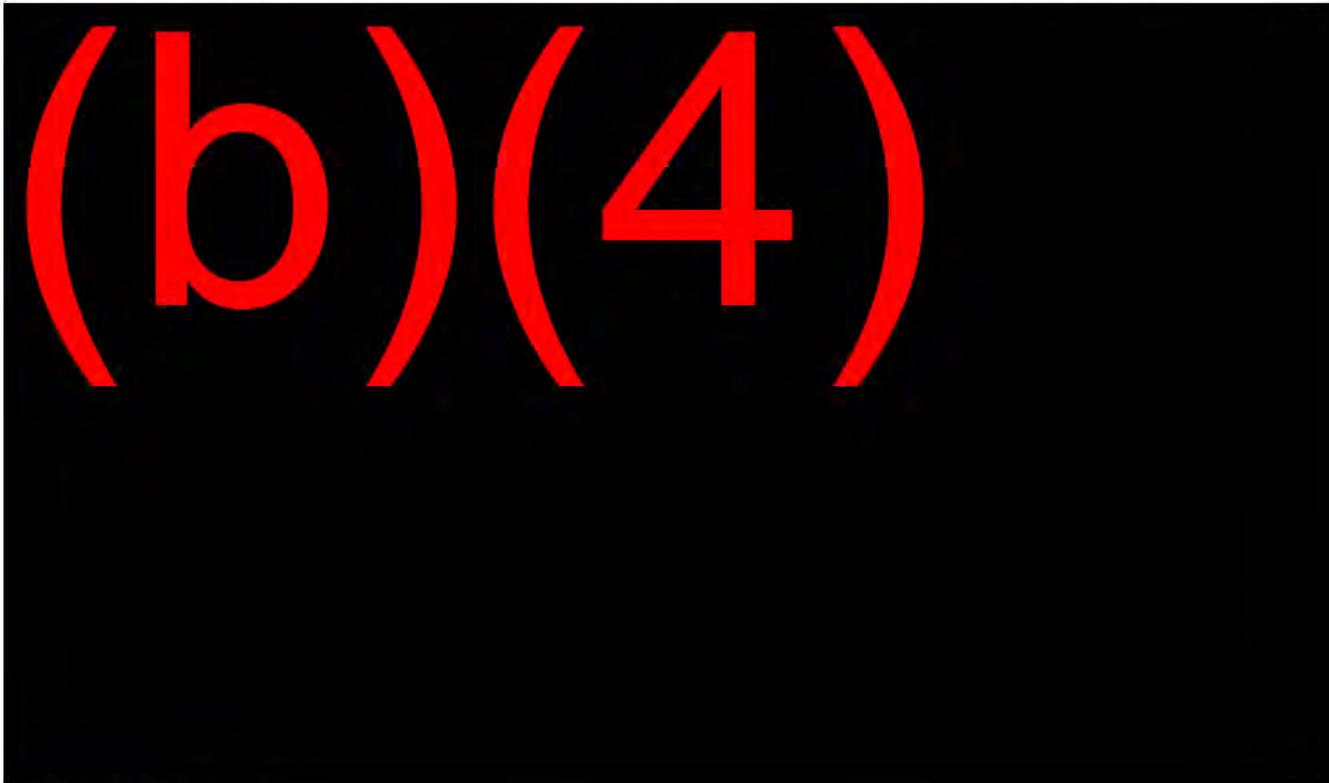
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: _____

(b)(4)

Date: _____

11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Database Administrator on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

11/9/2012

Date

SRA International, Inc.

A handwritten signature in cursive script that reads 'Paul Nedjbal'.

Signature

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

IT Security Engineer

PROPOSED LABOR CATEGORY:

IT Specialist

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b)(4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012

(b)(4)

LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International Inc. team hereby accept and commit to serving as an IT Security Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

(b)(4)

(b)(4)

Signature

Signature

November 2, 2012

November 4, 2012

Date

Date

(b)(4)

PROPOSED POSITION:

IT Security Engineer

PROPOSED LABOR CATEGORY:

IT Specialist

EDUCATION AND CERTIFICATIONS:

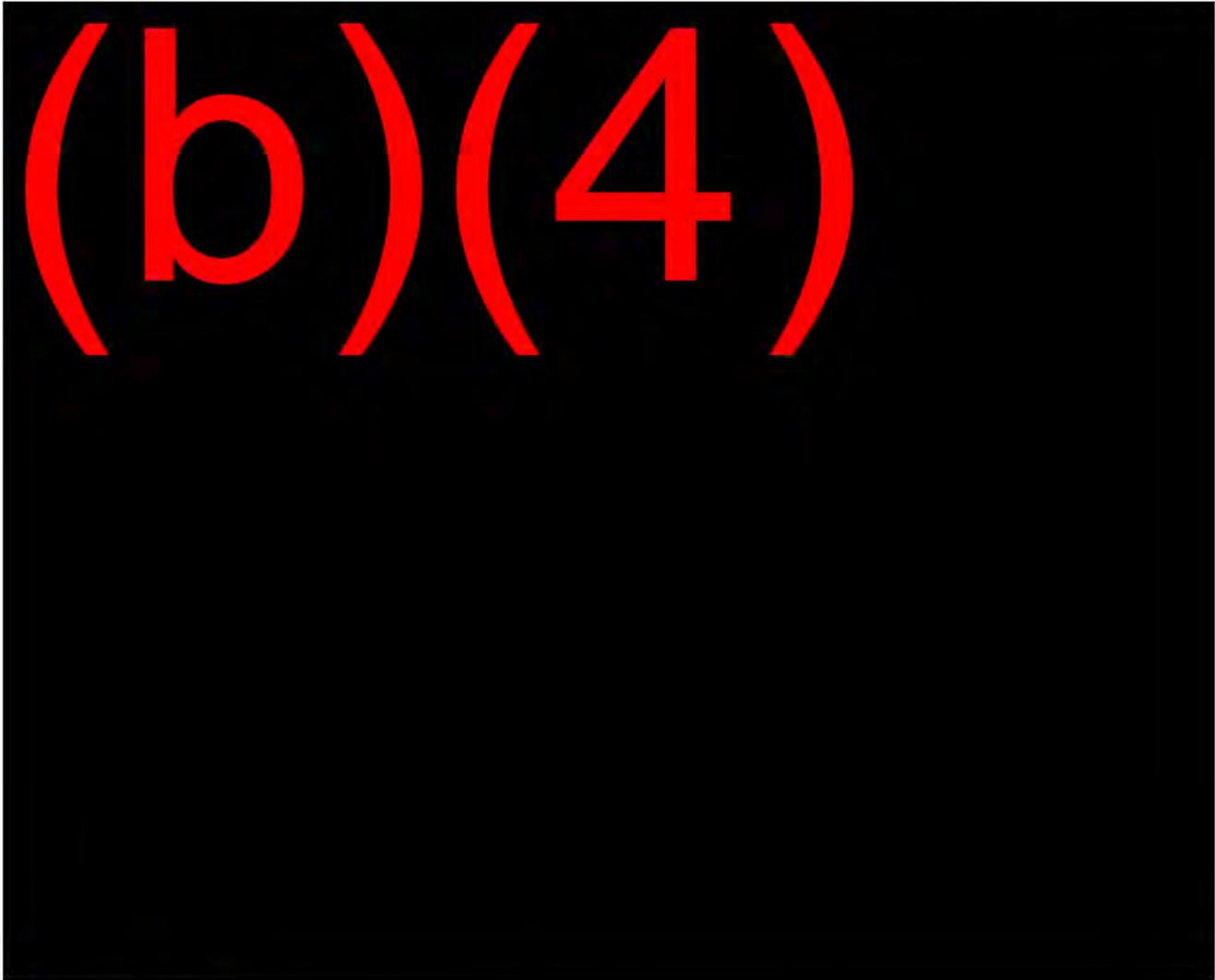
(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as an IT Security Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in cursive script, appearing to read 'Paul Nedzhalo', is written over a horizontal line.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Network Engineer

PROPOSED LABOR CATEGORY:

Associate IT Specialist

EDUCATION AND CERTIFICATIONS:

(b)(4)

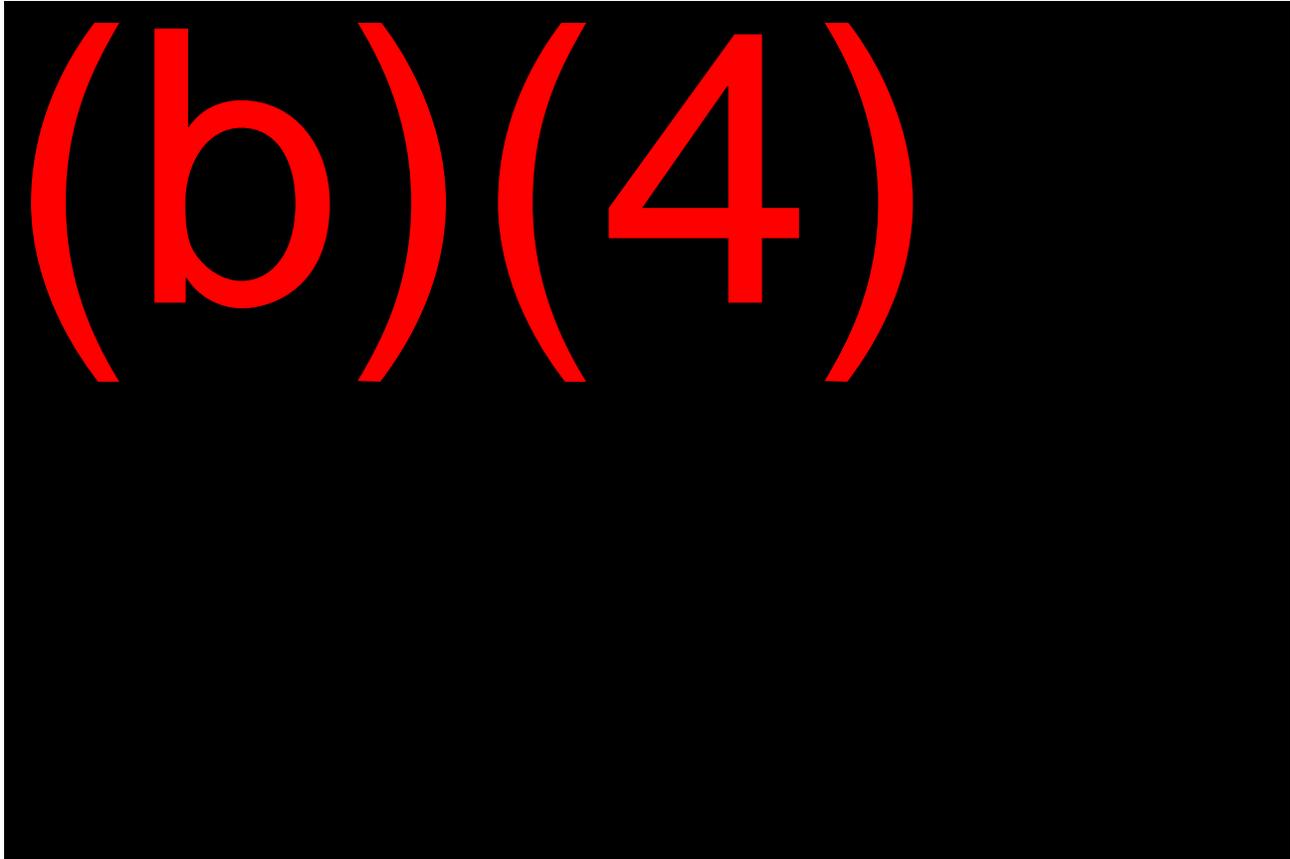
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012

(b)(4)

LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International Inc. team hereby accept and commit to serving as a Network Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

11/07/12

Date

Company

(b)(4)

Signature

11/07/12

Date

Enterasys Networks • 50 Minuteman Road • Andover, MA • 01810 • +1.978.684.1000 • www.enterasys.com



(b)(4)

PROPOSED POSITION:

Server Systems Engineer

PROPOSED LABOR CATEGORY:

Engineer/Analyst

EDUCATION AND CERTIFICATIONS:

(b)(4)

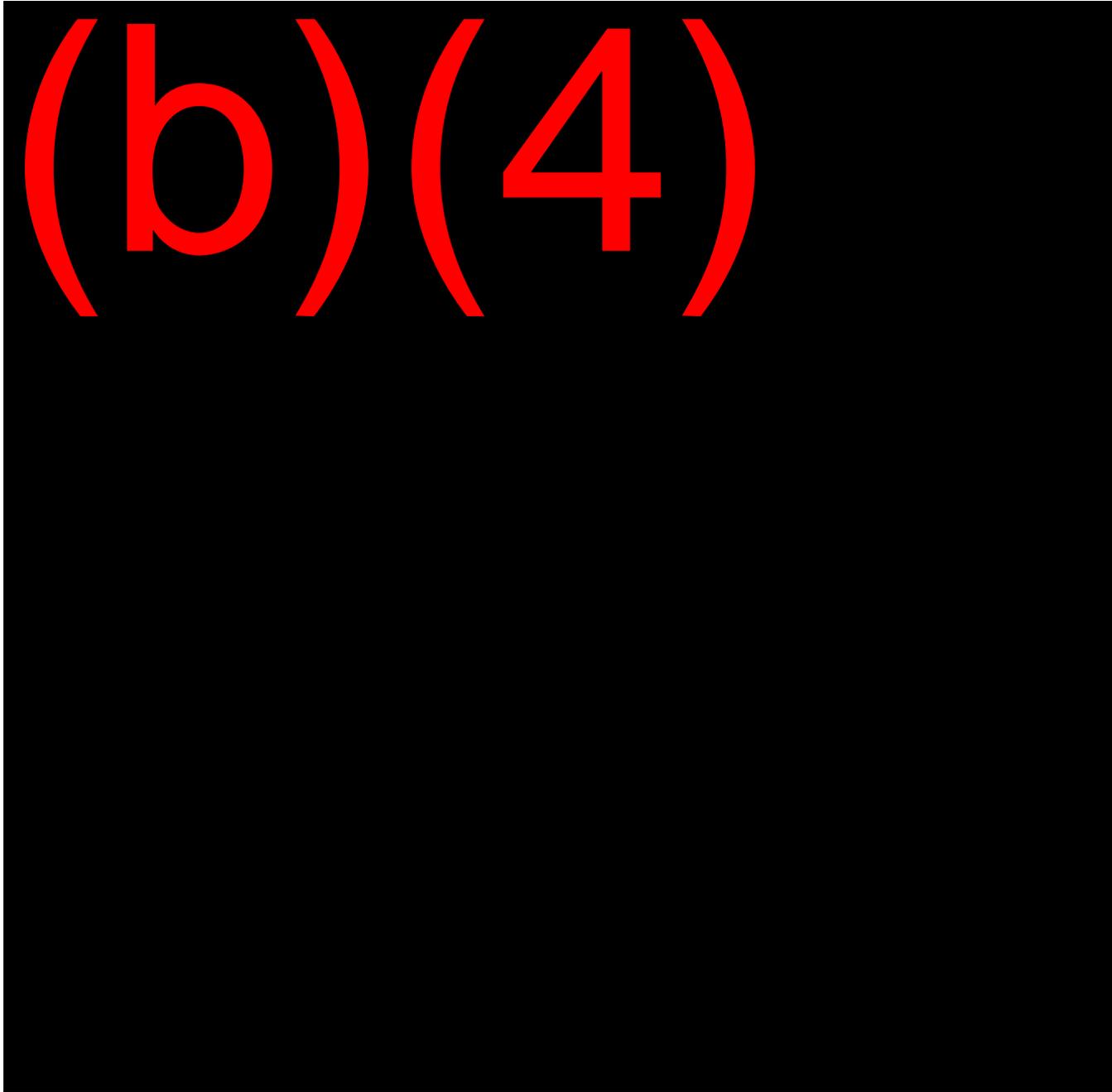
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Server Systems Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

11/9/2012

Date

SRA International, Inc.

A handwritten signature in black ink, appearing to read 'Paul Nedzhalo', written over a horizontal line.

Signature

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

Server Systems Engineer

PROPOSED LABOR CATEGORY:

Engineer/Analyst

EDUCATION AND CERTIFICATIONS:

(b)(4)

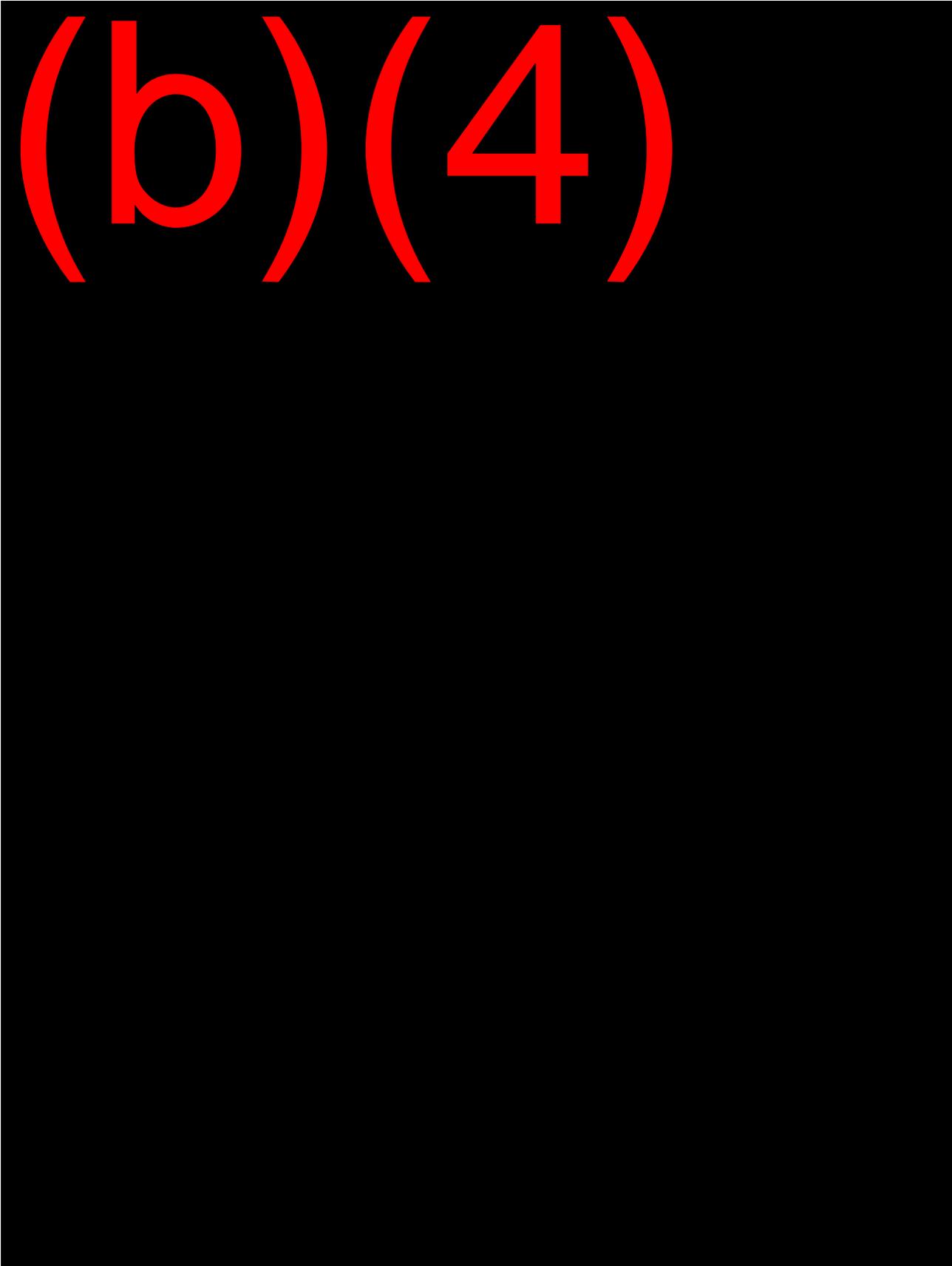
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)



(b)(4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) _____ Date: 11/9/2012 _____



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Server Systems Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

SRA International, Inc.

A handwritten signature in black ink that reads 'Paul Medyala'.

Signature

Signature

11/9/2012

Date

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

Server Systems Engineer

PROPOSED LABOR CATEGORY:

Engineer/Analyst

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:

(b)(4)

Date:

11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Server Systems Engineer on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Nedzihala'. The signature is written in a cursive style and is positioned above a horizontal line.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

(b)(4)

PROPOSED POSITION:

Unified Communications Technician

PROPOSED LABOR CATEGORY:

Senior Technician

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

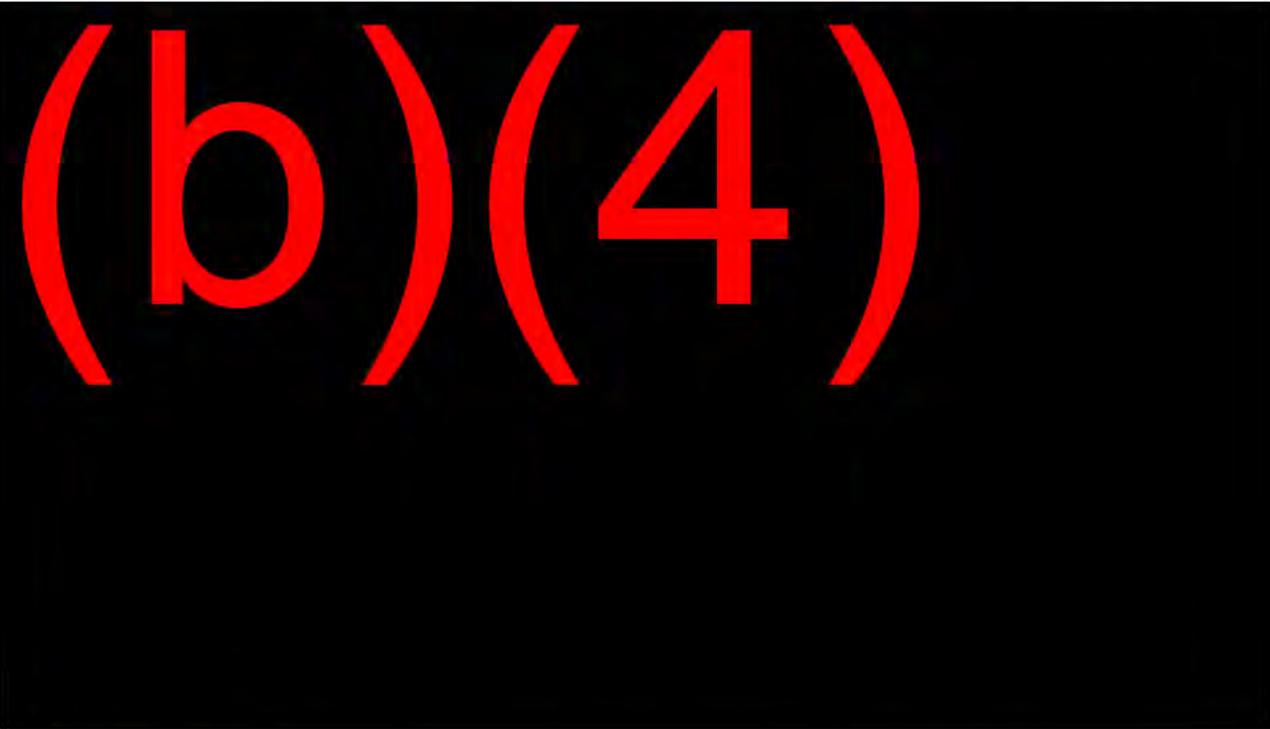
(b)(4)

EXPERIENCE:

(b)(4)

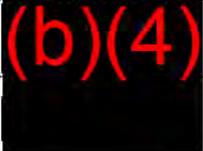
(b) (4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  _____ Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, **(b)(4)** as part of the SRA International, Inc. team hereby accept and commit to serving as a Unified Communications Technician on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

Signature

11/9/2012

Date

SRA International, Inc.

A handwritten signature in black ink, appearing to read 'Paul Nedzhalo', written over a horizontal line.

Signature

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

IT Service Manager

PROPOSED LABOR CATEGORY:

Principal Engineer/Analyst

EDUCATION AND CERTIFICATIONS:

(b)(4)

SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)

(b) (4)

(b) (4)



CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  _____ Date: 11/9/2012

(b)(4)

Letter of Intent

Date: Wednesday, October 31, 20012

To: (b)(4)

From: (b)(4)

Subject: My Resume & Willingness to Accept Proposed Assignment

I hereby give (b)(4) permission to submit my resume for the National Cancer Institute Information Technology Infrastructure Support Services program, contract number D12PS00300 in Support of the SRA proposal.

I further attest that I am available as requested and when needed by the client to support this effort.

Candidate

(b)(4)

Signature 

10 31 - 12
Date

Dell, Inc

(b)(4)

Signature 

10/31/12
Date

(b)(4)

PROPOSED POSITION:

Transition Manager

PROPOSED LABOR CATEGORY:

Not Applicable (unbillable)

EDUCATION AND CERTIFICATIONS:

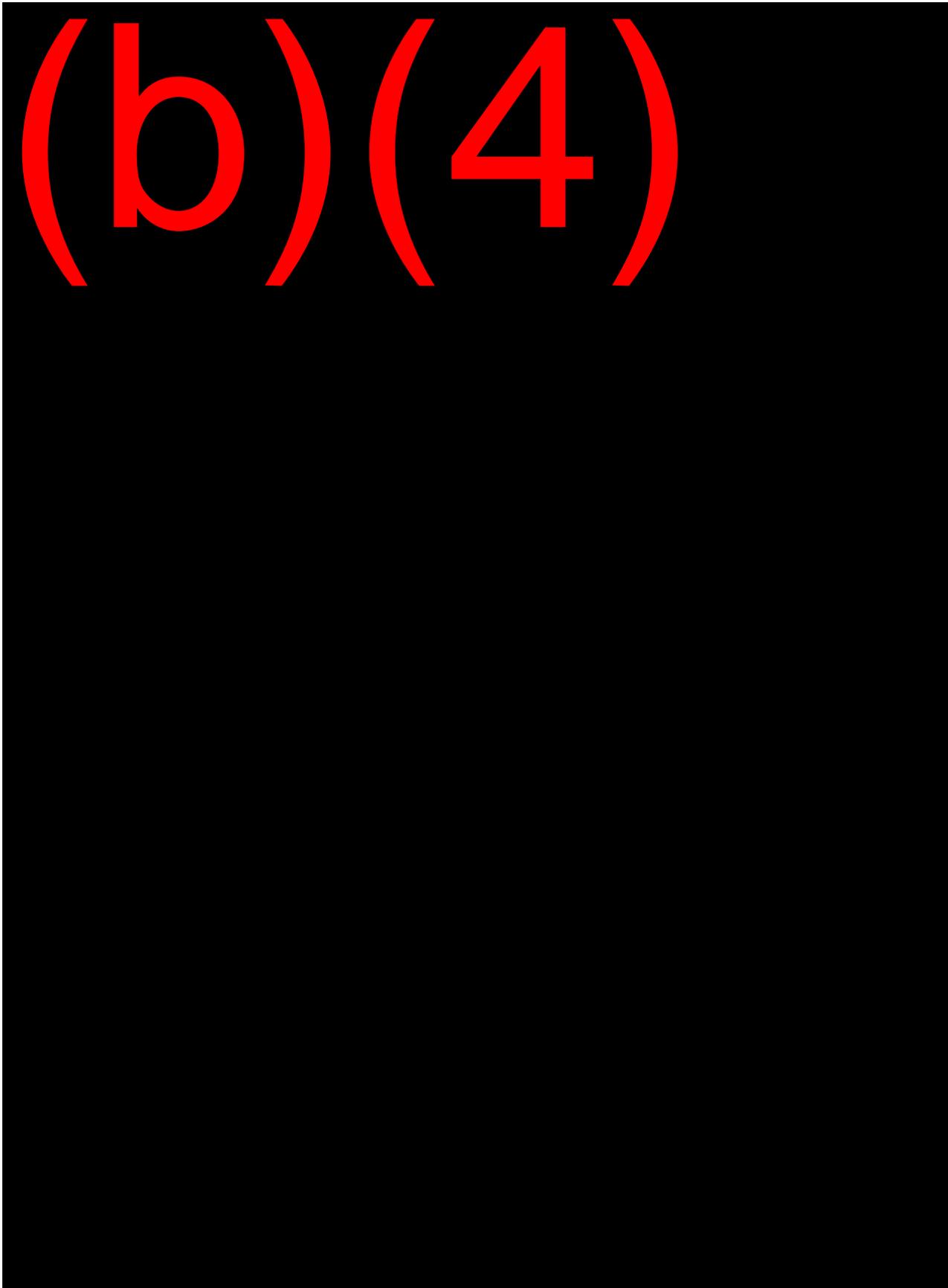
(b)(4)

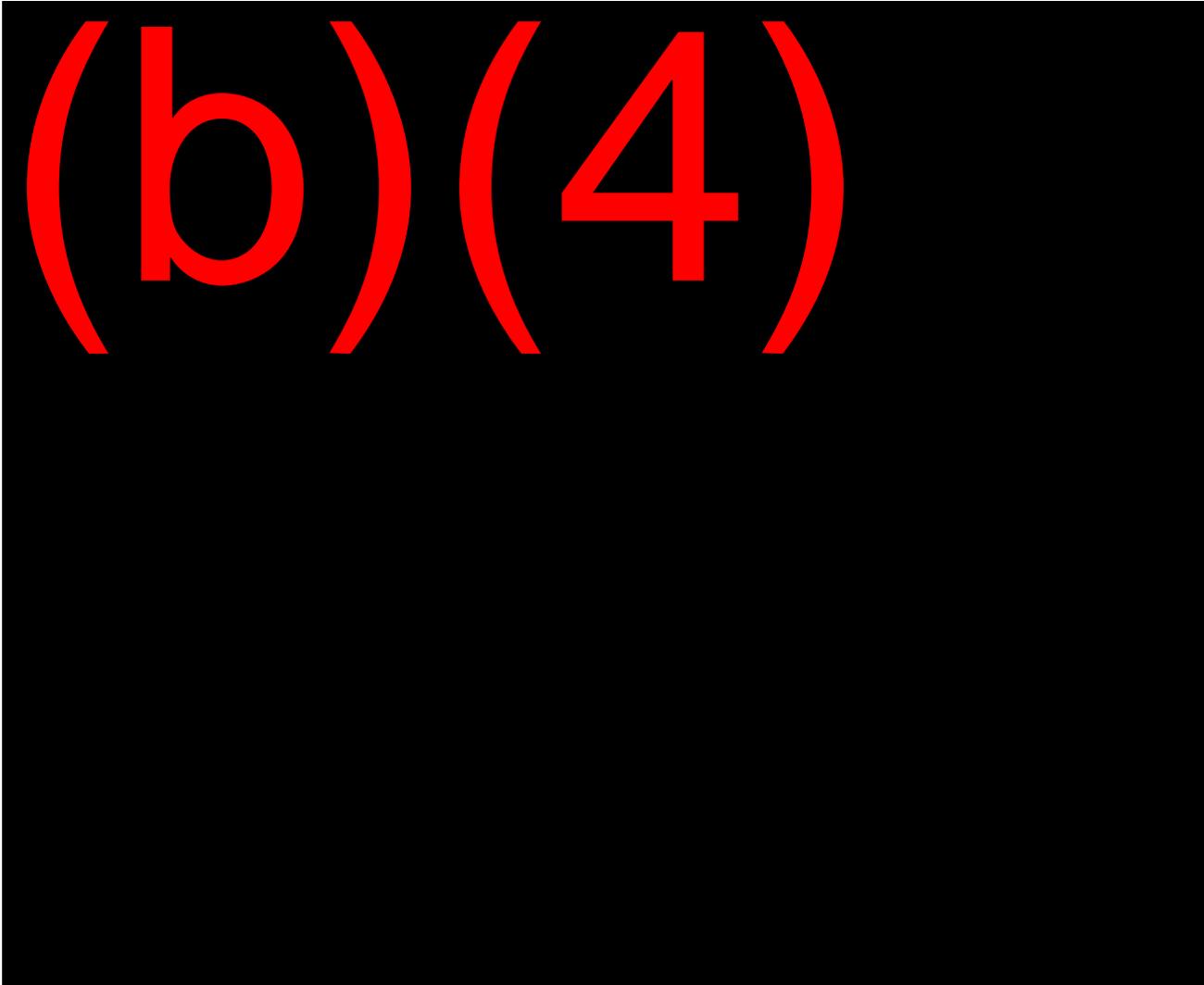
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)





CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature:  _____ Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Transition Manager on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

(b)(4)

SRA International, Inc.

A handwritten signature in black ink, appearing to read 'Paul Medyhalo', written over a horizontal line.

Signature

Signature

11/9/2012

Date

11/9/2012

Date

(b)(4)

PROPOSED POSITION:

Subject Matter Expert

PROPOSED LABOR CATEGORY:

Senior Subject Matter Expert

EDUCATION AND CERTIFICATIONS:

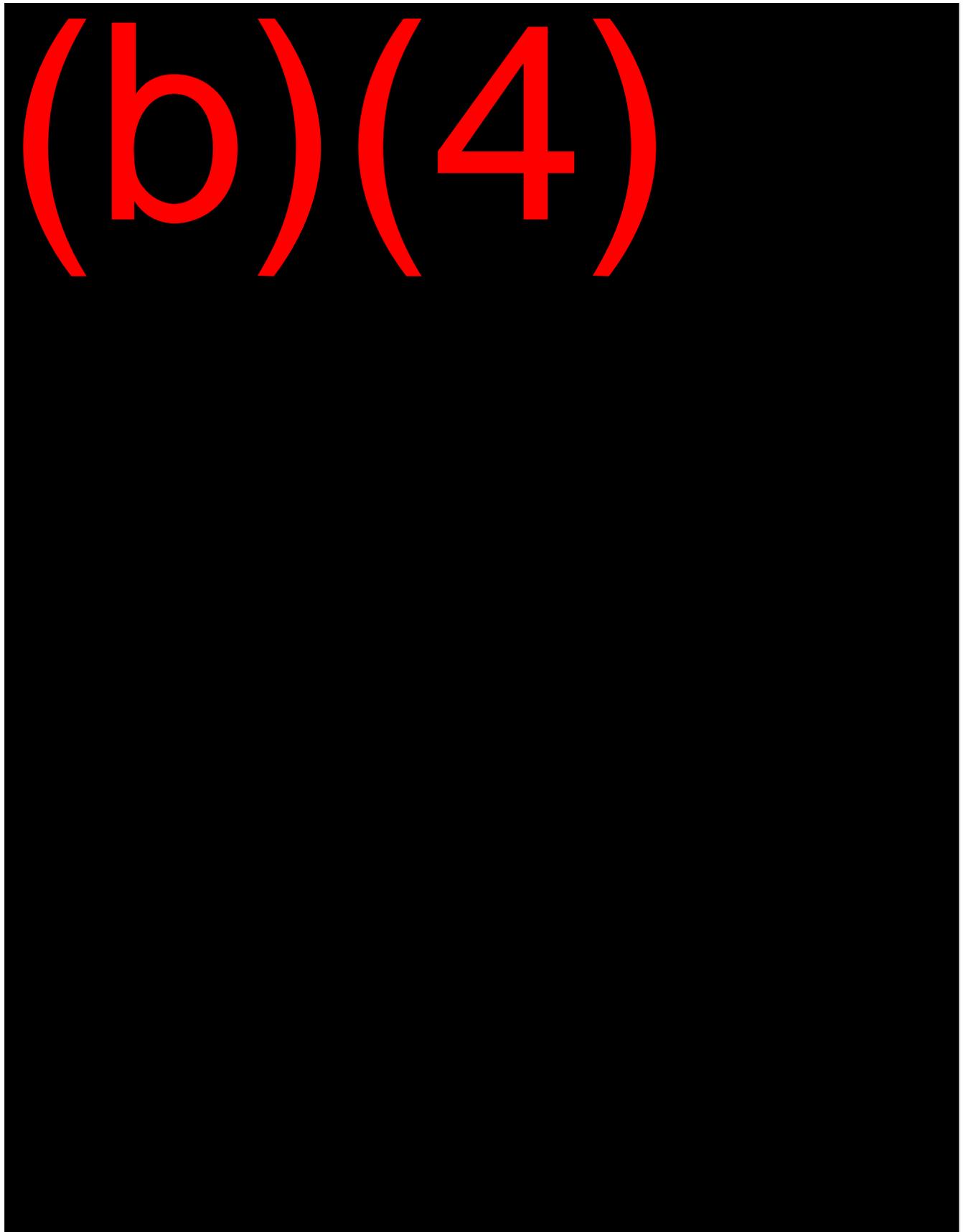
(b)(4)

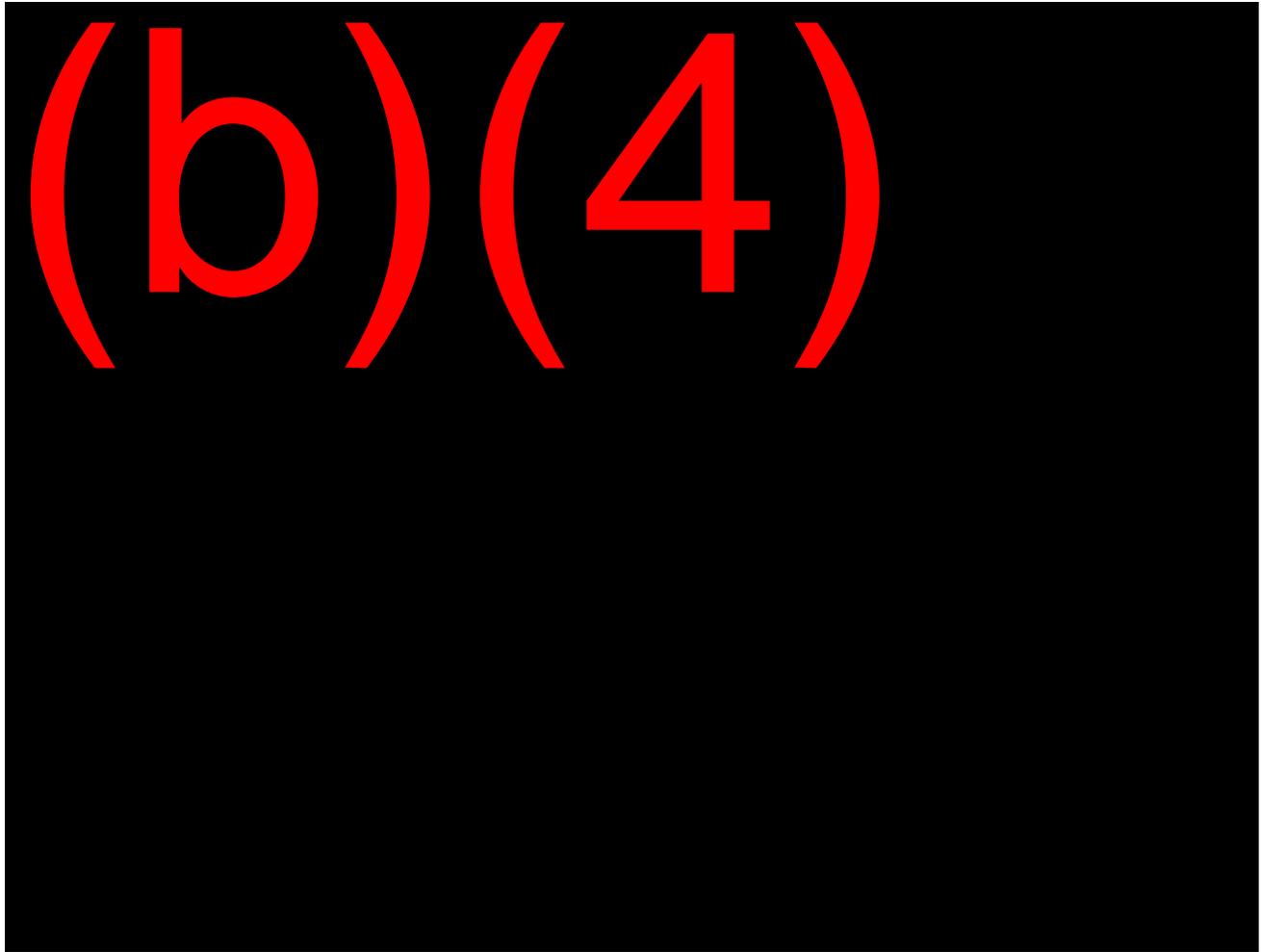
SPECIFIC EXPERIENCE:

(b)(4)

EXPERIENCE:

(b)(4)





CERTIFICATION:

I certify that the information contained in this resume is correct and accurate.

Signature: (b)(4) Date: 11/9/2012



LETTER OF COMMITMENT

November 9, 2012

To Whom It May Concern:

I, (b)(4) as part of the SRA International, Inc. team hereby accept and commit to serving as a Subject Matter Expert on the National Cancer Institute Information Technology Infrastructure Support Services contract, in the event of an award to SRA.

Candidate

SRA International, Inc.

(b)(4)

A handwritten signature in black ink that reads 'Paul Nedzhalo'. The signature is written in a cursive style and is positioned above a horizontal line.

Signature

Signature

11/9/2012

11/9/2012

Date

Date

VOLUME II – PAST PERFORMANCE

In response to:
RFQ #: D12PS00300

NATIONAL CANCER INSTITUTE (NCI)
CENTER FOR BIOMEDICAL INFORMATICS AND INFORMATION
TECHNOLOGY (CBIIT)

INFORMATION TECHNOLOGY INFRASTRUCTURE SUPPORT SERVICES

Submitted to:
GSA E-Buy
[Nicole fuselier@nbc.gov](mailto:Nicole_fuselier@nbc.gov)
[jenny taylor@nbc.gov](mailto:jenny_taylor@nbc.gov)



SRA International, Inc.
4300 Fair Lakes Court
Fairfax, Virginia 22033

<i>Acknowledgement of Amendments:</i>	Mod 1; 10/18 and Mod 2; 10/26
<i>Tax Identification Number (TIN):</i>	54-1013306
<i>Dun & Bradstreet Number (DUNS):</i>	09-777-9698
<i>NAICS / PSC:</i>	541511 541519 / D399

November 9, 2012

NOTICE OF RESTRICTIONS

This plan includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this plan. If, however, a contract is awarded to SRA International, Inc. as a result of, or in connection with, the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resultant contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another legitimate source without restriction. The data subject to this restriction are contained in all sheets marked with the following legend: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this plan or quotation." This plan contains trade secrets and commercial or financial information that are either specifically exempted from disclosure by statute or are privileged or confidential within the meaning of exemption that is set forth in §5 USC 552 (b) (3) and (4), respectively, of the Freedom of Information Act, §5 USC 552, and the disclosure of which could invoke the criminal sanctions of §18 USC 1905.

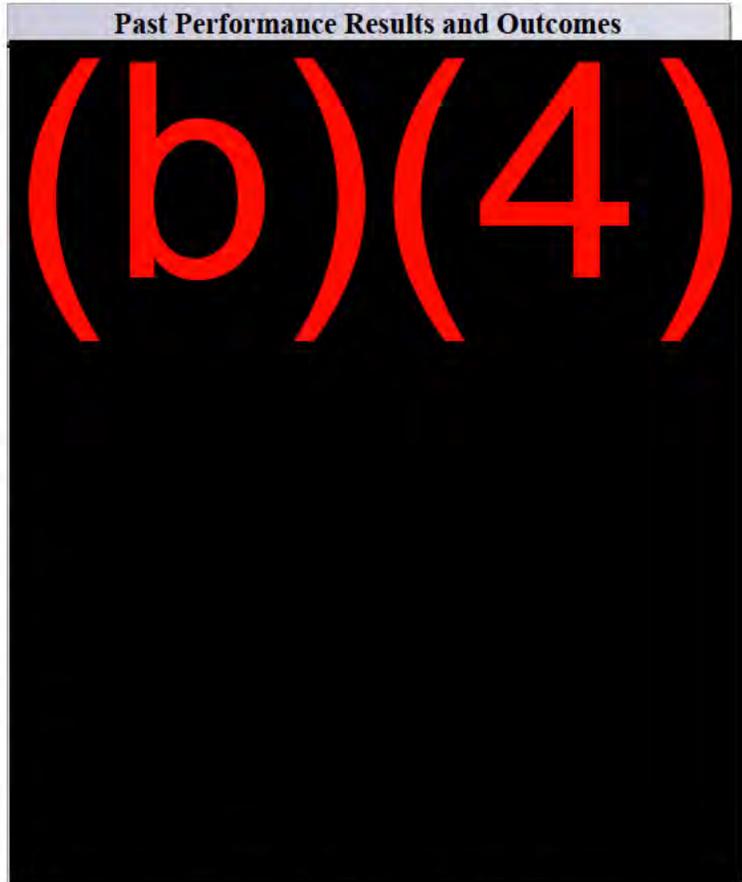
TABLE OF CONTENTS

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2 VOLUME II - PAST PERFORMANCE

SRA is a premier Federal IT service provider with the capabilities and resources to provide world-class IT Infrastructure Support Services (ISS) to CBIIT. The team has tremendous depth and breadth of IT infrastructure experience supporting users at NIH as well as other Government agencies. SRA has been providing innovative and cost-effective program management, service desk, desktop support, network management and operations, and information security support to Government clients for 34 years. We share the NIH's mission to enhance health, lengthen life, and reduce the burdens of illness and disability. Among our other IT services, SRA provides 7x24 support at more than 20 service desks around the world, where we keep innovation, quality service, and cost efficiencies at the forefront.

Of the numerous projects across the SRA Team's IT infrastructure services portfolio, we selected five past performance references—four from SRA as the proposed prime contractor—and one from a primary teaming partner—**(b)(4)** providing services that closely align to the size, scope, and complexity of CBIIT ISS. (SRA's teaming partners and qualifications are described in Volume I, Section 2 - Organizational Experience and Capabilities. Each of our contracts support Federal Government customers, collectively span all SOW task areas, demonstrate relevant size, scope, complexity, use of similar network technologies as that of NCI, and are currently ongoing. The SRA Team has furnished the following past performance references:



To illustrate the breadth of the team's relevant past performance, Figure 2-1 highlights numerous IT infrastructure support services projects that encompass products and services that closely align with the scope of work under the ISS contract. These projects demonstrate SRA's ability to manage projects of similar size, scope, and complexity as well as our capability to successfully deliver services similar to the ISS SOW task areas. The shaded columns depict the SRA Team's five

referenced contracts together with other relevant SRA prime contracts. All projects are current or have been performed within the past three years.

TASK AREA	SOW TASK AREA
1	Contract Management
2	Program Management
3	Desktop Support
4	Core IT Service Support
5	Network Management and Operations Support
6	Unified Communications Support
7	Information Systems Security Support
8	Data Center Consolidation
9	Relocation Services
10	Documentation and Standardization

(b) (4)

Figure 2-1: SRA’s performance on relevant contracts demonstrates our capability to successfully deliver services similar to the CBIIT ISS SOW.

We have organized Volume II into two sections. Section 2.1, Past Performance, provides detailed descriptions of the team’s five contract references. Section 2.2, Alignment to Evaluation Criteria, directly responds to each of the five evaluation criteria cited in Section 5.3.5 of the solicitation. Questionnaires were delivered to our customers on each of the cited contracts.

2.1 PAST PERFORMANCE REFERENCES

(b)(4)

Contractor: SRA International (b)(4)

(b)(4)

Project Description:

(b)(4)

Similar Size, Scope and Complexity:

(b)(4)

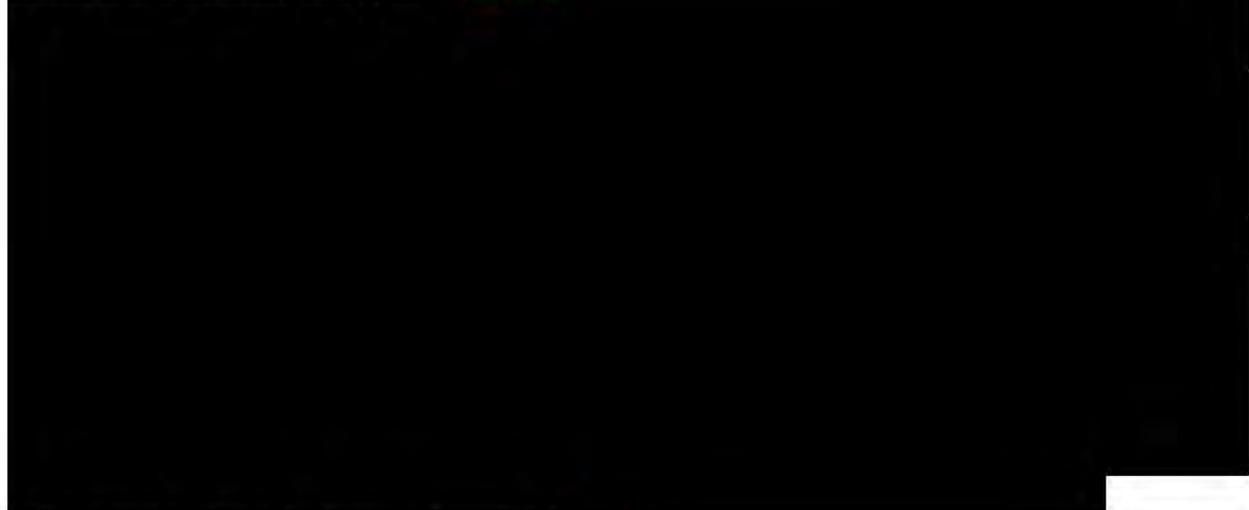
Task Area 1. Contract Management – (b)(4)



Task Area 2. Program Management – (b)(4)



Task Area 3. Desktop Support – (b)(4)



Task Area 4. Core IT Service Support – (b)(4)



(b)(4)

Task Area 5. Network Management and Operations Support – (b)(4)

[Redacted content for Task Area 5]

Task Area 6. Unified Communications Support – (b)(4)

[Redacted content for Task Area 6]

Task Area 7. Information Systems Security Support – (b)(4)

[Redacted content for Task Area 7]

Task Area 8. Data Center Consolidation – (b)(4)

[Redacted content for Task Area 8]

(b)(4)

Task Area 10. Documentation and Standardization – (b)(4)

Alignment to Evaluation Criteria :

1. History of successful project completion and high quality reports and deliverables – (b)(4)

2. Successful history of staying on schedule and within budget – (b)(4)

3. Sustain good business relations and successfully resolve disagreement and disputes – (b)(4)

4. Ability to retain and replace key personnel and the work force in like/relevant efforts – (b)(4)

(b)(4)

Contractor: SRA International (b)(4)

(b)(4)

Project Description:

(b)(4)

Similar Size, Scope and Complexity:

(b)(4)

Task Area 1. Contract Management – (b)(4)

(b)(4)

(b)(4)

(b)(4)

Task Area 2. Program Management – (b)(4)

[Redacted content for Task Area 2]

Task Area 3. Desktop Support – (b)(4)

[Redacted content for Task Area 3]

Task Area 4. Core IT Service Support – (b)(4)

[Redacted content for Task Area 4]

Task Area 5. Network Management and Operations Support – (b)(4)

[Redacted content for Task Area 5]

Task Area 6. Unified Communications Support – (b)(4)

[Redacted content for Task Area 6]

Task Area 7. Information Systems Security Support – (b)(4)

[Redacted content for Task Area 7]

Task Area 8. Data Center Consolidation – (b)(4)

[Redacted content for Task Area 8]

Task Area 9. Relocation Services – (b)(4)

[Redacted content for Task Area 9]

Task Area 10. Documentation and Standardization – (b)(4)

[Redacted content for Task Area 10]

Alignment to Evaluation Criteria:

1. History of successful project completion and high quality reports and deliverables –

(b)(4)

A large black rectangular redaction box covers the content of this section.

2. Successful history of staying on schedule and within budget – (b)(4)

A large black rectangular redaction box covers the content of this section.

3. Sustain good business relations and successfully resolve disagreement and disputes –

(b)(4)

A large black rectangular redaction box covers the content of this section.

4. Ability to retain and replace key personnel and the work force in like/relevant efforts –

(b)(4)

A large black rectangular redaction box covers the content of this section.

(b)(4)
Contractor: SRA International (b)(4)
(b)(4)

Project Description:

(b)(4)

Similar Size, Scope and Complexity:

(b)(4)

Task Area 1. Contract Management – (b)(4)

(b)(4)

(b)(4)

(b)(4)

(b)(4)



Task Area 2. Program Management – (b)(4)



Task Area 3. Desktop Support – (b)(4)



Task Area 4. Core IT Service Support – (b)(4)



Task Area 5. Network Management and Operations Support – (b)(4)

[Redacted content for Task Area 5]

Task Area 6. Unified Communications Support – (b)(4)

[Redacted content for Task Area 6]

Task Area 7. Information Systems Security Support – (b)(4)

[Redacted content for Task Area 7]

Task Area 8. Data Center Consolidation – (b)(4)

[Redacted content for Task Area 8]

Task Area 10. Documentation and Standardization – (b)(4)

[Redacted]

Alignment to Evaluation Criteria:

1. History of successful project completion and high quality reports and deliverables – (b)(4)

[Redacted]

2. Successful history of staying on schedule and within budget – (b)(4)

[Redacted]

3. Sustain good business relations and successfully resolve disagreement and disputes – (b)(4)

[Redacted]

4. Ability to retain and replace key personnel and the work force in like/relevant efforts – (b)(4)

[Redacted]

(b)(4)

Contractor: SRA International (b)(4)

(b)(4)

Project Description:

(b)(4)

Similar Size, Scope and Complexity:

(b)(4)

Task Area 1. Contract Management – (b)(4)

[Redacted content for Task Area 1]

(b)(4)

Task Area 2. Program Management – (b)(4)

[Redacted content for Task Area 2]

Task Area 3. Desktop Support – (b)(4)

[Redacted content for Task Area 3]

Task Area 4. Core IT Service Support – (b)(4)

[Redacted content for Task Area 4]

(b)(4)

Task Area 5. Network Management and Operations Support – (b)(4)

(b)(4)

Task Area 6. Unified Communications Support – (b)(4)

(b)(4)

Task Area 7. Information Systems Security Support – (b)(4)

(b)(4)

(b)(4)

Task Area 8. Data Center Consolidation – (b)(4)

Task Area 9. Relocation Services – (b)(4)

Task Area 10. Documentation and Standardization – (b)(4)

Alignment to Evaluation Criteria:

1. History of successful project completion and high quality reports and deliverables – (b)(4)

(b)(4)

2. Successful history of staying on schedule and within budget – (b)(4)

3. Sustain good business relations and successfully resolve disagreement and disputes – (b)(4)

4. Ability to retain and replace key personnel and the work force in like/relevant efforts – (b)(4)

(b)(4)

Contractor: (b)(4)

(b)(4)

Project Description:

(b)(4)

Similar Size, Scope and Complexity:

(b)(4)

Task Area 1. Contract Management – (b)(4)

Task Area 2. Program Management – (b)(4)

[Redacted content for Task Area 2]

Task Area 3. Desktop Support – (b)(4)

[Redacted content for Task Area 3]

Task Area 4. Core IT Service Support – (b)(4)

[Redacted content for Task Area 4]

Task Area 5. Network Management and Operations Support – (b)(4)

[Redacted content for Task Area 5]

Task Area 7. Information Systems Security Support – (b)(4)

[Redacted content for Task Area 7]

Task Area 8. Data Center Consolidation – (b)(4)

[Redacted content for Task Area 8]

Task Area 9. Relocation Services – (b)(4)

[Redacted content for Task Area 9]

Task Area 10. Documentation and Standardization – (b)(4)

[Redacted content for Task Area 10]

Alignment to Evaluation Criteria:

1. History of successful project completion and high quality reports and deliverables – (b)(4)

[Redacted]

2. Successful history of staying on schedule and within budget – (b)(4)

[Redacted]

3. Sustain good business relations and successfully resolve disagreement and disputes – (b)(4)

[Redacted]

4. Ability to retain and replace key personnel and the work force in like/relevant efforts – (b)(4)

[Redacted]

2.2 ALIGNMENT TO EVALUATION CRITERIA – ADDITIONAL SRA TEAM EXPERIENCE

In Section 2.1, we discussed the team’s five past performance references, including each project’s alignment to the solicitation’s evaluation criteria. In this section, we respond to NCI’s evaluation criteria on a broader basis by providing brief summaries of *other* SRA Team projects—in addition to our five past performance references—where we have successfully delivered projects of similar size and scope across each of the SOW task areas. Each of the projects is ongoing or has been performed within the past three years.

2.2.1 HISTORY OF SUCCESSFUL COMPLETION OF PROJECTS AND PRODUCING HIGH-QUALITY REPORTS AND OTHER DELIVERABLES.

CONTRACT NAME	TASK AREA 1. CONTRACT MANAGEMENT
(b)	(4)

CONTRACT NAME	TASK AREA 2. PROGRAM MANAGEMENT
(b)	(4)

CONTRACT NAME	TASK AREA 3. DESKTOP SUPPORT
(b)	(4)

CONTRACT NAME | TASK AREA 3. DESKTOP SUPPORT

(b) (4)

CONTRACT NAME | TASK AREA 4. CORE IT SERVICE SUPPORT

(b) (4)

CONTRACT NAME | TASK AREA 5. NETWORK MANAGEMENT AND OPERATIONS

(b) (4)

CONTRACT NAME | TASK AREA 6. UNIFIED COMMUNICATIONS SUPPORT

(b) (4)

CONTRACT NAME | TASK AREA 6. UNIFIED COMMUNICATIONS SUPPORT

(b)(4)

CONTRACT NAME | TASK AREA 7. INFORMATION SYSTEMS SECURITY SUPPORT

(b)(4)

CONTRACT NAME | TASK AREA 8. DATA CENTER CONSOLIDATION

(b)(4)

CONTRACT NAME | TASK AREA 9. RELOCATION SERVICES

(b)(4)

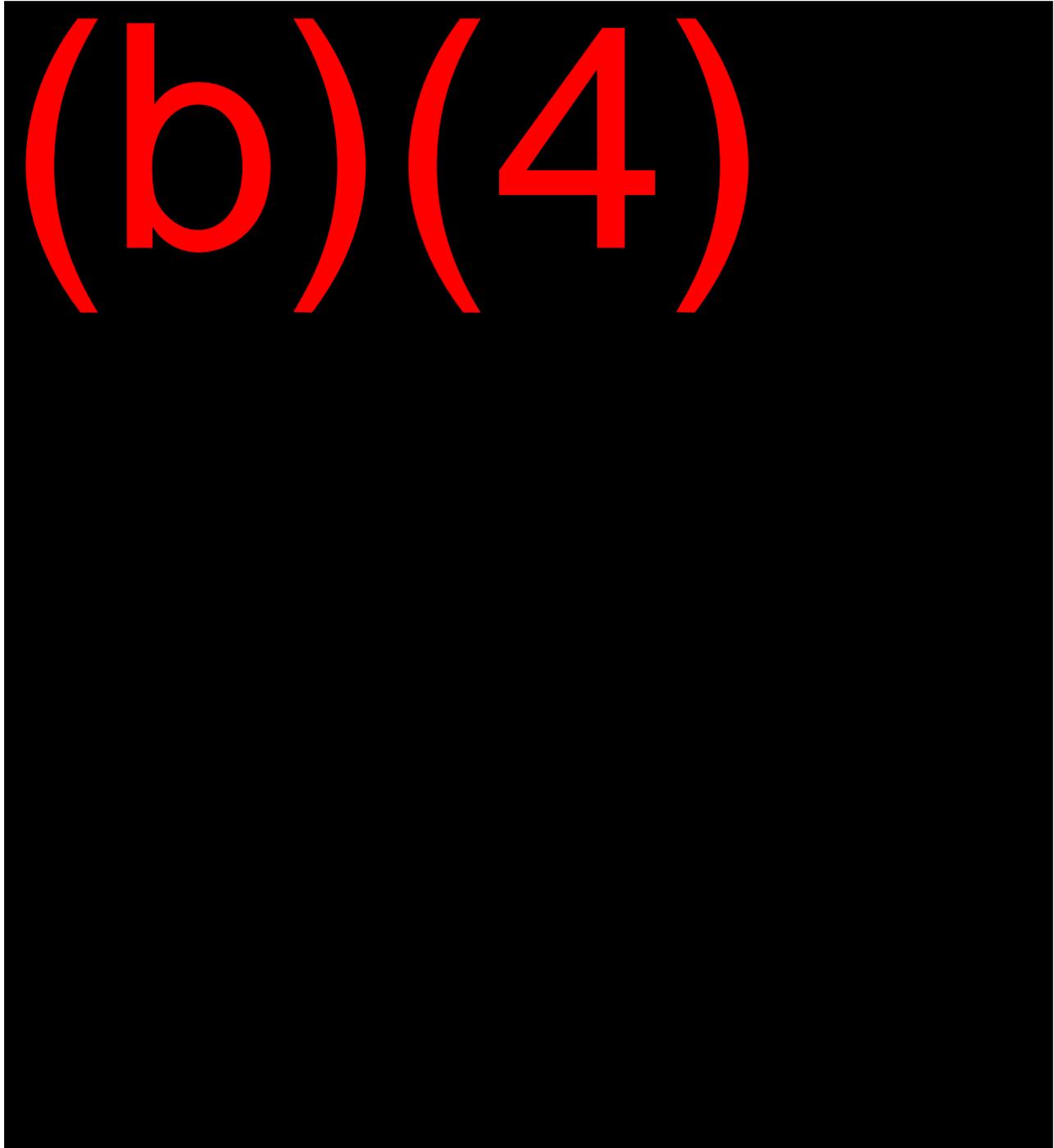
CONTRACT NAME | TASK AREA 10. DOCUMENTATION AND STANDARDIZATION

(b)(4)

2.2.2 SUCCESSFUL HISTORY OF STAYING ON SCHEDULE AND WITHIN BUDGET

SRA has a corporate commitment and long-standing track record of staying on schedule and within budget. We use MS Project and PM Toolkit to plan and monitor projects against sche-

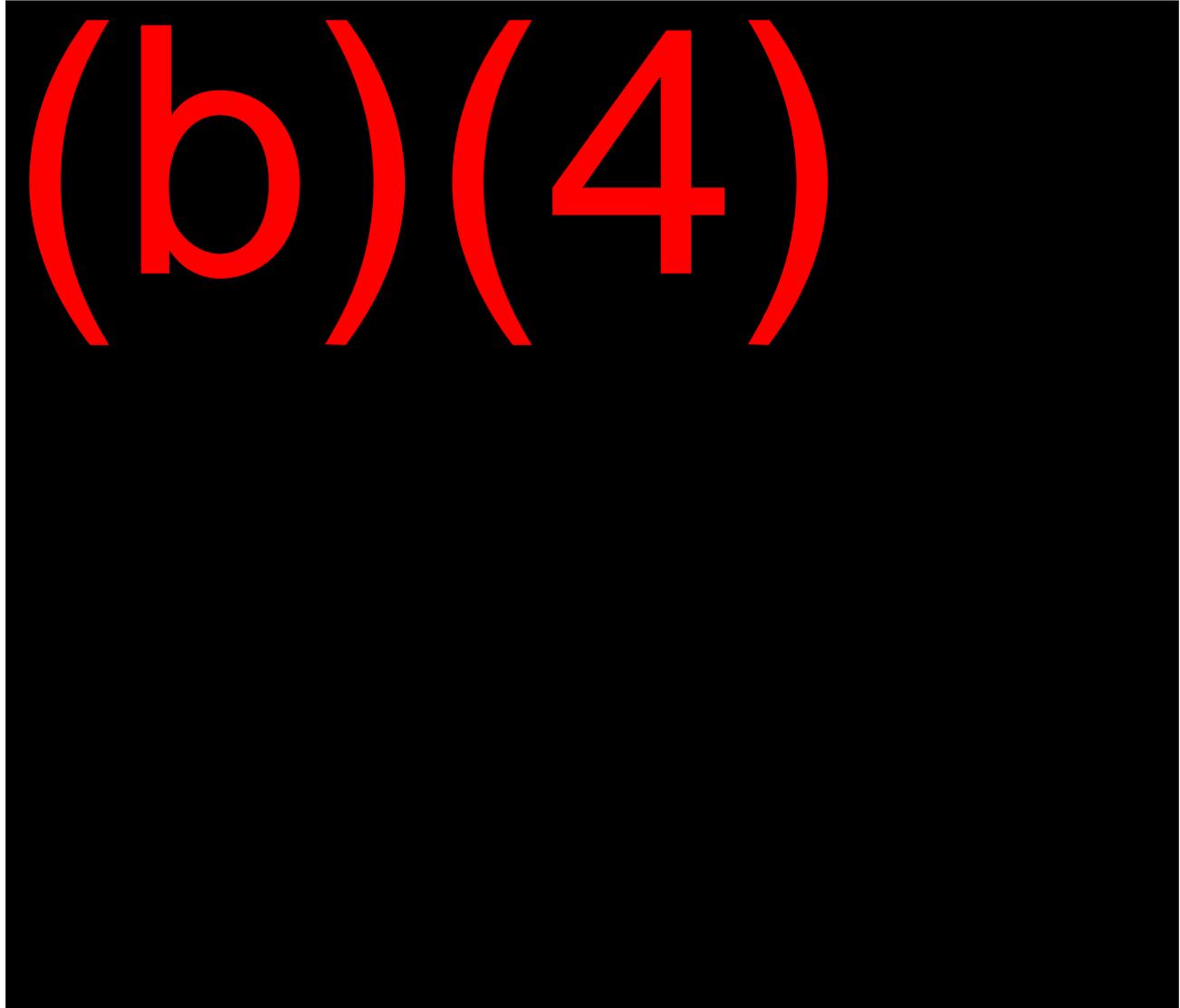
duled plan and budget, track schedule and report on progress, and provide management visibility into project status. The following projects represent a sample of SRA’s work on large, complex projects demonstrating our history and commitment of remaining on schedule and within budget.



2.2.3 SUSTAIN GOOD BUSINESS RELATIONS INCLUDING THE ABILITY TO SUCCESSFULLY RESOLVE DISAGREEMENTS/DISPUTES

SRA’s ability to maintain strong personal working relationships with its customers, project team members, subcontractors, and other stakeholders is critical to each project’s success. In our efforts to sustain good business relations, we realize that no project is free from issues or dis-

agreements. We recognize that a project as complex as the NCI ISS will present issues—and it is essential to anticipate potential problems with the intent of preventing or avoiding them altogether. To sustain good business relations, we adhere to best practices, maintain an environment of open communications, ensure the preparedness of our project teams, and employ a reach-back capability to tap into specialized technical assistance, when needed. The following project summaries cite specific examples where SRA has worked in earnest to sustain good business relations and fairly resolve issues or disagreements.



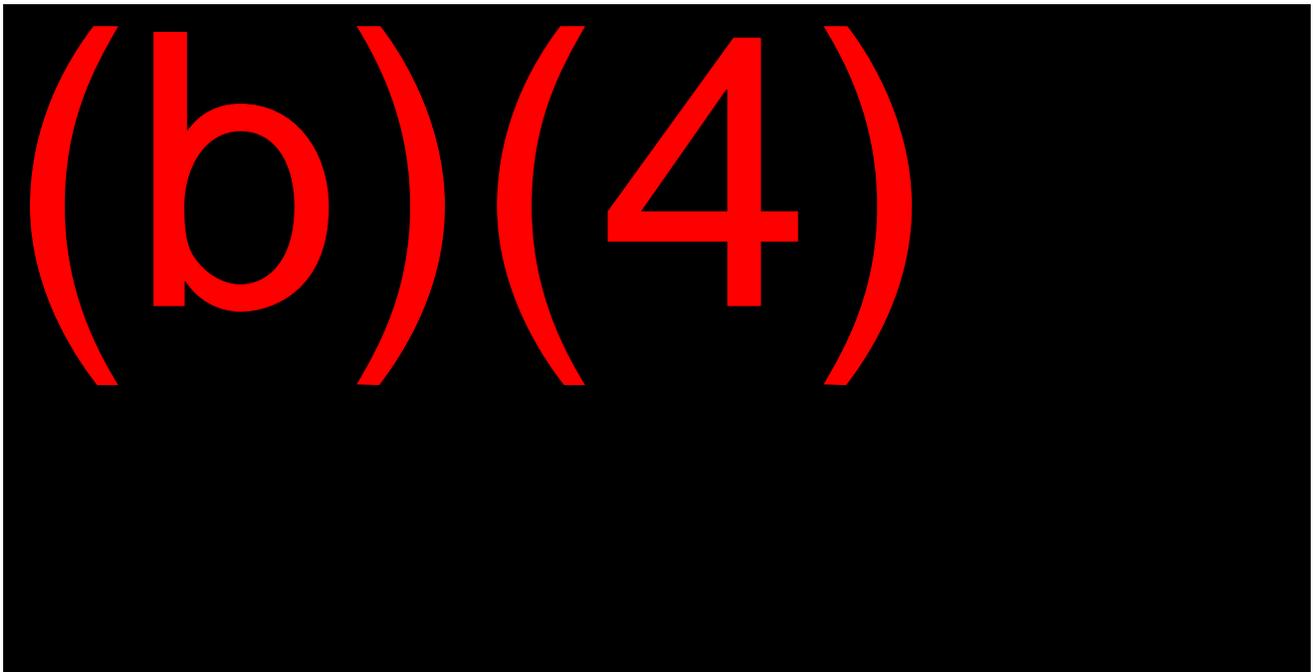
2.2.4 THE ORGANIZATION’S PAST PERFORMANCE ON PRIOR SIMILAR EFFORTS

In our introduction to Volume II, Figure 2-1, we highlighted numerous IT infrastructure support services projects that encompass products and services that closely align with the breadth of work under the ISS contract, demonstrating our skills across all SOW task areas. SRA has a tremendous depth and breadth of experience performing IT infrastructure support projects similar to those of NCI ISS. A broad array of Federal Government agencies with critical missions have entrusted their IT infrastructures to SRA, including the National Institutes of Health, (NIH), Federal Deposit Insurance Corporation (FDIC), Government Accountability Office (GAO), Health Resources and Services Administration (HSRA), DoD Pentagon, the U.S. Army National

Guard Bureau (ARNG), and the U.S. Agency for International Development (USAID), to name a few. With organizational experience spanning more than three decades, we have developed the full range of IT infrastructure operations, maintenance, and user support capabilities, culminating in industry-leading recognition and globally recognized certifications.

2.2.5 DEMONSTRATED ABILITY TO RETAIN AND REPLACE BOTH KEY PERSONNEL AND THE WORK FORCE IN LIKE/RELEVANT EFFORTS.

SRA's primary asset is our people, so we work hard to recruit and retain highly qualified personnel. SRA has a company-wide annual voluntary attrition rate of (b)(4) below the IT industry average of 16.4% (based on an independent assessment conducted by HR Solutions). We place a great emphasis on employee retention and development, supplementing competitive compensation and benefits with continual communication, rewards and recognition, team-building activities, and professional training and development. The continuity of key personnel staff is integral to achieving high performance results and executing project work in an efficient manner. Dedicating the right key people to a project provides stability, builds customer relations, and results in better service at lower cost. SRA has been able to maintain project continuity and minimize turnover through our workforce retention efforts. The following paragraphs highlight examples of SRA's retention of key personnel on several of our mission-critical projects.



One of our fundamental approaches for recruiting and retaining key personnel on similar efforts is our NIH-dedicated recruiting team. We have used our dedicated NIH-specific recruiting team to staff more than 350 personnel serving on 35 engagements across NIH. Our recruitment and retention policies provide a stable and qualified workforce over the life of our contracts. We will leverage this proven experience in retaining a qualified workforce, with a particular emphasis on acquiring and retaining key personnel who have NIH-specific institutional knowledge and relevant professional certifications including PMP PMI, ITIL Foundations, and certifications across relevant IT tools and technologies.

We also offer a SkillPort training system offering employees access to educational tools to enhance skills sets and prepare for professional certifications. Our emphasis on training adds value

for the employee and the customer, resulting in an above-average retention rate. This focus allows us to retain institutional knowledge and acquire the agility and flexibility to increase staff on short notice, with personnel equipped with the requisite qualifications and experience to meet CBIIT's staff requirements.

To replace workforce personnel and key personnel, SRA maintains a robust staffing pipeline using our automated tools and processes, including *BrassRing*, which we use to initiate and track the entire personnel requisition and fulfillment process. All SRA recruiters utilize this Web-based application to review individual staffing requirements, process candidates, and generate reports that identify trends in specific skills areas and needs across the company. Our recruiters query the SRA Team's Skills Database for internal resumes containing specific skill sets required for a given task. We also maintain a repository of additional subcontractors, consultants, vendors, and alliance partners who may have candidates to fulfill unique or specialized staffing. We utilize a number of traditional methods to identify potential candidates, including employee referrals, professional recruiters, job fairs, and the internet through our corporate Website, www.sra.com, and professional and internet job services such as www.monster.com.

VOLUME III – ASSUMPTIONS, CONDITIONS OR EXCEPTIONS

In response to:
RFQ #: D12PS00300

NATIONAL CANCER INSTITUTE (NCI)
CENTER FOR BIOMEDICAL INFORMATICS AND INFORMATION
TECHNOLOGY (CBIIT)
INFORMATION TECHNOLOGY INFRASTRUCTURE
SUPPORT SERVICES

Submitted to:
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Nicole_fuselier@nbc.gov
jenny_taylor@nbc.gov



SRA International, Inc.
4300 Fair Lakes Court
Fairfax, Virginia 22033

<i>Acknowledgement of Amendments:</i>	Mod 1; 10/18 and Mod 2; 10/26
<i>Tax Identification Number (TIN):</i>	54-1013306
<i>Dun & Bradstreet Number (DUNS):</i>	09-777-9698
<i>NAICS / PSC:</i>	541511 541519 / D399

November 9, 2012

NOTICE OF RESTRICTIONS

This plan includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this plan. If, however, a contract is awarded to SRA International, Inc. as a result of, or in connection with, the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resultant contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another legitimate source without restriction. The data subject to this restriction are contained in all sheets marked with the following legend: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this plan or quotation." This plan contains trade secrets and commercial or financial information that are either specifically exempted from disclosure by statute or are privileged or confidential within the meaning of exemption that is set forth in §5 USC 552 (b) (3) and (4), respectively, of the Freedom of Information Act, §5 USC 552, and the disclosure of which could invoke the criminal sanctions of §18 USC 1905.

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3 VOLUME III – ASSUMPTIONS, CONDITIONS OR EXCEPTIONS

3.1 ASSUMPTIONS

1. Based upon the October 19, 2012 Item 1 Clarification provided for the October 11, 2012 Government answers to questions for this solicitation, SRA assumes that the requirement for past performance applies only to contract Teaming Partners as defined in FAR Part 9.6 and therefore does not apply to subcontractors.
2. Work under this contract is to be performed using Government assets and systems managed by the government. Accordingly, SRA has interpreted compliance with information assurance, cyber security, and/or privacy provisions and requirements contained in this contract as being under Government cognizance, subject to the Government's information system authorization boundary and the Government's information assurance, cyber security, and privacy policies and procedures. If the Government requires increased information assurance, cyber security, and/or privacy safeguards or other measures beyond those specified in this paragraph, then the Contracting Officer's representative will notify SRA and SRA will prepare a revised work plan and cost estimate to provide for such additional information security features.
3. All work under this contract will be performed at the government site. Furthermore it is expected that the government will provide all hardware/software needed by the staff to perform their day to day responsibilities. Parking for the staff will also be provided by the government.
4. Our pricing incorporates rates from our current IT-70 Schedule that are consistent with or below the rates that have been negotiated as of November 6, 2012 for SRA's new IT-70 Schedule (Solicitation FCIS-JB-980001-B). SRA's new IT 70 Schedule has an expected award date of November 16, 2012. SRA anticipates that an award resulting from the subject proposal will be issued under SRA's new IT 70 schedule. Additionally, per RFQ instructions this proposal submission is valid until January 8, 2013.

3.2 CONDITIONS OR EXCEPTIONS

SRA does not have any stipulated conditions or exceptions with the solicitation terms and conditions.

VOLUME IV – PRICE

In response to:
RFQ #: D12PS00300

**NATIONAL CANCER INSTITUTE (NCI)
CENTER FOR BIOMEDICAL INFORMATICS AND INFORMATION
TECHNOLOGY (CBIIT)**

**INFORMATION TECHNOLOGY INFRASTRUCTURE
SUPPORT SERVICES**

Submitted to:
GSA E-Buy
[Nicole fuselier@nbc.gov](mailto:Nicole_fuselier@nbc.gov)
jenny_taylor@nbc.gov

Submitted by:



SRA International, Inc.
4300 Fair Lakes Court
Fairfax, Virginia 22033

Acknowledgement of Amendments:	Mod 1; 10/18 and Mod 2; 10/26
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NAICS / PSC:	541511 541519 / D399

November 9, 2012

NOTICE OF RESTRICTIONS

This plan includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this plan. If, however, a contract is awarded to SRA International, Inc. as a result of, or in connection with, the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resultant contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another legitimate source without restriction. The data subject to this restriction are contained in all sheets marked with the following legend "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this plan or quotation." This plan contains trade secrets and commercial or financial information that are either specifically exempted from disclosure by statute or are privileged or confidential within the meaning of exemption that is set forth in §5 USC 552 (b) (3) and (4), respectively, of the Freedom of Information Act, §5 USC 552, and the disclosure of which could invoke the criminal sanctions of §18 USC 1905.

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1 INTRODUCTION

SRA is pleased to provide this Cost/Price Proposal, prepared in response to **National Cancer Institute (NCI) Center for Biomedical Informatics and Information Technology (CBIIT)**, RFQ Number **D12PS00300**. Our Cost/Price Proposal provides a complete and traceable description of all costs and prices proposed for the performance of all work. This Cost Narrative discusses the methodologies and assumptions used in SRA's price determination.

2 SRA CORPORATE PROFILE

SRA is dedicated to solving complex problems of global significance for government organizations serving the national security, civil government, health, and intelligence and space markets. Founded in 1978, the company has expertise in such areas as cyber security; disaster response planning; enterprise resource planning; environmental strategies; energy systems and sustainability; IT systems, infrastructure and managed services; learning technologies; logistics; public health preparedness; public safety; strategic management consulting; and systems engineering. A Fortune 100 "Best Companies to Work For" for 10 consecutive years (2000 – 2009), SRA employs over 6,000 employees, serving clients from its headquarters in Fairfax, VA and office around the world. SRA generated \$1.7B of revenue in the company's fiscal year 2011. SRA prides itself on core values that include:

- High ethical behavior
- Quality work and customer satisfaction
- Great people fulfilled in their work
- Service to our country and communities

Our hallmark is RAISE:

- Respect for each other
- Accountability at all levels
- Integrity in everything we do
- Service to our communities and customers
- Excellence

As a company that creates real value for its customers and employees by delivering high quality technology and strategic consulting services; employs the best people, nurturing them and enabling them to succeed; and steadfastly commits itself to an ethic of honesty and service, SRA aspires to be the best company in the world, by every measure. For additional information on SRA, please visit www.sra.com.

3 COST/PRICE OVERVIEW

SRA is large, experienced, and has proven processes in place to provide the depth and breadth of experience needed to support NCI's mission. At the same time, we have retained our sense of customer care that will ensure that the CBIIT contract receives visibility at the highest levels of the company and will have access to SRA's most qualified technical and management professionals.

We view this program as an opportunity to create an enduring partnership—a partnership characterized by shared objectives, frequent and candid communications, and a focus on making life easier and better for NCI. To do this, SRA understands that management—management of the work, the team, and the people—is the critical success factor for this partnership.

Management Approach – The SRA team has the management experience, the skilled and certified professionals, and the dedication to customer satisfaction that will ensure the successful execution of this program. SRA is distinguished by its effective management structure with clear lines of responsibility and authority. We have been recognized in the past for our management efforts and contribution to our customers’ mission.

Cost Realism, Reasonableness, and Balance – SRA has performed extensive and rigorous analysis to ensure that the costs proposed are reasonable and balanced for this effort.

Our rates are real and reasonable when compared to the relative delivered price of comparable contracts and delivery orders of similar size, scope and complexity. These rates are based on an analysis of the work required by Request for Quote (RFQ), and then mapped to the GSA labor disciplines best suited to support that work.

3.1 DIRECT LABOR

We have used labor categories defined in SRA’s GSA Schedule IT70 (SIN 132-51) Contract in the preparation of this proposal. Please see attached SRA’s GSA Schedule IT70 (SIN 132-51) Contract. (b)(4)

Our pricing incorporates rates from our current IT-70 Schedule that are consistent with or below the rates that have been negotiated as of November 6, 2012 for SRA’s new IT-70 Schedule (Solicitation FCIS-JB-980001-B). SRA’s new IT 70 Schedule has an expected award date of November 16, 2012. SRA anticipates that an award resulting from the subject proposal will be issued under SRA’s new IT 70 schedule. Additionally, per RFQ instructions this proposal submission is valid until January 8, 2013.

SRA has mapped the RFQ roles to the GSA IT70 labor categories that best fit both experience and certification requirements while proposing the best price for the Government. Because there is not a direct one-to-one mapping between the Government’s required skills and expertise for each role and the requirements as defined in our GSA schedule, we found appropriate labor categories that will provide the best value to the Government both for current and future needs, while providing SRA the means necessary to attract the appropriately skilled and certified staff.

The GSA Schedule IT70 is used for a wide range of contracts across SRA ranging from software development and operations, systems engineering, infrastructure, security, bioinformatics, and customer support services. For each project, we tailor the rates via discounts to meet the specific needs of the program providing a range of discounts that coincide with the requirements of the program and the nature of the work. In most instances, our schedule does not provide the same diversity of labor categories as there are project functional roles. Therefore, we may use the same IT70 category for multiple functional roles, which may have different cost elements (e.g., salary) expectations. We understand that in turn, our profitability by labor category and functional role will be variable, and represents a typical set of circumstances across our schedule-based programs. On a job of this magnitude, we look at the overall financial model rather than each person. In aggregate, we get the right balance of offering competitive salaries to attract and retain the highest quality staff, while ensuring that we create a reasonable return for the company so that our management team can focus on performance rather than financial

returns. Our proposed rates offer NCI the best resources at a competitive price, resulting in the overall best value to the government.

Based on the nature of the work envisioned for this effort, we anticipate that SRA personnel will be working at Government-Site. Government-site rates are used only if the following conditions are met:

- The Government provides all office space, supplies, and equipment for SRA employees; and
- SRA employees are 100% dedicated and billable to the project for a performance period of not less than six consecutive calendar months.

If these conditions are not met, SRA's full Contractor-site rates apply.

As a sign of our investment in the success of this program, SRA is pleased to provide a dedicated Transition Manager, (b)(4) for the thirty-day transition period at no direct cost to the Government. He successfully led the transition efforts for our CIT DCS Service Desk contract and will focus specifically on the logistics of ensuring a seamless transition for NCI, freeing the operations team to concentrate on establishing their roles and assuming responsibilities.

Realism Analysis – In preparing our response, SRA has completed significant analysis on the salaries of the proposed personnel and costs needed to successfully complete the ISS program. We used three estimating techniques to ensure our salaries were sufficient to attract and retain the needed staff including the high-performing incumbents. Calling on our understanding of the NCI scientific environment and our experience with large-scale infrastructure projects, we carefully matched our job codes to the RFP functional roles and certification requirements to establish salaries estimates for each position. Secondly, we compared our proposed salaries to existing projects of similar size, scope, and complexity across the federal government to ensure salary alignment and consistency. Lastly, we vetted our estimates against commercially available salary surveys to ensure our salary structure and prices were realistic and reasonable for this project. The use of multiple approaches to collaborate and verify our estimates should allow the government the confidence that our estimates are reasonable and will allow us to attract and retain the staff needed to successfully deliver the services required by the ISS program.

- Key and Critical Personnel** – Because the pricing displayed in the responses will be GSA IT70 schedule rates minus any applicable discounts, it will be more difficult for the government to conduct analysis on the direct labor costs (the biggest component of labor rates and the overall price) of the proposals. Therefore, we have taken the extra step of actually providing NCI salary information so you can better understand the reasonableness of our proposal. We have identified 31 individuals that will fill designated Key and Critical roles and have the desired experience on similar programs and certifications that are needed to ensure successful performance for this contract. These individuals' actual salaries were used in determining the discounts we could offer for the labor categories these staff members are mapped into. (b)(4)
(b)(4) In an effort to provide full transparency in the evaluation of our price proposal, Figure 1 below provides the actual salaries of the Key and Critical staff proposed which were used to develop our proposed rates and price proposal for these positions. Note that for positions to be filled by our subcontractor partners, we have not provided the salary data as it is considered proprietary information by our subcontractors. We have instead used their billing rate to SRA to determine the final sell rate for the project.

KEY AND CRITICAL PERSONNEL SALARY INFORMATION

Name	Functional Role	GSA IT70 Labor Category	Salary	GSA IT70 Discounted Rate
(b)(4)	Program Manager	Program Manager	(b)(4)	(b)(4)
	Operations Manager	Project Manager/Subject Matter Expert		
	Desktop Services Manager	Project Manager/Subject Matter Expert		
	Infrastructure Services Manager	Project Manager/Subject Matter Expert		
	Security Services Manager	Project Manager/Subject Matter Expert		
	Desktop Support Manager	Senior Technician		
	Desktop Support Manager	Senior Technician		
	Desktop Support Manager	Senior Technician		
	Desktop Support Manager	Senior Technician		
	Senior Server Systems Engineer	Principal IT Specialist		
	Senior Database Administrator	Principal IT Specialist		
	Senior Storage and Data Protection Engineer	Principal Engineer/Analyst		
	Unified Communications Engineer	Senior Engineer/Analyst		
	Senior Network Engineer	Principal Engineer/Analyst		
	Senior IT Security Engineer	Senior IT Specialist		
	Senior Software Systems Engineer	Senior IT Specialist		
	Systems Architect	Senior Subject Matter Expert		
	Database Administrator	IT Specialist		
	Database Administrator	IT Specialist		
	Database Administrator	IT Specialist		
	IT Security Engineer	IT Specialist		
	IT Security Engineer	IT Specialist		
	Network Engineer	Associate IT Specialist		
	Server Systems Engineer	Engineer/Analyst		
	Server Systems Engineer	Engineer/Analyst		
	Server Systems Engineer	Engineer/Analyst		
	Unified Communications Technician	Senior Technician		
	ITSM Expert	Principal Engineer/Analyst		
	Transition Manager	Not Applicable (Unbillable)		
	Systems Architect	Senior Subject Matter Expert		

Figure 1 –SRA used the actual salaries of our proposed key and critical personnel to develop our price proposal, ensuring that our prices are fair and reasonable, and allow us to attract and retain highly skilled leaders for the program.

- b. Overall staff** – We have used the same rigor described above to ensure the direct labor costs for the entire work force will allow us to staff the program with the skill sets and certifications needed to assure successful execution. Of the 506,900 evaluation hours required for each bidder to propose (approximately 253 positions), we have distributed the total hours across various functional roles that are required to execute across all task areas. We understand that the 506,900 hours per year represent the initial hours needed to perform the work described in the SOW as well as surge associated with the current and future planned and unplanned projects that we will be required to be executed through the life of the contract. (b)(4) This average salary is highly competitive and consistent on contracts of similar size, scope and complexity that SRA is currently performing across the federal government.

We are confident that our proposed staff profile is well balanced and has the experience, skill sets and certifications and that we will have the direct labor budget to be able to attract and retain all the skill sets NCI needs including retaining the high-performing incumbents. These salary levels clearly represent a reasonable and appropriate level of pay for staff needed by NCI to ensure successful execution. In an effort to provide complete transparency regarding our proposed rates and their relationships to the average salaries of our proposed workforce, Figure 2 below provides a summary of each functional role described in our technical approach, the IT70 labor category to which it was mapped, the average salary of the individuals who will fulfill those roles, and the resulting discounted IT70 rate we proposed and used to build our final proposed price. Recognizing that this program has a large number of staff proposed, the average salary figure provides guidance as to the market value of each position, and we would expect that some staff within each labor category will have actual salaries that are higher than these, while others may be below these depending on their experience, skills, certifications, and other factors of their qualifications.

CONSOLIDATED FUNCTIONAL ROLE MATRIX

FUNCTIONAL ROLE	IT70 Labor Category	Average SRA Salary	GSA IT70 Discounted Rate
Program Manager	Program Manager	(b)(4)	(b)(4)
Operations Manager	Project Manager/Subject Matter Expert		
System Architect	Senior Subject Matter Expert		
Technical Expert	Principal Engineer/Analyst		
Project Manager	Project Manager/Subject Matter Expert		
Project Operations	Technical Writer/Administrative Support		
Quality Assurance Lead	IT Specialist		
ITSM II	Principal Engineer/Analyst		
ITSM I	Senior Engineer/Analyst		
Desktop Support Manager	Senior Technician		
Desktop Support Technician - IV	Senior Technician		
Desktop Support Technician - III	Entry Level Engineer/Analyst		
Desktop Support Technician - II	Technician		
Desktop Support Technician - I	Junior Technician		
Tools Specialist	Entry Level IT Specialist		
Helpdesk Support - III	Senior Technician		
Helpdesk Support - II	Junior Engineer/Analyst		
Helpdesk Support - I	Technician		
Desktop Provisioning	Junior Engineer/Analyst		
Senior Server Systems Engineer	Principal IT Specialist		
Server Systems Engineer	Engineer/Analyst		
Server Administrator	Engineer/Analyst		
Senior Storage and Data Protection Engineer	Principal Engineer/Analyst		
Storage and Data Protection Engineer	Engineer/Analyst		
Storage and Data Protection Administrator	Junior Engineer/Analyst		
Senior Database Administrator	Principal IT Specialist		
Database Administrator	IT Specialist		
Database Associate	Engineer/Analyst		
Senior Software Systems Engineer	Senior IT Specialist		
Systems Engineer	Engineer/Analyst		
Senior Network Engineer	Principal Engineer/Analyst		
Network Engineer	Associate IT Specialist		
Network Administrator	Senior Technician		
Unified Communications Engineer	Senior Engineer/Analyst		
Unified Communications Technician	Senior Technician		
IT Security Engineer - II	IT Specialist		
IT Security Engineer - I	Associate IT Specialist		
Senior Desktop Engineer	Engineer/Analyst		
Senior IT Security Engineer	Senior IT Specialist		

Figure 2 –SRA’s proposed GSA labor rates support a highly qualified and certified workforce with competitive salaries and benefits.

- c. **Cost Structure** –The prices needed to support the anticipated staff are comprised of direct costs, indirect costs, and profit. The aggregate of these three components allows a bidder to determine what discounts can be provided off their GSA IT70 price rates. The discounts themselves do not determine reasonableness. Depending on the nature of the work, If a bidder was willing and able to operate with lower, and more cost effective indirect costs and profit margins, then larger discounts on the published schedule rates could be provided and the salary levels indicated above could still be easily

accommodated within the proposed labor rate. We have compared our proposed prices against our existing, high performing large programs that perform similar scope and complexity as the ISS program. Through this comparison, we have determined that our proposed discounts are reasonable and our rates are comparable to those we are utilizing on similar programs. Through the combination of our thorough understanding of the scientific environment to be supported by the ISS program, and our extensive experience providing similar services, we view the program as lower risk to SRA for successful execution. This lower risk allows us to model a lower indirect cost structure and profit level compared to other programs where we may have greater risk. It is also important to note that the fringe benefit costs we expect to incur for the ISS project are comparable to the best in the industry and exactly the same as our general employee population. We have been deliberate in ensuring that we have not impacted our ability to attract and retain the best resources for this program through competitive salaries and best in class benefits.

We are confident that by applying these factors to the proposal pricing analysis when determining cost reasonableness and best value, it will become evident that the SRA proposal offers the overall best value to the government, and creates a construct that will allow us to attract and retain the highest caliber staff at competitive and market-based salaries consistent with the skills, experience and certifications required by the SOW.

3.2 STAFFING PROFILE ESTIMATION

- The SOW states, All bidders must provide staff whose experience and skills match the functional roles and certification requirements defined in the SOW for key and non-key staff.
- The SOW states, All bidders must propose effort in line with the SOW requirement to bid 506,900 per year across all 5 years.
- Price and labor rates leveraged a variety of parametric and analogous estimation techniques using the sizing information provided in the SOW for specific task areas.
- Price and labor rates leveraged industry benchmarks for similar work and our experience of performing similar functions on existing contracts that are similar in size, scope and complexity.
- Labor mix factored the published information on existing and near-term projects outlined in the SOW and our expectation (based on our expertise on managing large-scale contracts of similar size, scope and complexity) of such surge requirements throughout the life of the contract across all task areas.
- Labor mix was based on defining an optimal staffing mix of levels (senior, mid and junior) based on our understanding of the work, certification requirements, industry best practices and experiences with contracts of similar size, scope and complexity.

3.3 OTHER DIRECT COSTS (ODCs)

In accordance with SRA's accounting practices, any item used in direct support of a contract may be charged as direct. Typical ODCs include, but are not limited to, consultants, local and long distance travel, hardware, software, and miscellaneous supplies (such as Compact Disks). SRA does not recover costs for such items through its indirect structure. SRA has added a travel/ODC placeholder in the amount of \$10,000 per year, per the instructions in section 3.4 of the solicitation. The ODC amount is inclusive of G&A.

3.4 TRAVEL

Travel will be reimbursed at actual cost in accordance with the limitations set forth in FAR 31.205-46. SRA will apply the General and Administrative (G&A) rate to the total travel cost in accordance with our usual accounting practices.

3.5 DIRECT MATERIALS (DMS)

In accordance with SRA's accounting practices, any item used in direct support of a contract may be charged as a direct cost. Direct materials may include hardware, software, and other items we receive, inspect, and shipped directly to the Government. SRA will apply the Material Handling Rate (MH) to the total DM cost in accordance with our usual accounting practices.

3.6 SUBCONTRACTORS

Subcontractor costs may include subcontractor labor, ODCs, and materials.

3.7 CONTRACT TYPE

This cost proposal has been proposed on a Labor Hour basis.

3.8 CYBER SECURITY

Work under this contract is to be performed using Government assets and systems managed by the government. Accordingly, SRA has interpreted compliance with information assurance, cyber security, and/or privacy provisions and requirements contained in this contract as being under Government cognizance, subject to the Government's information system authorization boundary and the Government's information assurance, cyber security, and privacy policies and procedures. If the Government requires increased information assurance, cyber security, and/or privacy safeguards or other measures beyond those specified in this paragraph, then the Contracting Officer's representative will notify SRA and SRA will prepare a revised work plan and cost estimate to provide for such additional information security features.

3.9 ORGANIZATIONAL CONFLICT OF INTEREST

In accordance with Modification 2 of the Request for Quote (RFQ), Organizational Conflict of Interest (OCI) Certification Statements are provided for SRA and each of its subcontractors except for Enterasys. While we do not believe that Enterasys has any conflict, we are submitting a Disclosure Statement and Draft OCI Avoidance & Mitigation Plan for them. Enterasys sells its products through Value Added Resellers (VARs), and therefore do not have a direct Organizational Conflict of Interest for this Program. By submitting the Enterasys Disclosure Statement and Draft OCI Avoidance & Mitigation Plan we are addressing any remaining "perceived OCI". A copy of the aforementioned documents are located in Attachment A.

3.10 CORPORATE STRUCTURE

Systems Research and Applications Corporation's parent company, SRA International, Inc. entered into a definitive agreement on March 31, 2011 pursuant to which the parent merged with an affiliate of Providence Equity Partners LLC on July 20, 2011. As a result of this merger, SRA International, Inc. and its wholly-owned subsidiary, Systems Research and Applications Corporation ("SRA"), remain intact. The agreement accomplished a stock purchase of SRA International, Inc. by a Providence affiliate. Providence has ownership or partial ownership in the following companies, among others, that are now affiliates of SRA and that operate within the federal contracting space: Altegrity, Inc., CDW-G, and SunGard, Inc. For purposes of FAR

9.5, these companies should be considered affiliates of SRA. At present, SRA has no known organizational conflict of interest with these affiliates.

4 TERM OF THE OFFER

This proposal per RFQ instructions will remain valid until January 8, 2013. Should you have any contractual questions regarding this proposal, please direct them to Ms. Dana Lotspeich, Principal Contracts Administrator, at 703.633.2547.

ATTACHMENT A – OCI CERTIFICATION



SRA International, Inc.

4300 Fair Lakes Court
Fairfax, VA 22033

phone no: 703-633-2547
fax no: 703-803-1509

www.sra.com

Organizational Conflict of Interest CERTIFICATION STATEMENT

I hereby certify (or as a representative of my organization, I hereby certify) that, to the best of my knowledge and belief, no facts exist relevant to any past, present or currently planned interest or activity (manufacture, financial, sale/resell or otherwise) that relate to the proposed work and bear on whether I have (or the organization, or anyone employed by the organization, has) a possible conflict of interest with respect to (1) being able to render impartial, technically sound, and objective assistance or advice or (2) being given an unfair competitive advantage.

SIGNATURE: 
DATE: November 9, 2012
NAME: Dana Lotspeich
ORGANIZATION: SRA International, Inc.
TITLE: Principal Contracts Administrator

CERTIFICATION AND DISCLOSURE OF ORGANIZATIONAL CONFLICT OF INTEREST

(a) This is a "nonpersonal services contractor, it is therefore, understood and agreed that the subcontractor and/or the contractor's employees shall: (1) perform the services specified in the **attached statement of work** as independent contractors, not as employees of the government; (2) be responsible for their own management and administration of the work required and bear sole responsibility for complying with any and all technical, schedule, or financial requirements or constraints attendant to the performance of this contract; (3) be free from supervision or control by any government employee with respect to the manner or method of performance of the services specified; and (4) pursuant to the government's right and obligation to inspect, accept or reject the work, comply with such general direction of the Contracting Officer, or the duly authorized representative, as is necessary to ensure accomplishment of the contract objectives.

(b) As described below and in the Organizational Conflict of Interest clause in the solicitation, the Offeror [] is [X] is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the Offeror is aware of information bearing on whether a potential conflict may exist, the Offeror shall provide a disclosure statement as indicated below.

If the Offeror IS NOT aware of any information bearing on the existence of any potential organizational conflict of interest, the Offeror must complete the following certification below:

Organizational Conflict of Interest

CERTIFICATION STATEMENT

I hereby certify (or as a representative of my organization, I hereby certify) that, to the best of my knowledge and belief, no facts exist relevant to any past, present or currently planned interest or activity (manufacture, financial, sale/resell or otherwise) that relate to the proposed work and bear on whether I have (or the organization, or anyone employed by the organization, has) a possible conflict of interest with respect to (1) being able to render impartial, technically sound, and objective assistance or advice or (2) being given an unfair competitive advantage.

SIGNATURE:

DATE: November 8, 2012

NAME: (b)(4)

ORGANIZATION: (b)(4)

TITLE: (b)(4)(b)(4)

The NCI ISS Scope of work to be supported by (b)(4)s as follows:

TASK AREA 2 - PROGRAM MANAGEMENT

2.4.2.2 Project Management

The Contractor will provide IT Service Management consulting services support under Task area 2. The Contractor shall support the development of plans to implement the Information Technology Infrastructure Library (ITIL) standard in support of this effort. The Contractor will provide an ITIL Master to support project managers as they follow the HHS EPLC project management methodology and implement ITSM best practices;

2.4.3 TASK AREA 3 - DESKTOP SUPPORT

Task 2.4.3.1 Provide Direct End User Support

The Contractor shall provide Dell certified staff to support users residing in approximately 20 buildings during normal business hours of 8:00 AM to 5:30 PM, Monday through Friday, excluding Government holidays and closures. The Contractor shall provide desktop support for Microsoft Windows, Apple OS and Network Printers. Specific tasks shall include the following and exclude any system design, technical requirements development or product selections recommendations.

- Configure, install, and support desktop computers, laptop computers, handheld devices, printers, monitors, portable data storage devices, and other general peripherals.
- Relocate IT equipment including desktop computers, printers, monitors, portable data storage devices, and other general peripherals.
- Configure IT devices for secure operation, including installation of security software, software updates, and other configurations as required.
- Connect and configure IT devices to use computer networks.
- Diagnose hardware and software failures, communicate the remediation plans to users, and provide status updates.
- Support desktop maintenance, including inventory and software distribution, and security maintenance, including virus updates and patch management.
- Provide virtual assistance sessions such as Windows Remote Assistance and Apple Remote Desktop.

TASK AREA 4 - CORE IT SERVICE SUPPORT

2.4.4.1 Server System Support

The Contractor shall provide services to support the physical and virtual servers needed to support software applications and application development at the NCI. Contractor shall have a broad capability

to support servers from multiple vendors including Windows, Red Hat LINUX, and Solaris operating systems.

Specific tasks shall include the following and exclude any system design, technical requirements development or product selections recommendations:

- Install new server hardware and software according to CBIIT standards.
- Update hardware, operating systems, and software as needed to provide required functionality and security.
- Support operational management and patch management for NCI's server resources.
- Monitor systems and provide information and statistics relevant to system capacity limits on data storage, system utilization, etc.
- Perform scheduled maintenance activities on all components of relevant systems (some activities may occur after normal business hours).
- Maintain and understand systems, applications, database, regulatory requirements, and security interdependencies of hosting systems.
- Provide hardware and software configuration management (SCM) and change management services to the project.
- Provide support to deploy hosting systems at co-location facilities.
- Provide statistics of systems usage, systems outages, end user requests, etc. at meetings, planning sessions, and other interactions with NCI CBIIT, the NCI Computer Services group, the NIH Center for Information Technology, and relevant IT contacts at the HHS as requested by the CBIIT project officer/COR.
- Develop and document system disaster recovery tests, in accordance with NIH policy, on a quarterly basis to ensure data integrity and availability.
- Keep abreast of current developments in server technology to assist NCI Federal staff in assessing the future direction of server technology.
- Provide professional support in the area of server needs to CBIIT or NCI staff engaged in software development programs.
- Provision and support the development and QA of applications created by NCI staff and affiliates.

(b)(4)

**Organizational Conflict of Interest
CERTIFICATION STATEMENT**

As a representative of my organization, I hereby certify that, to the best of my knowledge and belief, no facts exist relevant to any past, present or currently planned interest or activity (manufacture, financial, sale/resell or otherwise) that relate to the proposed work and bear on whether I have (or the organization, or anyone employed by the organization, has) a possible conflict of interest with respect to (1) being able to render impartial, technically sound, and objective assistance or advice or (2) being given an unfair competitive advantage.

(b)(4)

SIGNATURE:

DATE: November 6, 2012

NAME: (b)(4)

ORGANIZATION: (b)(4)

(b)(4)

TITLE: (b)(4)

(b)(4)

**Organizational Conflict of Interest
CERTIFICATION STATEMENT**

As a representative of my organization, I hereby certify that, to the best of my knowledge and belief, no facts exist relevant to any past, present or currently planned interest or activity (manufacture, financial, sale/resell or otherwise) that relate to the proposed work and bear on whether the organization, or anyone employed by the organization has, a possible conflict of interest with respect to (1) being able to render impartial, technically sound, and objective assistance or advice or (2) being given an unfair competitive advantage.

SIGNATURE: (b)(4)
DATE: 11/6/2012
NAME: (b)(4)
ORGANIZATION: (b)(4)
TITLE: (b)(4)

Organizational Conflict of Interest Avoidance/Mitigation Plan

D12PS00300 National Cancer Institute (NCI) Infrastructure Support Services

Submitted to:

Nicole Fuselier

Acquisition Services Directorate

381 Elden Street

Herndon, VA 20170

Submitted by:



(b)(4)

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1 INTRODUCTION

1.1 Background

As a proposed subcontractor to SRA International, Inc. ("SRA") under its proposed response to RFQ739875 Entitled "D12PS00300 NCI IT Infrastructure Support Services" (hereinafter referred to as "the Program") (b)(4) hereby submits this proposed Avoidance/Mitigation Plan. The scope of (b)(4) effort is to provide a network engineer as a key person for the Program.

1.2 Scope

This Organizational Conflict of Interest ("OCI") Avoidance/Mitigation Plan (also referred to as the "Plan") specifies the actions necessary to avoid and/or mitigate OCI concerns and issues in accordance with the requirements of FAR 9.5 "Organizational and Consultant Conflicts of Interest." The purpose of this plan is to alleviate any perceived or potential OCI through proper segregation of duties and the use of firewalls to separate the work being performed under a resulting (b)(4) Subcontract for this effort.

While (b)(4) sells its products through Value Added Resellers (VARs), we do not believe we have a direct Organizational Conflict of Interest for this Program. (b)(4) has taken extreme caution in avoiding potential OCI related to this work, however to avoid any perceived OCI, (b)(4) has developed this plan. As such, (b)(4) believes that any perceived OCI concern with pursuing the Infrastructure Support Services work is expected to be addressed through this plan.

1.3 Applicability

The Plan applies to any (b)(4) employee assigned to this effort.

2 OCI AVOIDANCE/MITIGATION PLAN

Enterasys conducts all business ethically and honestly. Our reputation with our customers, our employees, and within the marketplace evidence our commitment to these tenants.

Enterasys will perform in strict compliance with OCI requirements. We will avoid or mitigate any actual or perceived OCI while performing the Program and later opportunities, pursued or performed, as identified in Appendix A.

(b)(4) will comply with FAR 9.5 and understands its obligations to maintaining technical and programmatic objectivity in the implementation of this effort, especially as it relates to other potential new business opportunities that may create a real or perceived, current or potential OCIs with this Subcontract. We recognize that providing fair, objective, and unbiased support is vital to the Government's best interest and is essential to timely providing the NIH, NCI with schedule and detailed planning of program requirements.

The OCI Avoidance/Mitigation Plan provides a robust program for identifying, avoiding, evaluating, neutralizing, and mitigating OCI. The Plan utilizes processes that contain checks and balances to detect potential or actual OCI both organizationally and individually. We have set forth a procedure for reporting OCIs to the SRA and NCI and we further consent to NCI's inspection of records, correspondence and other documentation related to OCI.

2.1 Mitigation Tiers

Central to The OCI Avoidance/Mitigation Plan is implementation of "eight levels of information insulation to isolate our clients and employees from the disclosure and use of information that could create an actual or perceived OCI.

2.1.1 Ethics and Compliance Program

(b)(4) will maintain an Ethics program that includes clear policies and procedures regarding the organizational and personal liability associated with an OCI violation. Reports of noncompliance will be quickly investigated and brought to a conclusion.

2.1.2 Policies and Procedures Implementation and Training

Staff supporting the program will be provided training on OCI policies and procedures ("Guidelines") and basic principles of OCI Avoidance/Mitigation. The OCI training will be given to employees assigned to this Program prior to Subcontract start.

2.1.3 Individual OCI Certificates

Restriction on uses and disclosures sensitive types of information such as test data, financial data, requirements data, and specifications for future procurements will be addressed under individual OCI Certificates. All Subcontract employees will review this OCI Avoidance/Mitigation Plan and related policies and procedures, indicate that they understand and agree to comply with all requirements, and execute Individual Certificates of Nondisclosure. A copy of the Certificate of Nondisclosure is attached to this Plan, and includes the following provisions:

- Information provided by the Government in connection with the Program will be protected, and may not be used for any purpose other than the performance of the subject work;
- Such information may not be copied except as expressly authorized by the Government;
- Such Information will not be shared with any individual not directly involved in the performance of the subject work, except as necessary to meet contractual obligations to the Government;
- Such information may not be used for the personal financial gain of employees or families;
- Employees will not participate in particular matters involving former employers who might present a conflict of interest; and
- Employees will not solicit or accept gifts of value from persons or entities seeking or doing business related to the work under the contract.

2.1.4 Physically Compartmentalized Data

Data and personnel working under the Subcontract will be physically compartmentalized and firewalled from the rest of (b)(4) and specifically from any team that will be bidding and performing on any system that is derived from work under this Subcontract, and access to product reports data or personnel is tightly controlled. This procedure is similar to security procedures currently established for compartmentalization of information. The Subcontract Team will reside in Government facilities where non-program personnel will have access. Access to all program communication, documentation, computer data stores and workspaces shall be limited to the approved personnel within these facilities.

2.2 Implementation of the OCI Avoidance/Mitigation Plan

The following section provides the steps necessary to implement the OCI Avoidance/Mitigation Plan. It includes roles and responsibilities of (b)(4).

2.2.1 Identification of the Subcontractor Team Personnel.

The Subcontract Team members will be identified and included in a list which will be attached to the Plan. The list of Subcontract shall be amended to accurately identify the composition of Subcontract members.

2.2.2 Review and Acknowledge understanding of the OCI Avoidance/Mitigation Plan

Subcontract Team personnel will be required to review this OCI Avoidance/Mitigation Plan and related policies and procedures, and indicate that they understand and agree to comply with all requirements.

2.2.3 Execute of Individual Certificates of Nondisclosure

Each Subcontract employee shall execute Individual Certificates on Nondisclosure as described in Section 2.1.5. A copy of the individual Certificate of Nondisclosure is attached as Appendix B.

2.2.4 Provide Copies of the OCI Avoidance/Mitigation to Key Customer Personnel

The Program Manager will provide SRA with copies of this OCI Avoidance/Mitigation Plan, brief them on its contents, and incorporate updates as required. Copies of executed Individual Certificates of Nondisclosure will also be provided to SRA upon request.

2.3 Identification, Reporting, Handling, and Corrective Action of OCI

2.3.1 Corrective Action

The (b)(4) Program Manager will perform an Initial review of any potential conflict of interest and, as appropriate, forward an initial report to SRA. The report will include an initial assessment and the nature and scope of the compliance failure, if any. SRA will approve all corrective action to be taken which, depending on the severity and conditions of the non-compliance, may include: (i) Immediate suspension of access to protected data; (ii) actions taken to avoid future compromise; and (iii) disciplinary action taken against the employee.

2.3.2 Reporting to the Government

The SRA will promptly provide written notification to (b)(4) if any individual allegedly fails to comply with the requirements and procedures set forth in this OCI Avoidance/Mitigation Plan. This notification will include an initial assessment of the nature and scope of compliance failure. A final report will be provided detailing the findings of the (b)(4) internal investigation and the corrective action taken. Upon request, the Government may inspect records and documentation associated with OCI reporting, disclosures, and Avoidance/Mitigation.

3.1 SIGNATURES

By their signatures following are acknowledging their agreement to the terms and conditions contained in this OCI Avoidance/Mitigation Plan.

(b)(4)

(b)(4)

11/7/12
Contracts Administrator

Date

Project Manager

Date

NCI IT Infrastructure Support Services

Appendix A

OCI Identification and Avoidance/Mitigation

This Appendix highlights potential OCI conflicts being pursued by SRA and our subcontractors as well as any potential OCI conflicts resulting from mergers and acquisitions.

Description of Opportunity: (b)(4)
(b)(4)
Solicitation Number : (b)(4)
(b)(4)
Government Agency: NIH-NCI

Appendix B

Individual Certificate of Nondisclosure Template

CONTRACTOR EMPLOYEE
PERSONAL FINANCIAL INTEREST/PROTECTION OF NONPUBLIC INFORMATION AGREEMENT

This Agreement refers to Contract/Order _____ entered into between the National Institutes of Health and _____ (Contractor).

I, _____, the undersigned, supporting requirements of the above referenced contract and task order, certify that I:

- Will not seek access to nonpublic information beyond what is required for performance of the contract. Nonpublic information is information that I gain in performance under this contract and that I know or reasonably should know has not been made available to the general public.
- Will not copy such information except as expressly authorized by the Government
- Will ensure that my identify position as a contractor employee is known when seeking access to and receiving nonpublic information from Government employees, members of the general public or other contractor/offers.
- Will not use or disclose such information for any purpose other than providing contract support services under the contract or disclose the information for any personal or commercial purpose.
- Will advise the Contracting Officer in writing as soon as possible if I become aware of any improper release or disclosure of nonpublic information.
- Agree to return any nonpublic information given to me during contract performance, including all copies, upon completion of each assignment.
- Recognize that release or disclosure of nonpublic information is in violation of this Agreement and that contractual actions, as well as civil or criminal remedies authorized by law, are applicable to both me and the Contractor for unauthorized use or release of nonpublic information.

Should nonpublic information be provided to me under this Contract/Order, I agree not to discuss or disclose such information with/to any individual not authorized to receive such information. If there is any uncertainty as to whether the disclosed information comprises nonpublic information, I will request my employer to request a determination in writing from the National Institutes of Health Contracting Officer as to the need to protect this information from disclosure.

I will promptly notify my employer if, during my participation in the subject Contract/Order, I am assigned any duties that could affect the interests of a company, business or corporate entity in which either I, my spouse or minor children, or any member of my immediate family/household has a personal financial interest. "Financial interest" is defined as compensation for employment in the form of wages, salaries, commissions, professional fees, or fees for business referrals, or any financial investments in the business in the form of direct stocks or bond ownership, or partnership interest (excluding non-directed retirement or other mutual fund investments). In the event that, at a later date, I acquire actual knowledge of such an interest or my employer becomes involved in proposing for a solicitation resulting from the work under this Contract/Order, as either an offeror, an advisor to an offeror, or as a subcontractor to an offeror, I will promptly notify my employer. I understand this may disqualify me from any further involvement with this Contract/Order, as agreed upon between the National Institutes of Health and my company.

November 5, 2012

OCI Avoidance/Mitigation Plan

B-1

Version 1

Appendix B

Among the possible consequences, I understand that violation of any of the above conditions/requirements may result in my immediate disqualification or termination from working on this Contract/Order pending legal and contractual review.

I further understand and agree that all confidential, proprietary and/or nonpublic information shall be retained, disseminated, released, and destroyed in accordance with the requirements of law and applicable Federal or National Institutes of Health directives, regulations, instructions, policies and guidance.

This Agreement shall be interpreted under and in conformance with the laws of the United States.

I agree to the Terms of this Agreement and certify that I have read and understand the above Agreement. I further certify that the statements made herein are true and correct.

Name

Printed Name

Signature and Date

Company

Phone Number

**Organizational Conflict of Interest
DISCLOSURE STATEMENT**

I hereby certify (or as a representative of my organization, I hereby certify) that, to the best of my knowledge and belief, all relevant facts concerning past, present or currently planned interests or activities (manufacture, financial, sale/resale or otherwise) that relate to the proposed work and bear on whether I have (or the organization, or anyone employed by the organization, has) a possible conflict of interest with respect to (1) being able to render impartial, technically sound, and objective assistance or advice or (2) being given an unfair competitive advantage, are fully disclosed and are attached and formatted to show:

- The company, agency, organization in regards to, present or currently planned interest or activity (manufacture, financial, sale/resale or otherwise)
- Description of the relationship
- Period of relationship
- Extent of relationship
- Mitigation Plan, as necessary

SIGNATURE: (b)(4)

DATE: 11/7/12

NAME: (b)(4) (b)(4)

ORGANIZATION: (b)(4)

TITLE: (b)(4)

National Cancer Institute (NCI)
Information Technology Infrastructure Support Services
COST/PRICE SUMMARY
Period of Performance: February 01, 2013 through January 31, 2018
TOTAL

COST ELEMENT	Hours	Cost
LABOR		
GOVERNMENT SITE		
Program Manager - g		
Senior Subject Matter Expert - g		
Project Manager/Subject Matter Expert - g		
Principal IT Specialist - g		
Senior IT Specialist - g		
IT Specialist - g		
Associate IT Specialist - g		
Entry Level IT Specialist - g		
Principal Engineer/Analyst - g		
Senior Engineer/Analyst - g		
Engineer/Analyst - g		
Junior Engineer/Analyst - g		
Entry Level Engineer/Analyst - g		
Senior Technician - g		
Technician - g		
Junior Technician - g		
Technical Writer/Administrative Support - g		
Subtotal Government-Site Labor		
Subtotal Labor		
OTHER DIRECT COSTS (ODCs)		
Travel - NS*		
Subtotal ODCs		
GENERAL AND ADMINISTRATIVE (G&A) - NS*		
SUBTOTAL ODCs		
TOTAL LABOR HOUR (LH)		

SRA PROPRIETARY DATA

Use or Disclosure of this Data is Subject to the Restrictions on the Title Page of this Quotation.

National Cancer Institute (NCI)
Information Technology Infrastructure Support Services
COST/PRICE SUMMARY
 Period of Performance: February 01, 2013 through January 31, 2014
 Base Year

COST ELEMENT	5/23/2012-5/22/2013	Discounted		Hours	Cost	
	Year 15 Rates	Discount	Rate			
LABOR						
GOVERNMENT SITE						
Program Manager - g	(b)(4)					
Senior Subject Matter Expert - g						
Project Manager/Subject Matter Expert - g						
Principal IT Specialist - g						
Senior IT Specialist - g						
IT Specialist - g						
Associate IT Specialist - g						
Entry Level IT Specialist - g						
Principal Engineer/Analyst - g						
Senior Engineer/Analyst - g						
Engineer/Analyst - g						
Junior Engineer/Analyst - g						
Entry Level Engineer/Analyst - g						
Senior Technician - g						
Technician - g						
Junior Technician - g						
Technical Writer/Administrative Support - g						
Subtotal Government-Site Labor						
Subtotal Labor						
OTHER DIRECT COSTS (ODCs)						
Travel - NS*	<u>Unit</u>		<u>Rate</u>	<u>Qty</u>		
	EA		(b)(4)			
Subtotal ODCs						
GENERAL AND ADMINISTRATIVE (G&A) - NS*						
SUBTOTAL ODCs						
TOTAL LABOR HOUR (LH)						
(b)(4)						

National Cancer Institute (NCI)
 Information Technology Infrastructure Support Services
 COST/PRICE SUMMARY
 Period of Performance: February 01, 2014 through January 31, 2015
 Option Year 1

COST ELEMENT	Discounted Rate	Hours	Cost
LABOR			
GOVERNMENT SITE			
Program Manager - g	(b)(4)	(4)	
Senior Subject Matter Expert - g			
Project Manager/Subject Matter Expert - g			
Principal IT Specialist - g			
Senior IT Specialist - g			
IT Specialist - g			
Associate IT Specialist - g			
Entry Level IT Specialist - g			
Principal Engineer/Analyst - g			
Senior Engineer/Analyst - g			
Engineer/Analyst - g			
Junior Engineer/Analyst - g			
Entry Level Engineer/Analyst - g			
Senior Technician - g			
Technician - g			
Junior Technician - g			
Technical Writer/Administrative Support - g			
Subtotal Government-Site Labor			
Subtotal Labor			
OTHER DIRECT COSTS (ODCs)			
Travel - NS*	Rate	Qty	
Subtotal ODCs	(b)(4)	(4)	
GENERAL AND ADMINISTRATIVE (G&A) - NS*			
SUBTOTAL ODCs			
TOTAL LABOR HOUR (LH)			
(b)(4)			

National Cancer Institute (NCI)
 Information Technology Infrastructure Support Services
COST/PRICE SUMMARY
 Period of Performance: February 01, 2015 through January 31, 2016
 Option Year 2

COST ELEMENT	Discounted Rate	Hours	Cost
LABOR			
GOVERNMENT SITE			
Program Manager - g	(b)(4)	(4)	(b)(4)
Senior Subject Matter Expert - g			
Project Manager/Subject Matter Expert - g			
Principal IT Specialist - g			
Senior IT Specialist - g			
IT Specialist - g			
Associate IT Specialist - g			
Entry Level IT Specialist - g			
Principal Engineer/Analyst - g			
Senior Engineer/Analyst - g			
Engineer/Analyst - g			
Junior Engineer/Analyst - g			
Entry Level Engineer/Analyst - g			
Senior Technician - g			
Technician - g			
Junior Technician - g			
Technical Writer/Administrative Support - g			
Subtotal Government-Site Labor			
Subtotal Labor			
OTHER DIRECT COSTS (ODCs)			
Travel - NS*	\$	<u>Rate</u>	<u>Qty</u>
Subtotal ODCs			
GENERAL AND ADMINISTRATIVE (G&A) - NS*			
SUBTOTAL ODCs			
TOTAL LABOR HOUR (LH)			
(b)(4)			

National Cancer Institute (NCI)
Information Technology Infrastructure Support Services
COST/PRICE SUMMARY
 Period of Performance: February 01, 2016 through January 31, 2017
 Option Year 3

COST ELEMENT	Discounted Rate	Hours	Cost
LABOR			
GOVERNMENT SITE			
Program Manager - g	(b) (4)	(4)	(b) (4)
Senior Subject Matter Expert - g			
Project Manager/Subject Matter Expert - g			
Principal IT Specialist - g			
Senior IT Specialist - g			
IT Specialist - g			
Associate IT Specialist - g			
Entry Level IT Specialist - g			
Principal Engineer/Analyst - g			
Senior Engineer/Analyst - g			
Engineer/Analyst - g			
Junior Engineer/Analyst - g			
Entry Level Engineer/Analyst - g			
Senior Technician - g			
Technician - g			
Junior Technician - g			
Technical Writer/Administrative Support - g			
Subtotal Government-Site Labor			
Subtotal Labor			
OTHER DIRECT COSTS (ODCs)			
Travel - NS*	\$	(b) (4)	(4)
Subtotal ODCs			
GENERAL AND ADMINISTRATIVE (G&A) - NS*		(b) (4)	(4)
SUBTOTAL ODCs			
TOTAL LABOR HOUR (LH)			
(b) (4)			

National Cancer Institute (NCI)
Information Technology Infrastructure Support Services
COST/PRICE SUMMARY
 Period of Performance: February 01, 2017 through January 31, 2018
 Option Year 4

COST ELEMENT	Discounted Rate	Hours	Cost
LABOR			
GOVERNMENT SITE			
Program Manager - g	(b) (4)	(4)	(4)
Senior Subject Matter Expert - g			
Project Manager/Subject Matter Expert - g			
Principal IT Specialist - g			
Senior IT Specialist - g			
IT Specialist - g			
Associate IT Specialist - g			
Entry Level IT Specialist - g			
Principal Engineer/Analyst - g			
Senior Engineer/Analyst - g			
Engineer/Analyst - g			
Junior Engineer/Analyst - g			
Entry Level Engineer/Analyst - g			
Senior Technician - g			
Technician - g			
Junior Technician - g			
Technical Writer/Administrative Support - g			
Subtotal Government-Site Labor			
Subtotal Labor			
OTHER DIRECT COSTS (ODCs)			
Travel - NS*	\$	Qty	(b) (4)
Subtotal ODCs			
GENERAL AND ADMINISTRATIVE (G&A) - NS*			(b) (4)
SUBTOTAL ODCs			
TOTAL LABOR HOUR (LH)			
(b) (4)			

NATIONAL CANCER INSTITUTE (NCI)
 INFORMATION TECHNOLOGY INFRASTRUCTURE SUPPORT SERVICES
 LABOR CATEGORIES/GSA SCHEDULE/DISCOUNTED PRICE LIST
 GSA FSS INFORMATION TECHNOLOGY CONTRACT (SCHEDULE 70)

#	GS-35F-4594G	Year 15 Rates 5/23/2012-5/22/2013			Year 16 Rates 5/23/2013-5/22/2014			Year 17 Rates 5/23/2014-5/22/2015			Year 18 Rates 5/23/2015-5/22/2016			Year 19 Rates 5/23/2016-5/22/2017			Year 20 Rates 5/23/2017-5/22/2018		
		GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate
CONTRACTOR SITE RATES																			
1	Program Manager	(b) (4)																	
2	Senior Subject Matter Expert																		
3	Project Manager/Subject Matter Expert																		
4	Principal IT Specialist																		
5	Senior IT Specialist																		
6	IT Specialist																		
7	Associate IT Specialist																		
8	Entry Level IT Specialist																		
9	Principal Engineer/Analyst																		
10	Senior Engineer/Analyst																		
11	Engineer/Analyst																		
12	Junior Engineer/Analyst																		
13	Entry Level Engineer/Analyst																		
14	Senior Technician																		
15	Technician																		
16	Junior Technician																		
17	Technical Writer/Administrative Support																		
18	Clerical																		
19	ERP Director																		
20	ERP Subject Matter Expert																		
21	ERP Task Manager																		
22	ERP Senior Principal Consultant																		
23	ERP Principal Consultant																		
24	ERP Senior Consultant																		
25	ERP Engineer																		

NATIONAL CANCER INSTITUTE (NCI)
 INFORMATION TECHNOLOGY INFRASTRUCTURE SUPPORT SERVICES
 LABOR CATEGORIES/GSA SCHEDULE/DISCOUNTED PRICE LIST
 GSA FSS INFORMATION TECHNOLOGY CONTRACT (SCHEDULE 70)

#	GS-35F-4594G	Year 15 Rates 5/23/2012-5/22/2013			Year 16 Rates 5/23/2013-5/22/2014			Year 17 Rates 5/23/2014-5/22/2015			Year 18 Rates 5/23/2015-5/22/2016			Year 19 Rates 5/23/2016-5/22/2017			Year 20 Rates 5/23/2017-5/22/2018		
		GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate	GSA Rate	% Discount	Discounted Rate
GOVERNMENT SITE RATES																			
1	Program Manager - G	(b) (4)																	
2	Senior Subject Matter Expert - G																		
3	Project Manager/Subject Matter Expert - G																		
4	Principal IT Specialist - G																		
5	Senior IT Specialist - G																		
6	IT Specialist - G																		
7	Associate IT Specialist - G																		
8	Entry Level IT Specialist - G																		
9	Principal Engineer/Analyst - G																		
10	Senior Engineer/Analyst - G																		
11	Engineer/Analyst - G																		
12	Junior Engineer/Analyst - G																		
13	Entry Level Engineer/Analyst - G																		
14	Senior Technician - G																		
15	Technician - G																		
16	Junior Technician - G																		
17	Technical Writer/Administrative Support - G																		
18	Clerical - G																		
19	ERP Director - G																		
20	ERP Subject Matter Expert - G																		
21	ERP Task Manager - G																		
22	ERP Senior Principal Consultant - G																		
23	ERP Principal Consultant - G																		
24	ERP Senior Consultant - G																		
25	ERP Engineer - G																		

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 7
2. AMENDMENT/MODIFICATION NO. 0002	3. EFFECTIVE DATE 02/07/2014	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY DOI, National Business Center, AQD Division 2/ Branch 2 381 Elden St Suite 4000 Herndon VA 20170	CODE D22	7. ADMINISTERED BY (If other than item 6) DOI, National Business Center, AQD Suite 4000 Division 2/ Branch 2 381 Elden St Herndon VA 20170	CODE D22
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) SRA INTERNATIONAL, INC. Attn: ATTN GOVERNMENT POC 4300 FAIR LAKES CT FAIRFAX VA 22033-4232		9A. AMENDMENT OF SOLICITATION NO. (x)	
CODE 0070303084		9B. DATED (SEE ITEM 11)	
FACILITY CODE		10A. MODIFICATION OF CONTRACT/ORDER NO. GS35F088AA D13PD01125	
		10B. DATED (SEE ITEM 13) 08/23/2013	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF FAR 52.232--23 Assignment of Claims (Jan 1986) - Alternate 1 (Apr 1984)
	D. OTHER (Specify type of modification and authority).

E. IMPORTANT: Contractor is not. is required to sign this document and return 1 copies to the Issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to process the Assignment of Claims attached hereto and insert the following clause.

52.232-23 Assignment of Claims (Jan 1986) - Alternate 1 (Apr 1984)

(a) The Contractor, under the Assignment of Claims Act, as amended, 31 U.S.C. 3727, 41 U.S.C. 15 (hereafter referred to as "the Act"), may assign its rights to be paid amounts due or to become due as a result of the performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency. The assignee under such an assignment may thereafter further assign or reassign its right under the original assignment to any type of financing institution described in the preceding Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Dana Lotzpeich Sr. Contracts Admin.	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly Luke
15B. CONTRACTOR/OFFEROR Dana Lotzpeich (Signature of person authorized to sign)	15C. DATE SIGNED 2/19/14
15D. UNITED STATES OF AMERICA	16B. DATE SIGNED 2/7/2014
	(Signature of Contracting Officer)

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS35F088AA/D13PD01125/0002

PAGE OF
2 7

NAME OF OFFEROR OR CONTRACTOR
SRA INTERNATIONAL, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>sentence.</p> <p>(b) Any assignment or reassignment authorized under the Act and this clause shall cover all unpaid amounts payable under this contract, and shall not be made to more than one party, except that an assignment or reassignment may be made to one party as agent or trustee for two or more parties participating in the financing of this contract.</p> <p>(c) The Contractor shall not furnish or disclose to any assignee under this contract any classified document (including this contract) or information related to work under this contract until the Contracting Officer authorizes such action in writing.</p> <p>(d) Unless otherwise stated in this contract, payments to an assignee of any amounts due or to become due under this contract shall not, to the extent specified in the Act, be subject to reduction or setoff.</p> <p>(End of clause)</p> <p>There are no other changes by way of this modification.</p> <p>Payment Terms: PP30</p> <p>Period of Performance: 11/01/2013 to 10/31/2014</p>				