

SOLICITATION, OFFER AND AWARD		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING	PAGE 1 OF 133
2. CONTRACT NUMBER ITES-2S Contract # W91QUZ-07-D-0004 AQD Order # 20661	3. SOLICITATION NUMBER 20661	4. TYPE OF SOLICITATION: <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)		5. DATE ISSUED April 4, 2008	6. REQUISITION/PURCHASE NO MIPR9ANBCIS902 MIPR9ANBCIS903 F9WFC48325OC01
7. ISSUED BY NBC / Acquisition Services Directorate / US Dept of Interior 381 Elden Street, Suite 4000, Herndon, VA 20170		CODE	8. ADDRESS OFFER TO (If other than item 7) Attn: Sharon E. Hallinan, Contracting Officer Email: sharon.hallinan@aqd.nbc.gov Phone: 703.964.3698		

NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder"

SOLICITATION

9. Sealed offers in original and 9 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handwritten, in the depository located in **See Section L**, until **10:00 AM Eastern local time June 2, 2008**.
CAUTION - LATE Submissions, Modifications, and Withdrawals See Section L, Provision No. 52 214-7 or 52 215-1. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL	A. NAME Sharon E. Hallinan	B. TELEPHONE (AND COLLECT CALLS) AREA CODE NUMBER EXT. 703 964-3698	C. E-MAIL ADDRESS Sharon.Hallinan@aqd.nbc.gov
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OFFER (Must be fully completed by offeror)

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52 214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within 120 days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT <small>(See Section I (Clause No. 52.212-4))</small>	10 CALENDAR DAYS 0%	20 CALENDAR DAYS 0%	30 CALENDAR DAYS NET	CALENDAR DAYS
14. ACKNOWLEDGMENT OF AMENDMENTS <small>(The offeror retains copies receipt of amendments to the SOLICITATION per offeror's and related documents, numbered and dated.)</small>	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE
	0001	05/02/2008	0003	05/19/2008
	0002	05/14/2008	0004	05/27/2008

15A. NAME AND ADDRESS OF OFFEROR NCI Information Systems, Inc. 11730 Plaza America Drive Reston, VA 20190	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER Dale E. Bellovich Senior Director of Contracts
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15B. TELEPHONE NUMBER AREA CODE NUMBER EXT. 703 707-6500	<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.	17. SIGNATURE <i>Dale E. Bellovich</i>	18. OFFER DATE 11/26/08
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AWARD (To be completed by Government)	
19. ACCEPTED AS TO ITEMS NUMBERED 20. AMOUNT \$19,685,085	21. ACCOUNTING AND APPROPRIATION MIPR9ANBCIS902 \$6,678,242.00 MIPR9ANBCIS903 \$2,098,784.00 F9WFC48325OC01 \$3,329,815.00 TOTAL \$12,106,841.00 9-5B-2509-R58 OC 252J

22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION <input type="checkbox"/> 10 U.S.C. 2304(e) <input type="checkbox"/> 41 U.S.C. 252(e)	23. SUBMIT INVOICES TO ADDRESS SHOWN IN See GovPay instructions in Section G	ITEM
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24. ADMINISTERED BY (If other than item 7) CODE	25. PAYMENT WILL BE MADE BY www.GovPay.gov	CODE
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26. NAME OF CONTRACTING OFFICER (Type or print) Sharon E. Hallinan	27. UNITED STATES OF AMERICA <i>Sharon E. Hallinan</i> Signature of Contracting Officer	28. AWARD DATE 28 Nov 08
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IMPORTANT -- Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

1 PRICING OVERVIEW

This is a service Task Order against NCI's ITES-2S Contract # W91QUZ-07-D-0004 on behalf of the Army National Guard (ARNG), Air National Guard (ANG), other DOD organizations, and US Government agencies. Pursuant to Federal Acquisition Regulation (FAR) Subpart 37.6, performance-based contracting techniques will be applied under this task order to the maximum extent practicable. CLIN X005 is RESERVED for all periods of performance.

Expected Period of Performance (POP):

Base Period: December 1, 2008 – September 30, 2009

- CLINs 0001-0013
- CLINs 0012 & 0013 are the ARNG and ANG transition CLINs and only apply to the base period

Option Period 1: October 1, 2009 – September 30, 2010

- CLINs 1001-1011

Option Period 2: October 1, 2010 -- September 30, 2011

- CLINs 2001-2011

Option Period 3: October 1, 2011 -- September 30, 2012

- CLINs 3001-3011

Option Period 4: October 1, 2012 – September 30, 2013

- CLINs 4001-4011

Option Period 5: October 1, 2013 – September 30, 2014

- CLINs 5001-5011

Option Period 6: October 1, 2014 - September 30, 2015

- CLINs 6001-6011

2 LABOR AND OTHER DIRECT COST

2.1 Labor

This task order identifies labor categories in accordance with the ITES-2S contract labor categories. The offeror identifies the number of hours per labor category required for performance of this task order. The task order is priced in accordance with the labor rates set forth in the offeror's ITES-2S contract.

2.2 Other Direct Costs Including Travel

For travel expenditures, the offeror has identified the airfare and/or local mileage, per diem rates by total days, lodging, number of trips, and number of employees traveling.

3 TASK ORDER LINE ITEM NUMBERS STRUCTURE

All prices shall conform to the format defined herein. Additional price elements not included in the defined format are not permitted. Any services, material, or supplies required in the performance of this task order for, which a price is not specifically identified in the price tables will be considered to be included in the price of another item or provided at no charge to the Government. For T&M, the Government will not reimburse the contractor for labor hours not delivered. Also, the Government will not reimburse the contractor for ODCs and Travel not delivered and/or exceeding the ordered pool amount. All costs have to be authorized by the COTR in advance.

The task order services, as defined in the Performance Work Statement (PWS), will be organized according to the following CLINs (where X varies with the period of performance from 0 in the base period to 6 in option period 6):

Army National Guard CLINs only

CLIN X001: ARNG NCR Director of Information Management (DOIM) Support

CLIN X002: ARNG Enterprise Processing Center (EPC) – Core Support

CLIN X003: ARNG Other Direct Costs and Travel

CLIN X004: ARNG Government Directed Initiatives (optional)

CLIN X005: (RESERVED)

CLIN X006: ARNG Software Engineering Support (optional)

CLIN X007: ARNG Web Services Support (optional)

CLIN X008: ARNG Enterprise Processing Center (EPC) – 24x7 Support (optional)

Air National Guard CLINs only

CLIN X009: ANG NCR Operational Support

CLIN X010: ANG Other Direct Costs and Travel

CLIN X011: ANG Government Directed Initiatives (optional)

Army and Air National Guard Transition CLINs (Base Period Only)

CLIN 0012: ARNG and ANG Transition

CLIN 0013: ARNG and ANG Other Direct Costs for Transition

4 CLIN DETAILS

4.1 CLIN X001 – ARNG NCR DOIM Support

CLIN Contract Type: T&M

Description: Perform services required for ARNG NCR DOIM Support in accordance with the discrete elements as addressed in the PWS Sections 2 and 3.

The support shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN X001.

4.2 CLIN X002 – ARNG Enterprise Processing Center (EPC) – Core Support

CLIN Contract Type: T&M

Description: Perform services required for ARNG EPC Core Support in accordance with the discrete elements as addressed in the PWS Sections 2.4, and 4.1.

The support shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN X002.

4.3 CLIN X003 – ARNG Other Direct Costs and Travel

CLIN Contract Type: T&M

Description: The Government is reserving this CLIN for specific purposes and is restricting its use. The Government prohibits use of CLIN X003 – ARNG Other Direct Costs (ODC) and Travel as a primary means to implement the task order. The Government's restriction only permits the contractor to use CLIN X003 – ARNG ODC and Travel for unusual or one-time expenditures and travel.

The Government expects the contractor to account for incidental costs in a burden factor, e.g. overhead rate, and not to itemize or price them separately in CLIN X003 – ARNG Other Direct Costs. The Ordering Contracting Officer (OCO) shall determine the allowability of ODCs in accordance with subpart 31.2 of the Federal Acquisition Regulation (FAR) in effect on the date of this task order and with the limitations and restrictions as specified above. The contractor shall present a detailed list of all ODC items, item pricing, and a basis of estimate for each price. All travel in support of this task order shall be in accordance with the Joint Travel Regulations (JTR). The Government permits a burden factor to be applied to travel in accordance with the Master ITES-2S contract.

Equipment, software, and materials acquired by the contractor with Government funds, for performance of this task order, are the property of the Government.

The Government will not reimburse the contractor for Other Direct Costs and Travel not delivered and/or exceeding the ordered pool amount, or not authorized.

4.4 CLIN X004 – ARNG Government Directed Initiatives (optional)

CLIN Contract Type: T&M

Description: ARNG Government Directed Initiatives are those activities, in accordance with the discrete elements as addressed in the PWS Sections 2 and 9, which are outside scope of the activities defined in other ARNG CLINs. When requested by the Government or when the contractor feels that there is a need for improvement or change, the contractor shall submit a formal project proposal, including scope, activities, schedule, deliverables, and success criteria required for each initiative to the Government for review. No work shall be initiated prior to the Government's written approval to proceed.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN X004.

For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.5 CLIN X005 – (RESERVED)

4.6 CLIN X006 – ARNG Software Engineering Support (optional)

CLIN Contract Type: T&M

Description: Perform services required for ARNG Software Engineering support in accordance with the discrete elements as addressed in the PWS Sections 2 and 6. The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN X006. For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.7 CLIN X007 – ARNG Web Services (optional)

CLIN Contract Type: T&M

Description: Perform services required for ARNG Web Services support in accordance with the discrete elements as addressed in the PWS Sections 2 and 7. The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0X007. For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.8 CLIN X008 – ARNG Enterprise Processing Center (EPC) – 24x7 Support (optional)

CLIN Contract Type: T&M

Description: Extend the services already provided under CLIN X002 from the core hours (0600 to 1800 Monday through Friday) to 24x7 coverage hours. This CLIN is an extension from EPC Core support (CLIN X002). Additional details can be found in sections 2, 4, and 4.2 of the PWS. The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN X008.

4.9 CLIN X009 – ANG Operational Support

CLIN Contract Type: T&M

Description: Perform services required for Air National Guard Operational support in accordance with the discrete elements as addressed in the PWS Sections 2 and 8. The support shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN X009.

4.10 CLIN X010 – ANG Other Direct Costs and Travel

CLIN Contract Type: T&M

Description: The Government is reserving this CLIN for specific purposes and is restricting its use. The Government prohibits use of CLIN X010 – ANG Other Direct Costs (ODC) and Travel as a primary means to implement the task order. The Government's restriction only permits the contractor to use CLIN X010 – ANG ODC and Travel for unusual or one-time expenditures and travel. The Government expects the contractor to account for incidental costs in a burden factor, e.g. overhead rate, and not to itemize or price them separately in CLIN X010 – ANG Other Direct Costs. The OCO

will determine the allowability of ODCs in accordance with subpart 31.2 of the Federal Acquisition Regulation (FAR) in effect on the date of this task order and with the limitations and restrictions as specified above. The contractor shall present a detailed list of all ODC items, item pricing, and a basis of estimate for each price. All travel in support of this task order shall be in accordance with the Joint Travel Regulations (JTR). The Government permits a burden factor to be applied to travel in accordance with the Master ITES-2S contract.

Equipment, software, and materials acquired by the contractor with Government funds, for performance of this task order, are the property of the Government.

The Government will not reimburse the contractor for Other Direct Costs and Travel not delivered and/or exceeding the ordered pool amount.

4.11 CLIN X011 – ANG Government Directed Initiatives (optional)

CLIN Contract Type: T&M

Description: ANG Government Directed Initiatives are those activities, in accordance with the discrete elements as addressed in the PWS Sections 2 and 9, which are outside scope of the activities defined in other ARN CLINs. When requested by the Government or when the contractor feels that there is a need for improvement or change, the contractor shall submit a formal project proposal, including scope, activities, schedule, deliverables, and success criteria required for each initiative to the Government for review. No work shall be initiated prior to the Government's written approval to proceed. The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN X011.

For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.12 CLIN 0012 – ARNG and ANG Transition (Base Period Only - To take place during the first 90 days of the base period)

CLIN Contract Type: T&M

Description: Perform services required for Army and Air National Guard transition in accordance with the discrete elements as addressed in the PWS.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0012.

CLIN 0012 – ARNG and ANG Transition is to be used for the Transition Period only.

4.13 CLIN 0013 – ARNG and ANG Other Direct Costs for Transition (Base Period Only - To take place during the first 90 days of the base period)

CLIN Contract Type: T&M

Description: The Government is reserving this CLIN for specific purposes and is restricting its use. The Government prohibits use of CLIN 0013 – ARNG and ANG Other Direct Costs for Transition as a primary means to implement the task order. The Government's restriction only permits the contractor to use CLIN 0013 – ARNG and ANG Other Direct Costs for Transition for unusual or one-time expenditures and travel. The Government expects the contractor to account for incidental costs in a burden factor, e.g. overhead rate, and not to itemize or price them separately in CLIN 0013 – ARNG

and ANG Other Direct Costs for Transition. The OCO will determine the allowability of ODCs in accordance with subpart 31.2 of the Federal Acquisition Regulation (FAR) in effect on the date of this task order and with the limitations and restrictions as specified above. The contractor shall present a detailed list of all ODC items, item pricing, and a basis of estimate for each price. All travel in support of this task order shall be in accordance with the Joint Travel Regulations (JTR). No other charges of any type shall be applied to travel.

Equipment, software, and materials acquired by the contractor with Government funds, for performance of this task order, are the property of the Government.

The Government will not reimburse the contractor for Other Direct Costs and Travel not delivered and/or exceeding the ordered pool amount.

CLIN 0013 – ARNG and ANG Other Direct Costs for Transition is to be used for the Transition Period only.

5 CLIN AND PRICE TABLES
Summary Pricing Table

CLIN	Transition Period	Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4	Option Period 5	Option Period 6	Total
0001-6001 - ARNG NCR DOIMS Support	N/A	(b)(4)							
0002-6002 - ARNG EPC - Core Support	N/A								
0003-6003 - ARNG CDC and Travel	N/A								
0004-6004 - ARNG Government Directed Initiatives (Optional)*	N/A								
0005-6005 - Reserved	N/A								
0006-6006 - ARNG Software Engineering Support (Optional)*	N/A								
0007-6007 - ARNG Web Services Support (Optional)*	N/A								
0008-6008 - ARNG EPC - 24x7 Support (Optional)	N/A								
0009-6009 - ANG NCR Operational Support	N/A								
0010-6010 - ANG CDC and Travel	N/A								
0011-6011 - ANG Government Directed Initiatives (Optional)*	N/A								
0012 - Transition for ARNG and ANG	\$0								
0013 - CDCs for Transition	\$0								
Total T&M	\$0	\$19,685,085	\$24,391,300	\$25,196,900	\$26,030,364	\$25,314,273	(b)(4)		

Detail Pricing Tables

Period of Performance - Base Period - December 1, 2008 through September 30, 2009

Amount by	F O Yr Month										Base Total	Total T&M
	Base											
CLIN	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09		
0001 - ARNG NCR DOIM Support	(b) (4)											
0002 - ARNG EPC - Core Support												
0003 - ARNG ODC and Travel												
0004 - ARNG Government Directed Initiatives (Optional)*												
0005 - Reserved												
0006 - ARNG Software Engineering Support (Optional)*												
0007 - ARNG Web Services Support (Optional)*												
0008 - ARNG EPC - 24x7 Support												
0009 - ANG NCR Operational Support												
0010 - ANG ODC and Travel Initiatives (Optional)*												
0012 - Transition for ARNG and ANG												
0013 - ODC's for Transition												
Total T&M												\$1,963,621

Period of Performance - Option Period 1 - October 1, 2009 through September 30, 2010

Amount by	TO Yr		Month										Opt 1 Total	Total T&M			
	Opt 1		Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10			Aug-10	Sep-10	
CLIN																	
1001 - ARNG NCR DOJM Support	(b)(4)																
1002 - ARNG EPC - Core Support																	
1003 - ARNG ODC and Travel																	
1004 - ARNG Government Directed Initiatives (Optional)*																	
1005 - Reserved																	
1006 - ARNG Software Engineering Support (Optional)*																	
1007 - ARNG Web Services Support (Optional)*																	
1008 - ARNG EPC - 24x7 Support (Optional)																	
1009 - ANG NCR Operational Support																	
1010 - ANG ODC and Travel																	
1011 - ANG Government Directed Initiatives (Optional)*																	
Total T&M		\$2,027,910	\$2,028,266	\$2,028,267	\$2,028,660	\$2,028,912	\$2,031,158	\$2,031,231	\$2,031,231	\$2,037,537	\$2,037,923	\$2,040,104	\$2,040,101	\$24,391,300	\$24,391,300		

Period of Performance - Option Period 2 - October 1, 2010 through September 30, 2011

Amount by	TO Yr	Month											Opt 2 Total	Total T&M	
	Opt 2	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11			Sep-11
CLIN															
Support															
2002 - ARNG EPC - Core Support															
2003 - ARNG ODC and Travel															
2004 - ARNG Government Directed Initiatives (Optional)*															
2005 - Reserved															
2006 - ARNG Software															
Engineering Support (Optional)*															
2007 - ARNG Web Services Support (Optional)*															
2008 - ARNG EPC - 24x7 Support															
2009 - ANG NCR Operational Support															
2010 - ANG ODC and Travel															
2011 - ANG Government Directed Initiatives (Optional)*															
Total T&M		\$2,094,859	\$2,095,226	\$2,095,226	\$2,095,553	\$2,096,229	\$2,098,213	\$2,098,288	\$2,098,289	\$2,104,805	\$2,105,134	\$2,107,449	\$2,107,629	\$25,196,900	\$25,196,900

(b) (4)

Period of Performance - Option Period 3 - October 1, 2011 through September 30, 2012

Amount by	TO Yr: Month												Opt 3 Total	Total T&M
	Opt 3													
CLIN	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12		
3001 - ARNG NCR DOIM Support	(b) (4)													
3002 - ARNG EPC - Core Support														
3003 - ARNG ODC and Travel														
3004 - ARNG Government Directed Initiatives (Optional)*														
3005 - Reserved														
3006 - ARNG Software Engineering Support (Optional)*														
3007 - ARNG Web Services Support (Optional)*														
3008 - ARNG EPC - 24x7 Support														
3009 - ARNG NCR Operational Support														
3010 - ARNG ODC and Travel														
3011 - ARNG Government Directed Initiatives (Optional)*														
Total T&M	\$2,164,117	\$2,164,497	\$2,164,498	\$2,164,836	\$2,165,802	\$2,167,499	\$2,167,663	\$2,167,663	\$2,174,397	\$2,174,850	\$2,177,227	\$2,177,315	\$26,030,364	\$26,030,364

Period of Performance - Option Period 4 - October 1, 2012 through September 30, 2013

Amount by	TO Yr	Month											Opt 4 Total	Total T&M		
	Opt 4	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13			Sep-13	
CLIN																
4001 - ARNG NCR DOIM Support	(b)(4)															
4002 - ARNG EPC - Core Support																
4003 - ARNG ODC and Travel																
4004 - ARNG Government Directed Initiatives (Optional)*																
4005 - Reserved																
4006 - ARNG Software Engineering Support (Optional)*																
4007 - ARNG Web Services Support (Optional)*																
4008 - ARNG EPC - 24x7 Support																
4009 - ARNG NCR Operational Support																
4010 - ARNG ODC and Travel																
4011 - ARNG Government Directed Initiatives (Optional)*																
Total T&M			\$2,104,733	\$2,105,125	\$2,105,126	\$2,105,475	\$2,105,476	\$2,106,983	\$2,107,374	\$2,107,566	\$2,115,560	\$2,115,572	\$2,117,739	\$2,117,744	\$25,314,273	\$25,314,273

Period of Performance - Option Period 5 - October 1, 2013 through September 30, 2014

Amount by	FO Yr Month												Opt 5 Total	Total T&M
	Opt 5													
CLIN	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		
5001 - ARNG NCR DOIM Support	(b) (4)													
5002 - ARNG EPC - Core Support														
5003 - ARNG ODC and Travel														
5004 - ARNG Government Directed Initiatives (Optional)*														
5005 - Reserved														
5006 - ARNG Software Engineering Support (Optional)*														
5007 - ARNG Web Services Support (Optional)*														
5008 - ARNG EPC - 24x7 Support														
5009 - ANG NCR Operational Support														
5010 - ANG ODC and Travel														
5011 - ANG Government Directed Initiatives (Optional)*														
Total T&M														

Period of Performance - Option Period 6 - October 1, 2014 through September 30, 2015

Amount by	TO Yr Month												Opt 6 Total	Total T&M	
	Opt 6														
CLIN	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15			
6001 - ARNG NCR DOIM Support	(b) (4)														
6002 - ARNG EPC - Core Support															
6003 - ARNG ODC and Travel															
6004 - ARNG Government Directed Initiatives (Optional)*															
6005 - Reserved															
6006 - ARNG Software Engineering Support (Optional)*															
6007 - ARNG Web Services Support (Optional)*															
6008 - ARNG EPC - 24x7 Support (Optional)															
6009 - ANG NCR Operational Support															
6010 - ANG ODC and Travel															
6011 - ANG Government Directed Initiatives (Optional)*															
Total T&M															

6 FUNDING SUMMARY TABLE

CLIN	Base Period Ceiling	Current Funding	Future Base Period Funding	Comments
0001 - ARNG NCR DOIM Support	(b)(4)			Fully funded at the time of award.
0002 - ARNG EPC - Core Support				Fully funded at the time of award.
0003 - ARNG ODC and Travel				Fully funded at the time of award.
0004 - ARNG Government Directed Initiatives (Optional)				Optional CLIN, not funded.
0005 - Reserved				Not Applicable – Reserved CLIN
0006 - ARNG Software Engineering Support (Optional)				Optional CLIN, not funded.
0007 - ARNG Web Services Support (Optional)				Optional CLIN, not funded.
0008 - ARNG EPC - 24x7 Support (Optional)				Fully funded and exercised at the time of award
0009 - ANG NCR Operational Support				Fully funded at the time of award.
0010 - ANG ODC and Travel				Fully funded at the time of award.
0011 - ANG Government Directed Initiatives (Optional)				Optional CLIN, not funded.
0012 - Transition for ARNG and ANG				Not Applicable – No Transition
0013 - ODCs for Transition				Not Applicable– No Transition
Total T&M	\$19,685,085	\$12,106,841	\$7,578,244	

SECTION C – PERFORMANCE WORK STATEMENT

1. Introduction

The National Guard organization is composed of State and Federal-level Army and Air units. The Army National Guard (ARNG) is the extension of the United States Army, while the Air National Guard (ANG) complements the United States Air Force ranks.

The concept of a Guard organization is mostly local to the States. However, there is a strong Federal component located within the Washington, DC area, known as the National Capital Region (NCR). The ARNG's headquarters, known as the ARNG Readiness Center (ARNGRC) is located in Arlington, Virginia, while the ANG Readiness Center (ANGRC) uses facilities at the Andrews Air Force Base in Maryland.

Throughout this document, the end-user is defined as the IT user seeking assistance from the Contractor. The customer is the ARNG and the ANG, other DoD organizations and US Government agencies, Federal and State.

This Performance Work Statement (PWS) defines specific Information Technology (IT) requirements to the ARNG and ANG in the NCR. The specifics of the IT requirements will be further defined in this PWS along with details defining what constitute the NCR.

1.1 PWS Organization

This PWS document presents management and technical requirements of this task order. Requirements are organized in the following manner:

- **Section 1 – Introduction** presents the overall scope of the services to be provided along with duty locations and hours of coverage
- **Section 2 – Management Requirements** presents the management functions that will be the responsibility of the Contractor
- **Sections 3 through 7** present detailed technical requirements for various ARNG support needs
- **Section 8 – ANG Operational and Technical Requirements** presents detailed requirements that are specific to the ANG and complement Section 2 requirements
- **Section 9 – Government Directed Initiatives** introduces the concept of incorporating additional, one-time services into this task order

1.2 PWS Scope

This PWS defines specific IT and IT-related tasks to be performed by the Contractor in support of ongoing operations of the ARNG, ANG and other Department of Defense (DoD) agencies operating within the NCR. Please note that not all the services listed below are applicable to all customers.

The Government reserves the right to extend the scope of this task order to include other DoD units, as well as State-level ARNG and ANG organizations.

There are approximately 750 servers and 4,500 computer devices (desktops, laptops, handheld devices) along with the associated LAN and MAN infrastructure being supported on the ARNG and ANG networks. 2,900 are used by ARNG and 1,600 by ANG. The majority of these systems are at the ARNG RC and ANGRC. ARNG uses approximately 4,400 telephones. Additional details are provided in further sections of this document.

In general, the Contractor shall provide the following services:

End User/Systems Support

- Tier 1 – initial call taker/simple troubleshooting/requests – ANG only
- Tier 2 – hands-on support/simple administrative actions/account management/software installation
- Tier 3 – back office system administration/system configuration
-

Technology Roles and Responsibilities:

- Data communication
 - LAN management, including routers, switches, hubs, etc.
 - LAN wiring
 - MAN circuit management
 - Firewalls – management and rule development
 - Equipment moves
- Voice communication – ARNG only
 - Internal voice circuit wiring
 - PBX
 - Telephone number management
 - External trunk management
 - Equipment moves
- Back office support
 - Email
 - Web services
 - Active Directory/Domain Controllers
 - Database
 - Print/File servers
 - DHCP servers
 - Domain Name Servers
 - Storage Area Network
- Server/desktop support
 - Operating system maintenance
 - Patches and upgrades
 - Configuration
 - Management
- Video and Audio Conferencing – ARNG only
 - Video conference room/equipment management and maintenance
 - Electronic bulletin boards management and maintenance
 - Video and still photography support
- Engineering support
 - Gather performance statistics
 - Analyze and report on performance data
 - Manage licenses
 - Manage maintenance and support agreements
 - Web/system development

- Assists with system integration
- Continuity of Operations (COOP) planning/testing
- Manage asset and their configuration
- Security Management
 - Physical access restrictions
 - DoD Information Assurance Certification and Accreditation Process (DIACAP) certification
 - IT security
- Develop and conduct IT training for Commercial Off-The Shelf (COTS) and Government Off-The Shelf (GOTS) training
- Provide business support in billing and invoice analysis
- Others:
 - Fax machines
 - Copiers
 - Printers
 - Cell phones
 - Personal Data Assistant (PDA) devices
 - Equipment moves
 - Facility wiring – ARNG only
- Provide application engineering and Web-portal development support – these are option items

1.3 Standard ARNG and ANG NCR Support Locations and Staff

The ARNG NCR includes the following Standard Support Locations:

- ARNG Readiness Center (ARNGRC) in Arlington, VA
- ARNG offices at Jefferson Plaza One (JP1) in Crystal City, VA
- Ft. Belvoir, VA
- Ft. Myer in Arlington, VA
- District of Columbia Armory in Washington, DC
- NGB Liaison offices at the Pentagon in Arlington, VA
- NGB offices at JP1
- Enterprise Network Operations and Security Center (NOSC) and the Enterprise Tier 1 Help Desk, known as the Integrated Service Center (ISC) located within the Willow Oaks office complex in Fairfax, VA
- ARNGRC COOP site
- ARNG Offices in the Hoffman building complex in Alexandria, VA
- ARNG Network Operations (ANO) and ARNG Network Infrastructure (ANI) offices at Willow Oaks facility in Fairfax, VA

The Ft. Belvoir, Ft. Myer, District of Columbia Armory, and NGB Liaison offices at the Pentagon are not part of the overall ARNG network infrastructure and require minimal support.

The ANG NCR includes the following Standard Support Locations:

- ANG Readiness Center (ANGRC) at Andrews Air Force Base in Landover, Maryland
- ANG offices at JP1 in Crystal City, VA

- ANGRC COOP site

There are approximately 4,400 end-users requiring assistance within the NCR.

1.4 Locations Requiring Support

The Contractor shall provide services specified in this PWS to the Government personnel stationed at the locations listed in Section 1.3 – Standard Support Locations. The Contractor shall locate its staff at the ARNGRC, ANGRC, and the JP1 facilities. The rest of the facilities do not require on-site support (with possible exception of the Hoffman building). However, the Contractor shall provide on-going remote support functions to these facilities. If requested by the Government or its representative, or required to meet the support requirements, the Contractor shall travel to the non-staffed sites to provide hands-on support.

As stated previously, the nature of the National Guard mission requires it to respond to emergencies and special needs. As an integral part of the NCR support, the contractor may be required to support ARNG and ANG's mission that are conducted away from the Standard Support Locations. These situations will be handled on case-by-case basis and will be separately arranged by the Government.

The contractor shall assume 24x7 access to all primary (staffed) facilities.

1.5 Hours of Support

In general, the core business hours are defined as 0600 – 1800 ET Monday through Friday, except federal holidays. The Contractor shall perform the services required under this PWS during core business hours, except as noted in the subsequent sections of this document.

The Contractor shall support readiness simulations and exercises (such as COOP readiness, simulated security attacks, etc.). These events usually extend beyond the core business hours and require overnight travel. The Government ARNG NOSC operator normally provides 48 hour notice for GuardNet outages. Scheduled events are dictated by maintenance, and mandates by higher echelons.

The Contractor shall perform all scheduled maintenance (and to the extent possible, all unscheduled maintenance) during agreed upon and scheduled maintenance windows, which almost always fall outside of the normal business hours.

The Government reserves the right to extend and/or alter the required hours of support as required by the changing operational requirements or global, national, or local threats. The Contractor shall support the extended hours when requested by the Government in order to cover unforeseen issues and situations. The Government reserves the right to require shiftwork to reflect changing operational requirements.

1.6 Government's Role

The successful offeror is expected to work closely with the Government and be flexible in its approach and priorities to ensure high quality of NCR IT operations. The Government will provide the leadership and approval role, with the Contractor managing existing infrastructures/systems and providing technical leadership.

The Government, or its representative, will perform oversight of all aspects of the operations. This PWS defines a performance-based operation and the Contractor may be rated according to performance criteria defined by the Service Level Agreements (SLA) as well as the Service Level Objectives (SLO). If determined to be appropriate, the ratings will be performed quarterly by the Government or its delegated authority.

The Government or its representative may test the contractor's ability to respond to threats and/or disaster situations by conducting announced and unannounced Information Assurance (IA) inspections and requesting tests of the disaster recovery systems.

The Government reserves the right to remove any Contractor personnel or its subcontractors not qualified to perform the tasks of this Task Order or individuals that the Government feels are a potential threat to the health, safety, security, general well-being or operational mission of the installation or its population.

1.7 Contractor Furnished Equipment

The Contractor will not be allowed to operate any hardware or software device on the ARNG/ANG network without getting approval to operate from the Contracting Officer's Technical Representative (COTR). Once approval is granted, any additional changes to the Contractor furnished equipment using the Government's network must be presented by the Contractor for certification and approval.

2. Management Requirements

The Contractor shall establish a management team that is exclusively dedicated to the execution of the tasks called forth in this Task Order. The management team shall, at minimum be composed of the Program Manager and his/her deputy along with an independent Quality Assurance (QA) personnel. This team shall be ultimately responsible for all aspects of the operations and program management, for the Contractor's personnel and for communications with the Government and other Contractors/vendors.

The Contractor shall base its operations on industry standard best practices, especially those practices from the Project Management Institute's (PMI), Project Management's Body of Knowledge (PMBOK) and the Information Technology Infrastructure Library (ITIL). The Government's management and oversight team is well versed in the applicable practices and requires the Contractor to be at least equally familiar and experienced in applying these principles.

The Government does not require two separate management teams and/or organizations, one for ARNG and one for ANG. Rather, the Contractor shall provide one unified management team/organization that will assume responsibilities for supporting both customers. The Contractor should still plan to have on site personnel at both locations.

2.1 Program Management and Execution

The Contractor shall be responsible for satisfying all requirements contained in this PWS at the performance levels that meet or exceed the performance characteristics as specified in the Service Level Agreements (SLA) and the Service Level Objectives (SLO). The Contractor shall establish (or update already existing) and maintain formalized Standard Operating Procedures (SOPs) and Operational Plans which define how its/Government's procedures are to be carried out. The Contractor shall deliver the Plans and SOPs for review and approval by the Government within 30 days of the Task Order award. A list of required Plans and SOPs is presented in the Deliverables document. The Contractor shall update the SOPs and Operational Plans as needed by the changing environment.

To properly manage the execution of the task order, the Contractor shall:

- Formulate and enforce work and quality standards
- Review work in progress
- Manage timely delivery of information and products requested by the Government, both scheduled and ad-hoc
- Deliver progress and status reports
- Interface with other Contractors
- Ensure that the IT operations adheres to applicable IT security policies and procedures governed by Army, Air Force, Defense Information Systems Agency (DISA), etc. organizations
- Take responsibility for and coordinate issue resolution
- Coordinate on-site operational services

The Contractor's management team shall provide technical and functional support to cross organizational working groups addressing large-scale changes to the Government's IT infrastructure.

2.2 Technical Management Support Execution

The Contractor shall assume responsibility for ensuring that the systems under its control are configured to meet the current and foreseeable capacity, functionality and policy and regulatory needs. This support includes, but is not limited to the activities outlined below. The Contractor shall:

- Manage operations and maintenance of all equipment and systems under its control
- Coordinate issue resolution
- Provide technical leadership in system selection and technology refresh activities
- Provide leadership in providing input concerning better use of existing resources
- Provide timely updates to Standard Operating Procedures (SOP) and other documentation used in the execution of tasks

2.3 Personnel Management

The Contractor shall perform internal management of its personnel in carrying out operational functions, including:

- Recruitment of personnel with the appropriate education and skills
- Retention of personnel
- Internal management of both, its own staff and subcontractor staff, including schedules, after hour support coverage, time card processing and payment, incentives, etc.
- Ensure that the scheduled staff have the appropriate mix of skills to meet the support requirements throughout the scheduled support hours

The Contractor shall be fully responsible for ensuring that its staff is aware and is following the appropriate Government policies and regulations. The Contractor shall deal with all disciplinary actions. All contractor and subcontractor personnel must have an appropriate (at least "secret") security clearance. It is the responsibility of the Contractor to obtain such clearances for its employees and subcontractors prior to starting work.

The Contractor shall train its staff on all applicable Guard-specific policies and procedures. The Contractor's management shall ensure that these policies and procedures are followed. The management staff shall be responsible for keeping track of Government Furnished Equipment (GFE) assigned to its staff. The Government will use financial and legal penalties for missing GFE.

The Contractor shall ensure that the staff assigned to execution of this task order possess the appropriate level of education and knowledge to successfully perform requirements of this PWS at the performance levels dictated by the SLAs. The Contractor shall take full responsibility for training (including scheduling and financial) to ensure that its/subcontractor staff is proficient in use of all technologies supported through this task order. In general, the Government will not participate in costs associated with obtaining such knowledge and expects that personnel in training will be backfilled at no cost to the Government. The Government reserves the right to alter its policy to account for special situations.

The contractor shall maintain trained personnel and certifications in accordance with DOD 8570 and other professional certifications such as Cisco and Microsoft.

2.4 Communication Management

The Contractor shall be responsible for gathering data and presenting all materials/deliverables required in this tasks order. The Contractor shall deliver these materials at due dates and in a format specified in the Deliverables document.

The Contractor's Program Manager shall be the single Point of Contact (POC) for all communication and operations of the project at all times. The Program Manager shall be available on site from 0900 to 1700 ET Monday through Friday, except federal holidays and by cell phone/pager during other times.

The Contractor is responsible for notifying the Government of all issues that may impact (positively and negatively) its ability to deliver services in a timely manner at the quality levels specified in the SLAs. The Government will assist the Contractor, but only after being notified (in writing) of the issue and required support.

The Contractor shall be responsible for communicating to the end-users information about scheduled and unscheduled events that may impact end-users' access to the IT resources.

2.5 Quality Assurance Management

The Contractor shall keep track of relevant performance indicators that would allow its staff to track trends and provide meaningful analysis of the impact of changes on the operations. The Contractor's shall ensure adherence to established SLAs by monitoring Contractor staff and operational systems while continuously analyzing and improving existing policies and procedures. The Contractor shall:

- Ensure that all open trouble tickets are updated and/or escalated as required by the SLAs
- Conduct resolution reviews to improve current troubleshooting procedures and maintain statistical data
- Ensure all end users are notified with service request ticket statuses as required
- Conduct independent quality assurance review of closed tickets to ensure they are properly coded
- Prepare training plans for the development of the staff and to improve service support
- Ensure SLAs are met
- Investigate all missed SLAs and report statistics and reasons
- Support NGB Network Information Assurance (IA) Program Manager with maintaining C&A per AR25-2
- Survey end-users about their experience with the support and report the results along with analysis during monthly status briefings

The Contractor's QA analysis shall be performed by a team that is independent of the operational staff.

2.6 Problem Resolution and Analysis

The problem resolution process involves both, the immediate assistance to the end-users and analysis of the encountered issues. To increase efficiency of employed systems and to minimize disruption to on-going operations, the Government is moving toward a more proactive approach

of problem management. This approach relies on the ability to correlate and analyze incident information from multiple sources including help desk trouble tickets, change requests, alarms generated by automated sources and others. The goal of this approach is to identify potential problems before they start affecting end-users, effectively improving customer service, while at the same time lowering support costs.

To support this goal, the Contractor shall perform analysis that leads to identification of root causes of problems and means of resolving them. Once such analysis is complete, the results along with recommendations shall be submitted to the Government. The recommendations shall not be limited to technical solutions, only but shall also incorporate suggestions for improving internal processes, as appropriate. The Contractor shall continuously perform predictive analysis and present the Government with their recommendations. Summary results of the analysis along with recommendations for improvements shall be presented at the monthly status briefings.

In addition, the Contractor shall provide analysis of the impact of changes to the on-going operations, including impact on the support organizations. This analysis shall include Contractor introduced changes as well as those performed by or on behalf of external organizations, such as GuardNet Operations, DISA, etc.

2.7 Configuration, Change and Asset Management Support

The goal of the Configuration and Change Management (CCM) functions is to ensure that the changes to the existing IT assets and architecture are properly recorded, managed, documented and establish a change management process and procedure. The Contractor shall support the ongoing CCM and Asset Management (AM) activities by providing the following support to the Government:

- Manage hardware and software changes to the operational IT systems in a way that minimizes impact on end users
- Manage process of submitting and processing the Change Requests and Engineering Change Proposals (ECP)
- Manage and maintain process associated with bringing new systems or changes to the existing systems into the operational environment, including:
 - Maintaining engineering library of software/hardware releases (code, hardware configuration, load builds, scripts, etc.)
 - Assisting in system testing and integration
 - Maintaining and tracking Software Problem/Change Requests (SPCR)
- Generate developmental configuration status reports
- Generate SPCR status reports
- Measure impact of changes on the infrastructure and end users
- Update existing or develop new SOP as required by the changes to the existing systems or introduction of new system components
- Develop and maintain detailed diagrams of the existing IT infrastructure
- Assists with maintaining accountability of equipment and software
- Ensure that all asset (location, configuration, status) and ownership changes are recorded in a manner consistent with applicable regulations

- Develop and administer a process for notifying end-users of scheduled and unscheduled maintenance
- Participate in workings of Government change control organizations

The Contractor shall ensure that all work performed by its personnel follows the Government-dictated change management approach. Currently, the Government is using a modified version of the ITIL Change Management Process. Please note that although similar, the ARNG rules and regulations vary somewhat from the rules used by ANG.

3. ARNG NCR DOIM Operational Support Requirements

The Contractor shall be responsible for managing all IT and telecommunication equipment and systems operating with the ARNG NCR environment as well as supporting end-users of this equipment. As a Tier 2/3 organization, the Contractor will not be required to provide initial end user interface through a traditional Tier 1 help desk operation. All end user-generated requests for service will be routed to the Contractor from the Integrated Service Center (ISC) help desk in the form of Remedy ARS trouble tickets (accompanied with a phone call transfer, if required). The Contractor shall be responsible for creating trouble tickets based on alarms generated by the network management systems employed in support of the NCR operations.

The Contractor shall use a customized version of the Remedy Corporation's Action Request System (ARS) as the standard Trouble Ticketing System (TTS) for handling incident and trouble tickets. This system will be furnished and maintained by the ARNG. The Contractor will be provided access to the system through Remedy client software loaded on the appropriate workstations.

3.1 Problem/Request Handling and Trouble Ticket Updates

The Contractor shall ensure that all incidents, problems and requests for service are handled properly. To properly handle incoming requests, the Contractor shall:

- Ensure that technical staff is available to receive escalated tickets and is available via phone during the core hours of support
- Handle all the assigned tickets throughout the support hours
- Record the work done in appropriate fields of the trouble ticket
- Update the appropriate ticket fields with resolution information and the test/inspection data
- Escalate the tickets, as required, via the Remedy ticket assignment to the appropriate group
- Update trouble tickets as required by the SLAs
- Maintain status of all open tickets and escalate as required
- Coordinate resolution with other internal and external teams, as appropriate
- Update the ISC with progress of the problem resolution through the trouble ticket updates and orally, as requested
- Update problem resolution information and return the trouble tickets back to ISC for closure

3.2 On-Site End User Support

The Contractor shall be responsible for on-site support of computer devices (desktops, laptops, handheld devices, printers, etc.) and associated software at the locations listed in Section 1 of this PWS. Specifically, the Contractor shall:

- Install and configure devices
- Install and configure software elements including the operating system (OS)
- Maintain and upgrade software elements, including the OS
- Move existing devices
- Troubleshoot software and hardware issues
- Assist end users with application usage questions and concerns

- Maintain proper version of the installed software elements, including bug fixes, security patches, and anti-virus updates
- Backup and restore selected desktops
- Assist in developing and maintaining standard configurations for desktops and laptops
- Ensure that the Government is aware of improperly performing equipment and assist on replacement/repair of such equipment
- Perform hardware maintenance on equipment that is maintain in-house

3.3 Local and Metropolitan Area Network Support

The Contractor shall be responsible for monitoring and managing the entire NCR LAN infrastructure at the locations listed in Section 1 (approximately 120 network elements (switches, routers and firewalls) not including servers) according to the operational goals outlined in the SLA document. This is a primarily Tier II and III. Specifically, the Contractor shall:

- Proactively monitor network elements/assets (including servers) to detect and identify network problems
- Troubleshoot and resolve any issues identified or reported
- Manage capabilities and performance of all network elements
- Proactively plan system enhancements and expansion
- Perform configuration management activities
- Ensure operational reliability, maintainability, and availability of network elements/assets
- Assist Network Operations and Security Center (NOSC) staff with equipment moves, installations, upgrades and troubleshooting
- Proactively analyze system performance to identify potential issues, problems and capacity
- Propose enhancements to ensure compliance with ARNG, Army and other DoD rules and regulations
- Notify all users of planned and unplanned outages and interruptions that affect end-users
- Notify appropriate Government personnel and users of all network problems and alarms as specified in the SLAs
- Provide all users with periodic updates of ongoing corrective actions, and notification of the final corrective action
- Provide LAN connectivity to the desktop
- Provide remote access support to the NCR end users
- Maintain/upgrade existing or install new Title 32 data communication elements, i.e., hubs, routers, switches and servers
- Maintain Internet Protocol (IP) address range configurations
- Maintain data communication to the GuardNet and other Department of Defense (DoD) networks
- Maintain wiring closets (equipment rooms), including detailed diagrams, labeling of all cables and removing unused connectors
- Provide MAN connectivity between NCR locations
- Provide remote access support to the NCR end users
- Maintains access to NIPRNET and SIPRNET
- Maintain trust relations and interconnectivity with the States and other DoD agencies

- Extend LAN cables as required by facility expansions and moves/changes
- Resolve issues involving end user's inability/problems with logging into the network elements, including authentication to the domain controller and access to distributed applications. This support also includes profile setups.
- Support users in adding new or deleting/altering accounts
- Manage access control to networking elements

3.4 Server Support

The Contractor shall be responsible for maintaining operational capability of all network servers supporting the NCR DOIM environment. There are approximately 350 servers operating within the ARNG NCR providing the following services:

- Email (Exchange and the Defense Messaging System (DMS))
- Web Services
- Database
- Print/File servers
- Active Directory Domain Controllers
- Dynamic Host Configuration Protocol (DHCP) Servers
- Domain Name Servers
- Storage Area Network (SAN)
- Citrix
- Proxy Servers
- Sustainment and Maintenance of Web based systems, services, and architectural documentation
- Server Management System (SMS)

To maintain operational capability of the above mentioned servers, the Contractor shall:

- Monitor servers and gather performance data on servers for analysis
- Perform utilization analysis on existing machines and provide suggestions for upgrades and/or replacement
- Perform general system administration activities
- Perform repairs, upgrades, modifications as required
- Maintain proper version of all software elements, including bug fixes and security patches
- Maintain and update virus filtering and configuration
- Maintain end user access to the servers
- Maintain content and access to the Web server located at the ARNGRC
- Manage software backup/restore process and storage of backed up data
- Recommend new servers when necessary including specifying the configurations and performing hardware and software compatibility assessments
- Install and configure new servers as required
- Maintain cable plant associated with servers including rack diagrams and cable layouts
- Perform system testing and troubleshooting of servers as required
- Develop and maintain server and software services administration, start-up, stop, maintenance and troubleshooting procedures

- Configure and manage off-site storage of backup, including backup of relevant data, encryption of relevant backup data and restoration
- Implement security and access controls

3.5 Email Services Support

The availability of email services are of specific importance to the NCR users. The Contractor shall be responsible for managing enterprise elements of the unclassified and classified NCR email service. The NCR currently uses Microsoft Exchange and Defense Messaging Systems (DMS). To ensure high availability of the Exchange and Defense Messaging Systems the Contractor shall:

- Install, set-up, maintain and update e-mail systems
- Manage email infrastructure, Storage Area Network clusters, and e-mail integrated applications:
 - Outlook Web Access (OWA) server
 - Blackberry Enterprise server
 - 3rd-party mail-enabled applications
- Maintain interoperability with the Enterprise Bridgehead servers
- Coordinate with ARNG Enterprise-level administrators (Network Operations and Security Center (NOSC)) with troubleshooting and issue resolution
- Manage (created, modify, delete and set permissions) Exchange and DMS mailboxes and folders, both private and public
- Manage (create, modify, delete) email address groups
- Maintain Global Address List (GAL) replication
- Maintain capability for DMS encryption and electronic signature
- Create, delete and set permissions on private and public mail boxes and folders
- Add/delete users to/from public folders
- Create, alter and remove distribution lists
- Develop and distribute Outlook startup scripts
- Perform system testing and troubleshooting on the E-mail systems as required
- Develop plans and implement upgrade and transition to new versions of Exchange and DMS as required

3.6 Database Support

The function of the database administration is to ensure integrity and availability of data to end users as well as applications and other systems. To support these objectives, the Contractor shall:

- Support database planning and creation based on requirements supplied by internal and external organizations
- Manage user/machine accounts and their privileges
- Work with the Server Management team to ensure database availability and backup/restore
- Develop and maintain database startup and stop procedures and scripts
- Issue, maintain, delete, and disable User IDs and passwords
- Reset passwords

- Troubleshoot user problems with databases
- Assist users with obtaining data from the databases
- Maintain documentation about data structures

The Army Information Network-Web Services (AIN-WS) is utilizing SQL 2000, SQL 2005, and Oracle 10g.

3.7 Active Directory (AD) Support

The Contractor shall assume full operational responsibility for managing the NCR ARNG AD forest in accordance with the applicable Army rules and regulations. The Contractor shall closely coordinate its efforts with the enterprise AD management group (presently, the NOSC). The list below includes tasks that the Contractor shall perform to provide routing administration of the NCR AD structure:

- Install, set-up, maintain and update active directory objects:
- Maintain domain plan, OU plan and other design documentation
- Trust relations with the Enterprise AD and external AD structures
- Manage NCR-level domains
- Manage site replication
- Develop plans and implement upgrade and transition to new versions of Active Directory as required
- Deploy new/retire old and move domain controllers to meet changing characteristics and user base
- Manage user accounts
- Manage groups and group policies
- Add/delete/modify objects
- Manage shared folders usage size
- Add/delete/modify Organizational Units
- Manage trust relations with other domains
- Manage AD schema
- Backup and restore AD services

At the Government's direction, the Contractor shall assume operational responsibility for additional AD structures.

All the ARNG locations are under the same AD Root, with exception of:

- Ft. Belvoir, VA
- Ft. Myer in Arlington, VA
- District of Columbia Armory in Washington, DC
- NGB Liaison offices at the Pentagon in Arlington, VA

3.8 Telecommunications Support

The ARNG operates an extensive voice telecommunication network that supports its various operations throughout the NCR. This network consists of an AVAYA Private Branch Exchange

(PBX) located at the ARNGRC with remote shelves at JP1 and Willow Oaks. The three locations are connected via leased trunk lines. There is only one PBX that has remote shelves at JP1 and Willow Oaks. The trunk lines are GFE.

Besides the standard office telephone service, this infrastructure also provides the call distribution services for the Integrated Service Center (ISC) located at the Willow Oaks Network Operations and Security Center (NOSC).

The goal of the communication support is to ensure continuous availability of the ARNG voice communication infrastructure and to provide support to the end users. The Contractor shall assume responsibility for managing this infrastructure and supporting the end users to the service levels described in the applicable SLAs.

To support these goals, the Contractor shall:

- Manage the Avaya PBX and its remote shelves as well as the Automated Call Distribution (ACD) network elements at Readiness Center, JP1 and Willow Oaks (ISC):
 - Maintain proper licenses (based on numbers of users and trunks) and warranty agreements
 - Upgrade elements as required to meet industry or functionality requirements
 - Administer changes (plan, implement, record) to the voice infrastructure
 - Maintain security
 - Maintain call restriction lists
 - Prevent toll fraud
- Manage call routing:
 - Setup, manage, and monitor call flows for the call distribution queues
 - Setup and manage call treatments and routing (based on DNIS, Caller ID, ANI, etc.)
 - Setup and manage automated attendant
- Manage voice mail:
 - Setup individual and group mailboxes and maintain their security
 - Monitor capacity and licenses
 - Maintain proper vendor support and software releases
- Manage trunk capacity local, long distance and lease network trunk lines:
 - Record and analyze traffic patterns and capacity
 - Recommend and implement changes
 - Work with external service providers
- Maintain (licenses, release, support) the call reporting package
- Perform preventive maintenance
- Troubleshooting:
 - Monitor voice system for abnormalities and potential problems
 - Troubleshoot issues as dictated to meet the applicable SLAs
 - Escalate problems to service providers
 - Accept service calls from internal and external organizations
 - Assume responsibility for problem resolution
 - Schedule maintenance windows
- Prepare for emergencies and disasters:
 - Develop call rerouting flows and the appropriate agreements with service providers
 - Maintain UPS backup
- End user support:

- Issue, install, and configure new telephone sets including cable patching and PBX/ACD programming
- Move end-users and their telephones
- Educate end-users about proper usage of available features, such as call transfers, conferencing, etc.
- Maintain NCR telephone directory for the NCR personnel both on-line and in print
- Support end-user devices (pagers, cell phones, Blackberry devices, calling cards):
 - Receive and review requests for services
 - Manage devices:
 - Issue
 - Activate
 - Decommission
 - Resolve issues – perform simple repairs and testing
 - Work with service providers to obtain replacements
 - Train end-users
 - Review bills and provide monthly billing review reports
 - Predict budgetary data
- Reporting and billing:
 - Maintain call statistics reports
 - Review local and long distance telephone bills for accuracy and fraudulent use
 - Review telecommunication services invoices
 - Maintain telephone directory for the NCR personnel
 - Develop new and maintain existing call-related reports
 - Work with the client on analyzing reports and presenting data

3.9 Engineering Support

The engineering support activities are, in general, concerned with ensuring continuous availability of IT services. This support ensures that the existing systems are operating properly and that the ARNG is able to grow the existing infrastructure (in response to changing needs or as driven by technology needs) in a manner least disruptive to the ongoing operations. The discussion below presents high-level requirements for engineering support.

3.9.1 Architecture Management Support

The goal of the Architecture Management (AM) functions is to ensure that the NCR IT architecture is in compliance with the DoD Joint Technical Architecture (JTA) requirements. To support these requirements, the Contractor shall:

- Maintain the Enterprise Architecture Model
- Assist in tool hardware and software selection
- Develop and maintain System and Technology Models
- Develop and maintain detailed diagrams of the existing IT infrastructure
- Advise the Government of the system's inefficiencies and suggest improvements

3.9.2 System Integration Support

The System Integration function is to ensure smooth integration of newly developed or new systems into the NCR's IT infrastructure. To support this function, the Contractor shall:

- Assist the developers in creating proper interfaces to the existing systems
- Work with the CM and AM teams in ensuring system's smooth transition into the existing infrastructure, including
 - Pre-deployment testing and risk assessment
 - Coordination of project-management tasks associated with the integration process
- Analyze impact of the newly integrated systems on the overall performance of the NCR's infrastructure and business processes (post implementation review)

3.9.3 ARNGRC COOP Support

The ARNG currently maintains COOP site for its RC operations in the Eastern United States. This site is configured to support limited ongoing critical systems in case of complete or partial failure of the RC facilities. The Contractor shall ensure that the COOP site and its equipment are configured in a way that would ensure continuity of operations in case of partial or full RC operations failure.

3.9.4 System Update and Software Distribution Support

The Contractor shall be responsible for creating, testing, distributing, and installing new software packages and updates to the existing applications on all supported machines. This support includes:

- Creation of SMS packages
- Distribution to the SMS packages to the appropriate machines
- Monitoring of progress and keeping track of machines receiving updates
- Manual intervention, if required

The Contractor shall also be responsible for management of the enterprise SMS system, including creation of SMS packages for the States, assistance with managing and configuration of State SMS servers and technical assistance to the State DOIMs.

3.9.5 Other Engineering Support

As part of the overall engineering services, the Contractor shall ensure that the IT systems operating within the NCR have adequate operational environment. To support this task, the Contractor shall:

- Ensure that the rooms housing equipment have adequate and high-quality power
- Ensure that the computer rooms have appropriate and fully operating cooling facilities
- Engineer UPS solution so that all critical systems will remain on line in case of power failure
- Engineer rack space to ensure adequate air flow
- Manage cables
- Consolidate servers to minimize space and power consumption
- Manage available computing resources to ensure high availability of provided services

3.10 Maintenance Support

The ARNG requires support in purchasing and managing warranty and maintenance renewal agreements for all Government Furnished Equipment (GFE) deployed in supporting the NCR

operations and end-users (servers, desktops, networking equipment, licenses, etc.). To provide the required services, the Contractor shall:

- Ensure that all equipment and systems within the NCR are properly maintained and covered by current and appropriate maintenance support agreements
- Act as a liaison between the Government and maintenance providers
- Assist the Government in negotiating maintenance support agreements with either the original manufacturers or other suppliers
- Assist the Government with processing of maintenance invoices
- Ensure that obsolete equipment is removed from service and the maintenance support
- Monitor usage of licensed software and advise the Government on the required number and type of licenses

The Government purchases the maintenance agreements.

3.11 Training Support

The Contractor shall provide training to the end-users as requested by the COTR. The training shall include both the traditional instructor-led classroom training as well as on-line training. The training shall cover a wide range of topics from usage of Commercial Off-The Shelf (COTS) and Government-specific products to security awareness. To support the training requirements, the Contractor shall:

- Solicit training needs from the NCR end users
- Develop training curriculum and materials
- Manage enrollment
- Schedule training rooms and sessions
- Keep track of staff training records

The ARNG wants to ensure that its members are properly trained to use the IT tools provided to them. To support the training mission, the Contractor shall:

- Conduct assessment of user training requests
- Schedule and/or conduct classes to enhance functional groups' technical proficiency
- Maintain detailed records of training plans, designs, and feedback
- Aid in the development and revision of training documents
- Research, design and conduct training sessions as required for commercial and ARNG-specific applications and systems
- Answer trouble tickets for training related issues

The Contractor shall schedule classrooms, prepare handouts, prepare lesson plans, prepare computers, and help with registration for each class. The instructor may cancel a class when three or fewer students are registered. Otherwise, the class will be conducted, except in an emergency situation. If a class is cancelled, either for an emergency or because of a lack of students, the Contractor will notify the students, and help them to obtain the training during another scheduled session.

The Government provides Microsoft SharePoint 2003 and beginning MOSS 2007 content management training to 8 – 10 students per month. Training should be made available to Guard

service members and Government civilians at the training facilities in ARNG RC and JPI. Training varies based on the need. Training typically is a full month with one training session per day.

3.12 Security Management Support

The objective of the Security Management function is to ensure security of the NCR's computing environment, including the network elements, NCR-specific and enterprise servers and workstations as well as user access to these resources. The Security management support function also includes the Computer Emergency Response Team (CERT) support functions. To support these function, the Contractor shall:

- Follow and implement security policy including the DOD Information Assurance Certification and Accreditation Process (DIACAP) and former DOD Information Technology (IT) Security Certification and Accreditation Process (DITSCAP), 5200.40 and AR 380-5, AR 25-2, AR 380-40, AR 380-53, and AR 380-67 regulations, compliance with applicable IAVM requirements
- Create/delete/alter end user network access accounts based on requests received from the granting authority
- Create/delete/alter machine and application network access accounts based on requests received from the granting authority
- Maintain information about users and their accounts in a central database
- Proactively obtain and work with the Server Support group in distributing Anti-Virus software updates
- Conduct risk assessments
- Enforce password policies (such as frequency of change) and complexity rules and periodically test for weak passwords
- Provide CERT-specific support, including:
 - Ensure that NCR computing environment is in compliance with the Information Assurance Vulnerability Alert (IAVA) by processing IAVA alerts and scanning machines for vulnerabilities
 - Respond to and report all incidents concerning intrusion and virus infections
 - Install and administer Intrusion Detection System (IDS) and/or Intrusion Prevention Systems (IPS)
 - Create and update firewall rules to accommodate access to appropriate data sources
 - Install new and upgrade existing firewalls
 - Develop appropriate firewall rules
 - Conduct daily local vulnerability scans for all systems
 - Coordinate efforts with the NGB CERT group
 - Create and submit appropriate security-related reports, such as required by IAVA, intrusion, virus infection incidents, and others as requested by the customer
- Update the System Security Authorization Agreement (SSAA) and its attachments annually, or as requested, by the customer
- Report changes to the minimum security baseline to Designated Approval Authority (DAA)
- Maintain 90 days of logs on all Critical, Mission Essential systems and all servers
- Review audit logs daily and report abnormalities to the Government

3.13 Classified Systems

The classified Systems section provides customer desk-side computer support for the ARNGRC and JP1 to include the following:

- Defense Messaging System (DMS) installation for classified workstation systems
- Software installation and troubleshooting on classified workstation systems
- SIPRNET connectivity

The Contractor shall provide the following classified computing services:

- Administrative support for authorized users to access classified systems (account management and login support)
- Install classified workstations and support equipment where needed, including within LAN closets and on desktops in secure work areas.
- Work with cable installers to connect user workstations to the secure LAN
- Submit required paperwork for work area accreditation for SIPRNET in JP1
- Responsible for control access to SIPRNET LAN closets
- Ensure physical protection of the classified work environments and infrastructure
- Provide after-hours support for circuit outage problems
- De-install and remove classified systems

The contractor will be provided appropriate SIPRNET accounts to support the classified systems. The contractor shall ensure the proposed personnel have an appropriate security clearance. The number of classified ARNG workstations and accounts to be supported is approximately 180 with 10% in annual growth.

3.14 Video Conferencing Operations Services

The video operations support includes the management and maintenance of the NCR's extensive video teleconferencing facilities. Currently, the ARNG maintains audio and video equipment in approximately 20 multi-purpose rooms at the JP1 and ARNG facilities. The NCR personnel use video teleconference services extensively in support of the NGB's Distributed Training Technology Project (DTTP), to maintain video communications with the Guard troops stationed throughout the world as well as to coordinate effort (both classified and SBU) among its various locations and units.

The Contractor shall provide VTC-related support to all VTC-equipped multi-purpose rooms located at JP1 and ARNGRC facilities. Sporadically, the Government may require VTC assistance at places other than the JP1 and ARNGRC, but still within the NCR. The Contractor shall support these requirements to the same extent and performance levels as at the established locations.

To support the video telecommunication operations, the Contractor shall:

- Coordinate and schedule multi-purpose conference room
- Conduct direct support for users of multi-purpose rooms and the Command conference room, including operation and maintenance of the Audio/Visual (AV) equipment
- Troubleshoot equipment issues encountered while using the video rooms
- Perform preventive maintenance on all equipment in the VTC rooms

- Coordinate connectivity and configuration issues with the NGB's Video Operations Center (VOC), the NGB DTTP office and DISA
- Setup new equipment and integrate it with existing systems
- Coordinate upgrade and fix activities with the manufacturers
- Setup new rooms and conference centers

3.15 Filming and Still Photography Services

The Contractor shall provide filming and still photography of major ARNG/DoD events occurring throughout the NCR region. Specifically, the Contractor shall:

- Create printed/on-line materials advertising the event
- Travel to the events
- Provide video and still photography record of the proceedings
- Edit the video and still photography
- Make the video and audio materials available for distribution via electronic means
- Create and produce printed brochures

Annual workload is approximately three man years which includes after hours and weekend support.

3.16 ARNGRC Video Displays Maintenance

The ARNGRC management uses the electronic display boards located throughout the Readiness Center building as means to disseminate real-time information about ongoing events and announcements. The contractor shall assist in managing this infrastructure by providing the following services:

- Installation of the new bulleting boards
- Maintenance of the existing units
- Wiring to the boards
- Development of the display content

Hardware maintenance contracts will be furnished by the Government.

3.17 Specialized On-Site Support

The Chief of Staff and as well as the Recruitment functional areas within the ARNG (located at ARNGRC and JP1) provide highly critical support to the ongoing military operations. As such, these offices have a need for a more "dedicated" on-site IT services. The overall technical scope of services to be provided is the same as the standard on-site end-user and back office support that the Contractor will be providing to the general end-user population. However, there is a need to ensure that issues reported by members of these organizations are resolved in an expeditious manner by a dedicated support staff. The Contractor shall present means of providing this "dedicated" support for these two offices as part of its overall support organization.

This specialized support is required during the core business operational hours as defined in section 1.5 of this document.

4. ARNG Enterprise Processing Center Support Requirements

The Enterprise Processing Center (EPC) is a data processing center that hosts a multitude of ARNG-wide applications. The EPC is a secure facility located within the ARNGRC building. It hosts approximately 260 servers along with dedicated communication, security access control and power systems. The contractor shall be responsible for managing all aspects of this facility, ensuring that the software and systems supporting it are operational to the specifications required by the customers. The contractor shall also assist the customers with changes to the existing applications and incorporating new applications into the EPC environment.

As of December 2007, the EPC is hosting approximately 260 Windows and UNIX servers along with HP SAN solution. These machines are used to host various secure and unsecured applications, Web portals and database, including:

- 37 instances of Oracle db
- 23 instances SQL db
- 2 instances of Sybase db
- 2 Instances of Informix db

As previously stated, the contractor shall provide full life-cycle support to the applications and systems operating within the ECP. In addition, the contractor shall provide project support for new applications and enhancements to the existing ones.

The Contractor shall maintain software and application performance to the levels required by the customers. This support also includes application troubleshooting.

The contractor shall ensure that all EPC hardware is operational and covered by the appropriate support agreements. In the event of hardware failure, the contractor shall work with vendors to fix affected machines. In addition, the contractor shall be responsible for destruction of HW containing secure information. The contractor shall plan and execute life cycle replacements of all hardware in the EPC.

The contractor shall maintain the operating systems to the approved security and release levels. The contractor shall test and apply all patches and updates in a timely fashion as required by the Government.

The contractor shall provide database support to all databases operating within the EPC. This support includes creation, modifications and security of the databases, creation of appropriate schemas, maintaining user access, etc.

The contractor shall support content updates on the Web services hosted in the EPC.

The contractor shall maintain security access to the EPC, including firewalls and firewall rule management. This support also includes monitoring of activity and working with the Security Group in isolating incidents.

The contractor shall manage the EPC physical plan, including Local Area Network (LAN), power, power backup, etc.

The contractor shall provide project support and engineering services associated with bringing in new or making changes to the existing applications. This function requires the contractor to interface with the customers, planning for expansion, testing new solutions, and implementation of support.

The contractor shall maintain physical inventory of all systems and infrastructure operating within the EPC. This information shall support all configurations and change management processes as dictated by the Government.

The Contractor shall maintain and engineer EPC's physical plans including power and air conditioning systems as well as racks and cable plants.

4.1 Core Hours Support

The contractor shall provide the appropriate technical level of support (maintenance and troubleshooting) from 0600 to 1800 Monday through Friday. On-call as well as occasional on-site support is required during other times (weekends and holidays). The Government will provide as much advanced notice as possible when extended coverage hours are required. Please note, the Government expects approximately 75% of all maintenance work, which requires applications or systems to be taken off-line, to be performed during low utilization periods, usually between the hours of 2200 to 0500. In addition, the contractor shall provide technical project management for system upgrades, enhancements and introductions of new applications, configurations and asset management system integration support for multiple simultaneous projects.

4.2 24x7 On-Site Support (ARNG Optional Item)

The Contractor shall provide optional 24x7 on-site support to the EPC. The Contractor shall provide the same level of service as that described in section 4.1 above.

5 Reserved

6 ARNG Software Engineering Support (ARNG Optional ITEM)

The ARNG utilizes a variety of custom applications to support its daily operations. The Contractor shall assume responsibility for developing and maintaining these new applications. The approach at a minimum shall support requirements analysis, architecture development and planning, software development, testing, training, implementation and deployment, patch management plan, and patch development, testing and implementation. Government review and approval at the appropriate decision points within this process shall be required. Specifically, the Contractor shall:

- Work with Government to establish requirements for each application
- Maintain project schedule for all development projects
- Identify the needs for database-related tools and applications
- Implement user requirements
- Provide training for application as directed by the Government

The applications and systems currently supported include:

- JASMS
- National Guard Bureau Joint Financial Management System (JFMS)
- National Guard Bureau Computer Aided Facilities Management System (CAFM)
- Emergency Message System using EPOP Administrative Server/Client
- JP1Net Intranet Website
- CMDB
- NCR Portal
- NCR DOIM Intranet

Due to limited office space in the existing Government facilities, the Contractor shall perform this work at the contractor's facilities.

The ARNG currently manages between 40-50 applications, recorded in the Army Portfolio Management Solution (APMS). Many of the applications in this repository require reengineering to make them accessible from the Web while enforcing CAC encryption.

The government anticipates some of the existing applications will be subsumed by new and improved DoD or other higher headquarters applications therefore reducing the quantity of applications requiring software engineering support.

GFE is intended to be provided for on-site contractor support. Due to the complexity of developing software and applications, which must reside on the government's hardware, the government will negotiate with the offeror which hardware components will be provided for off-site contractor support. The government reserves the right to limit the number and type of equipment it must provide to the offeror.

7. ARNG Web Services Support (ARNG Optional Item)

The Contractor shall provide application development for web content management, web training, software applications, database applications, web services and other solutions, to include all the associated activities required to develop, integrate, and implement the web environment. Maintenance and Sustainment efforts for Web services are included in as non-optional Server support as identified in section 3.4. Extended hours of support can be required when web service outages occur.

Web services are a collection of protocols and standards used for exchanging data between applications or systems. The software applications are written in various programming languages and platforms that use web services to exchange data over computer networks through the internet. The "web services" XML standards used are Web Services Description Language (WSDL), Universal Description Discovery and Integration (UDDI), and Simple Object Access Protocol (SOAP).

The contractor shall maintain and update all web services pertaining to Guard Knowledge Online (GKO) – NIPRNET (GKO), SIPRNET (GKO-S), National Guard Bureau (NGB) public site and the Army National Guard Public Site (ARNG-Public).

Specifically, the Contractor shall provide the following services:

- .NET Web Services
- Web content management
- Web architecture and design
- Maintenance of the baseline web infrastructure
- Web trends analysis
- Software and hardware architecture and design
- Software development
- Software upgrades
- Database management
- Hosted customer support
- Installation, configuration, and test of operating systems, application and GOTS software.

The Contractor shall perform daily maintenance to include but not be limited to:

- information taxonomy
- sustain database
- site search features
- user home page customization
- web application development
- analysis and design
- end user training on web services content
- maintain/update top level web pages
- sustain documentation and incorporate updates/changes in the DIACAP

Web Services Support shall be provided to customers in a timely manner. Quick analysis of a customers request followed by a timely resolution to correct problems, update portals, provide

new service(s) or web development is required. Availability of the contractor to support web servers after duty hours and during emergencies is required. These are customer service portals and quick turn-a-round is of paramount importance. Documentation will be provided, as well as timely enhancements to the portals that will ensure full integration with Army Knowledge Management guidance.

The contractor shall support the following listing of web sites and applications:

Guard Knowledge Online (GKO): <https://gko.ngb.army.mil/Login/welcome.aspx>

GKO-SIPR (GKO-S): classified system

ARNG Public Site: <http://www.arng.army.mil/default.aspx>

NGB Public Site: <http://www.ngb.army.mil/default.aspx>

GKO applications: quantity 29; AcquiLine-PR Web, AKO Reports, Announcements, ARNG DA Photo Appointment Scheduler, Cert Analysis, Conference Room Scheduler, DEERS Case Tracking System, Eagle Issues, e-Mentoring, Forum-CKO, Forum-Dev, Forum-IMC, Forum-Intel, Forum-J2, Forum-SA, Forum-Testing, Forum-Web, GKO Account Management and Helpdesk Tool, IAVA, ICRMP, J6 Joint Calendar, NCR Training, Network Message Alert, NG Phone Book, ODC Elimination Plan Application, Officer Evaluation Report Status, Operation Total Recall, Postage Accountability, Print Plan Report, and Weekly SITREP.

GKO-S Application: quantity 1, classified system application.

AIN-WS supports four separate sites, Guard Knowledge Online (GKO), GKO-SIPR (GKO-S), ARNG Public Site (ARNG PS) and NGB Public Site (NGB PS) with three of the four running on Microsoft SharePoint 2003 and being migrated to MOSS 2007. GKO support a user environment of 155,000 users and GKO-S supports 2500 users. ARNG PS and NGB PS content is managed by the respective Public Affairs Officers and are publicly accessible sites. AIN-WS does not maintain/update user content and leaves those responsibilities to the user/content managers of each organization. The Government does create templates that organizations will use to post their content on to include custom graphics.

There are currently twenty nine applications developed and supported by AIN-WS that are infrequently modified. Modification requirements to those applications must be approved by the Information Technology Requirements Board (ITRCB) before support begins.

8. ANG Operations support Requirements

This section defines Air National Guard requirements for supporting its IT operations and end users located at the ANG Readiness Center (ANGRC), ANG offices at the Jefferson Plaza 1 (JP1) office complex in Crystal City, VA and the ANGRS COOP installation.

The Contractor shall be responsible for managing all IT equipment and systems operating with the ANG NCR environment as well as supporting end-users of this equipment. The Contractor shall be required to provide initial end user interface through a traditional Tier 1 help desk operation as well as hands-on (Tier 2) support along with administration and engineering services (Tier III). The ANG help desk is located at the ANGRS located at Andrews AFB.

8.1 End User Help Desk Support

The contractor shall provide live telephone Tier 1 help desk during the operational hours. This help desk will accept end-users' request for service, record the request or problem and attempt the resolution. If the agent handling the request cannot resolve the issue, the contractor shall ensure that this issue is escalated to the appropriate personnel. To properly handle incoming requests, the contractor shall:

- Provide live telephone coverage during the core hours of service via an ACD system
- Answer calls in the order they are received in accordance with applicable SLAs
- Greet the customer
- Verify existing or obtain new end user information:
 - First and Last Name
 - Location and address
 - Organization
 - Contact information:
 - Email address
 - Phone number(s)
- Identify the nature of the problem and correctly classify it
- Record any additional information obtained from the end user
- Assign priority
- Provide the end user with a ticket number
- Escalate the trouble tickets, as required, by assignment to the appropriate group
- Update trouble tickets as required by the SLAs
- Maintain status of all open trouble tickets and escalate as required
- Update the end users with progress of the problem resolution through the trouble ticket updates and orally, as requested
- Check the assigned tickets queue on regular basis throughout the support hours
- Check for requests coming through the Web site, email and Fax on regular basis and create trouble tickets based on these requests
- Verify problem resolution with the end user
- Provide advise and guidance to the end users regarding restoration of interrupted service

The contractor shall use a customized version of the Remedy Corporation's Action Request System (ARS) as the standard Trouble Ticketing System (TTS) for handling trouble tickets. This system will be furnished by the ARG. The contractor will be provided access to the system

through Remedy client software loaded on the appropriate workstations or via a Remedy Web interface.

8.2 On-Site End User Support

The Contractor shall be responsible for on-site support of computer devices (desktops, laptops, handheld devices) and associated software at the locations listed in Section 1 of this PWS. There are approximately 1,600 ANG computer devices being supported on the network. The majority of these systems are at the ANGRC.

To support these, the Contractor shall:

- Install and configure devices
- Install and configure software elements including the operating system (OS)
- Maintain and upgrade software elements, including the OS
- Move existing devices
- Troubleshoot software and hardware issues
- Assist end users with application usage questions and concerns
- Maintain proper version of the installed software elements, including bug fixes, security patches, and anti-virus updates
- Backup and restore selected desktops
- Assist in developing and maintaining standard configurations for desktops and laptops
- Ensure that the Government is aware of improperly performing equipment and assist on replacement/repair of such equipment
- Perform hardware maintenance on equipment that is maintain in-house

8.3 Local and Metropolitan Area Network Support

The Contractor shall be responsible for monitoring and managing the entire NCR LAN infrastructure at the locations listed in Section 1 (approximately 110 network elements (switches, routers and firewalls) not including servers) according to the operational goals outlined in the SLA document. Specifically, the Contractor shall:

- Proactively monitor network elements/assets (including servers) to detect and identify network problems
- Troubleshoot and resolve any issues identified or reported
- Manage capabilities and performance of all network elements
- Proactively plan system enhancements and expansion
- Perform configuration management activities
- Ensure operational reliability, maintainability, and availability of network elements/assets
- Assist ANG Network Operations Center (NOC) staff with equipment moves, installations, upgrades and troubleshooting
- Proactively analyze system performance to identify potential issues, problems and capacity
- Propose enhancements to ensure compliance with ANG, Air Force and other DoD rules and regulations
- Notify all users of planned and unplanned outages and interruptions that affect end-user service

- Notify appropriate Government personnel and users of all network problems and alarms as specified in the SLA
- Provide all users with periodic updates of ongoing corrective actions, and notification of the final corrective action
- Provide LAN connectivity to the desktop
- Provide remote access support to the NCR end users
- Maintain/upgrade existing or install new data communication elements, i.e., hubs, routers, switches and servers
- Maintain Internet Protocol (IP) address range configurations
- Maintain wiring closets (equipment rooms), including detailed diagrams, labeling of all cables and removing unused connectors
- Provide MAN connectivity between NCR locations
- Provide remote access support to the NCR end users
- Maintains access to NIPRNET and SIPRNET
- Maintain trust relations and interconnectivity with the States and other DoD agencies
- Extend LAN cables as required by facility expansions and moves/changes
- Resolve issues involving end user's inability/problems with logging into the network elements, including authentication to the domain controller and access to distributed applications. This support also includes profile setups.
- Support users in adding new or deleting/altering accounts
- Manage access control to networking elements

8.4 Server Support

The Contractor shall be responsible for maintaining operational capability of all network servers within the NCR environment. There are approximately 110 servers operating within the ANG NCR providing the following services:

- Email (Exchange and the Defense Messaging System (DMS))
- Web Services (SharePoint)
- Database
- Print/File servers
- Active Directory Domain Controllers
- Dynamic Host Configuration Protocol (DHCP) Servers
- Domain Name Servers
- Storage Area Network (SAN)
- Remedy Action Request System
- Citrix
- Server Management System (SMS)
- Training classroom servers

To maintain operational capability of the above mentioned servers, the Contractor shall:

- Monitor servers and gather performance data on servers for analysis
- Perform utilization analysis on existing machines and provide suggestions for upgrades and/or replacement

- Perform general system administration activities
- Perform repairs, upgrades, modifications as required
- Maintain proper version of all software elements, including bug fixes and security patches
- Maintain and update virus filtering and configuration
- Maintain end user access to the servers
- Manage software backup/restore process and storage of backed up data
- Manage software distribution
- Recommend new servers when necessary including specifying the configurations and performing hardware and software compatibility assessments
- Install and configure new servers as required
- Maintain cable plant associated with servers including rack diagrams and cable layouts
- Perform system testing and troubleshooting of servers as required
- Develop and maintain server and software services administration, start-up, stop, maintenance and troubleshooting procedures
- Configure and manage off-site storage of backup, including backup of relevant data, encryption of relevant backup data and restoration
- Implement security and access controls

8.5 Email Services Support

The availability of email services are of utmost importance to the NCR users. The Contractor shall be responsible for managing the enterprise elements of the unclassified and classified NCR email service. The NCR currently uses Microsoft Exchange and Defense Messaging Systems (DMS). To ensure high availability of the Exchange and Defense Messaging Systems the Contractor shall:

- Install, set-up, maintain and update e-mail systems
- Manage email infrastructure, Storage Area Network clusters, and e-mail integrated applications:
 - Outlook Web Access (OWA) server
 - Blackberry Enterprise server
 - 3rd-party mail-enabled applications
- Maintain interoperability with the Enterprise Bridgehead servers
- Coordinate with Enterprise-level administrators with troubleshooting and issue resolution
- Manage (created, modify, delete and set permissions) Exchange and DMS mailboxes and folders, both private and public
- Manage (create, modify, delete) email address groups
- Maintain Global Address List (GAL) replication
- Maintain capability for DMS encryption and electronic signature
- Create, delete and set permissions on private and public mail boxes and folders
- Add/delete users to/from public folders
- Create, alter and remove distribution lists
- Develop and distribute Outlook startup scripts
- Perform system testing and troubleshooting on the E-mail systems as required

- Develop plans and implement upgrade and transition to new versions of Exchange and DMS as required
- Manage operations and ownership of Blackberry devices (Number of Blackberries is 450 – 500)

8.6 Web Services Support

To maintain high availability of both internal and external Web services as well as to provide updated content, the Contractor shall:

- Install, set-up, maintain and update web services software
- Monitor Web service performance and suggest upgrades, as required
- Maintain user access profiles
- Perform system testing and troubleshooting on the web systems as required
- Develop plans and implement upgrade and transition to new versions of web services as required
- Install and maintain PKI certificates
- Manage content and update as required

8.7 Database Support

The function of the database administration is to ensure integrity and availability of data to end users as well as applications and other systems. To support these objectives, the Contractor shall:

- Support database planning and creation based on requirements supplied by internal and external organizations
- Manage user/machine accounts and their privileges
- Work with the Server Management team to ensure database availability and backup/restore
- Develop and maintain database startup and stop procedures and scripts
- Issue, maintain, delete, and disable User IDs and passwords
- Reset passwords
- Troubleshoot user problems with databases
- Assist users with obtaining data from the databases
- Maintain documentation about data structures

8.8 Active Directory (AD) Support

The Contractor shall assume full operational responsibility for managing the NCR ANG AD forest in accordance with the applicable Air Force rules and regulations. The Contractor shall closely coordinate its efforts with the enterprise AD management. The list below includes tasks that the Contractor shall perform to provide routing administration of the NCR AD structure:

- Install, set-up, maintain and update active directory objects:
- Maintain domain plan, OU plan and other design documentation
- Trust relations with the Enterprise AD and external AD structures
- Manage NCR-level domains
- Manage site replication

- Develop plans and implement upgrade and transition to new versions of Active Directory as required
- Deploy new/retire old and move domain controllers to meet changing characteristics and user base
- Manage user accounts
- Manage groups and group policies
- Add/delete/modify objects
- Manage shared folders usage size
- Add/delete/modify Organizational Units
- Manage trust relations with other domains
- Manage AD schema
- Backup and restore AD services

At the Government's direction, the Contractor shall assume operational responsibility for additional AD structures.

8.9 Engineering Support

The engineering support activities are, in general, concerned with ensuring continuous availability of IT services. This support ensures that the existing systems are operating properly and that the ANG is able to grow the existing infrastructure (in response to changing needs or as driven by technology needs) in a manner least disruptive to the ongoing operations. The discussion below presents high-level requirements for engineering support.

8.9.1 Architecture Management Support

The goal of the Architecture Management (AM) functions is to ensure that the NCR IT architecture is in compliance with the DoD Joint Technical Architecture (JTA) requirements. To support these requirements, the Contractor shall:

- Maintain the Enterprise Architecture Model
- Assist in tool hardware and software selection
- Develop and maintain System and Technology Models
- Develop and maintain detailed diagrams of the existing IT infrastructure
- Advise the Government of the system's inefficiencies and suggest improvements

8.9.2 System Integration Support

The System Integration function is to ensure smooth integration of newly developed or new systems into the NCR's IT infrastructure. To support this function, the Contractor shall:

- Assist the developers in creating proper interfaces to the existing systems
- Work with the CM and AM teams in ensuring system's smooth transition into the existing infrastructure, including:
 - Pre-deployment testing
 - Coordination of project-management tasks associated with the integration process
- Analyze impact of the newly integrated systems on the overall performance of the NCR's infrastructure and business processes (post implementation review)

8.9.3 ANGRC COOP Support

The ANG currently maintains COOP site for its RC operations in the Eastern US. This site is configured to support limited ongoing critical systems in case of complete or partial failure of the RC facilities. The Contractor shall ensure that the COOP site and its equipment are configured in a way that will ensure continuity of operations in case of partial or full RC operations failure.

8.9.4 System Update and Software Distribution Support

The Contractor shall be responsible for creating, testing, distributing, and installing new software packages and updates to the existing applications on all supported machines. This support includes:

- Creation of SMS packages
- Distribution to the SMS packages to the appropriate machines
- Monitoring of progress and keeping track of machines receiving updates
- Manual intervention, if required

8.9.5 Other Engineering Support

As part of the overall engineering services, the Contractor shall ensure that the IT systems have adequate operational environment. To support this task, the Contractor shall:

- Ensure that the rooms housing equipment have adequate and high-quality power
- Ensure that the computer rooms have appropriate and fully operating cooling facilities
- Engineer UPS solution so that all critical systems will remain on line in case of power failure
- Engineer rack space to ensure adequate air flow
- Manage cables
- Consolidate servers to minimize space and power consumption
- Manage available computing resources to ensure high availability of provided services

8.10 Maintenance Support

Although all ANG systems are purchased with warranties and support contracts, it is the responsibility of this function to ensure personnel's computer systems and peripherals are set up properly and are functional. The Contractor shall ensure Government personnel are notified prior to the expiration of any service or warranty coverage on all systems at a minimum of six (6) months prior to the expiration. Should systems under warranty need to be replaced, Contractor shall facilitate this replacement by contacting the Original Equipment Manufacturer (OEM) and arranging for replacement.

The Government purchases the maintenance agreements.

For ANG, the volume of equipment to be set up is 600 systems/year. The volume of warranty replacements to be coordinated is 200/year.

8.11 Training Support

The Contractor shall provide training to the NCR end users as requested by the COTR. The training shall include both the traditional instructor-led classroom training as well as on-line

training. The training shall cover a wide range of topics from usage of Commercial Off-The Shelf (COTS) and Government-specific products to security awareness. To support the training requirements, the Contractor shall:

- Solicit training needs from the NCR end users
- Develop customized training curriculum and materials
- Manage enrollment (scheduling, registration, cancellation, editing) by phone, email and walk-in
- Schedule training rooms
- Keep track of staff training records
- Conduct classroom instructions

The ANG wants to ensure that that its members are properly trained to use the IT tools provided to them. To support the training mission, the Contractor shall:

- Conduct assessment of user training requests
- Schedule and/or conduct classes to enhance functional groups' technical proficiency
- Maintain detailed records of training plans, designs, and feedback
- Aid in the development and revision of training documents
- Research, design and conduct training sessions for COTS and ANG-specific systems and applications, as required:
- Answer trouble tickets/inquiries for training related issues
- Develop "How-To" end-user guides

The Contractor shall schedule classrooms, prepare handouts, prepare lesson plans, prepare computers, and help with registration for each class. The instructor may cancel a class when three or fewer students are registered. Otherwise, the class will be conducted, except in an emergency situation. If a class is cancelled, either for an emergency or because of a lack of sufficient number of students, the Contractor will notify the students and help them obtain the training during another scheduled session.

8.12 Security Management Support

The objective of the Security Management function is to ensure security of the NCR's computing environment, including the network elements, NCR-specific and enterprise servers and desktops/laptops as well as user access to these resources. The Security management support function also includes the Computer Emergency Response Team (CERT) support functions. To support these function, the Contractor shall:

- Follow and implement security policy including the DOD Information Assurance Certification and Accreditation Process (DIACAP) and former DOD Information Technology (IT) Security Certification and Accreditation Process (DITSCAP), 5200.40 and AR 380-5, AR 25-2, AR 380-40, AR 380-53, and AR 380-67 regulations, compliance with applicable IAVM requirements
- Create/delete/alter end user network access accounts based on requests received from the granting authority
- Create/delete/alter machine and application network access accounts based on requests received from the granting authority
- Maintain information about users and their accounts in a central database

- Proactively obtain and work with the Server Support group in distributing Anti-Virus software updates
- Conduct risk assessments
- Enforce password policies (such as frequency of change) and complexity rules and periodically test for weak passwords
- Provide CERT-specific support, including:
 - Ensure that NCR computing environment is in compliance with the Information Assurance Vulnerability Alert (IAVA) by processing IAVA alerts and scanning machines for vulnerabilities
 - Respond to and report all incidents concerning intrusion and virus infections
 - Install and administer Intrusion Detection System (IDS) and/or Intrusion Prevention Systems (IPS)
 - Create and update firewall rules to accommodate access to appropriate data sources
 - Install new and upgrade existing firewalls
 - Develop appropriate firewall rules
 - Conduct local vulnerability scans
 - Coordinate efforts with the NGB/Air Force CERT
 - Create and submit appropriate security-related reports, such as required by IAVA, intrusion, virus infection incidents, and others as requested by the customer
- Update the System Security Authorization Agreement (SSAA) and its attachments annually, or as requested, by the customer
- Report changes to the minimum security baseline to Designated Approval Authority (DAA)
- Maintain 90 days of logs on all Critical, Mission Essential systems and all servers

8.13 Classified Systems

The classified Systems section provides customer desk-side computer support for the ANGRC and JP1 to include the following:

- DMS Installation for Classified Workstation Systems
- Software Installation and Troubleshooting on Classified Workstation Systems
- SIPRNET Connectivity

The Contractor shall provide the following classified computing services:

- Administrative support for authorized users to access classified systems (account management and login support)
- Install classified workstations and support equipment where needed, including within LAN closets, and on desktops in secure work areas.
- Work with cable installers to connect user workstations to the secure LAN
- Submit required paperwork for work area accreditation for SIPRNET in JP1
- Responsible for control access to SIPRNET LAN closets
- Ensure physical protection of the classified work environments and infrastructure
- Provide after-hours support for circuit outage problems

- De-install and remove classified systems

The contractor will be provided appropriate SIPRNET accounts to support the classified systems. The contractor shall ensure the proposed personnel have an appropriate security clearance. The number of classified ANG workstations and accounts to be supported is approximately 90 with 10% in annual growth.

8.14 Remedy System Engineering and Support

The Contractor shall assume responsibility for managing and enhancing the ANG's Remedy-based Trouble Ticketing (TT) system. To provide the appropriate support, the Contractor shall:

- Maintain appropriate end-user and server licenses
- Maintain communication with the database
- Archive unused data
- Work with the end-users to develop enhancement requirements
- Develop new/alter existing schemas
- Maintain back-up version of the current system
- Test and deploy new releases and upgrades
- Maintain configuration and change documentation

9. Government Directed Initiatives Requirements

The Government may task the Contractor to perform additional initiatives, which may come about due to changing technology needs or are based on additional requirements identified by the Government. The Contractor shall provide appropriate technical and project management personnel to fulfill the requirements of these specific tasks. The Government will provide the Contractor with the requirements of these tasks and will work with the Contractor in managing the work progress. Due to the potentially complex nature of these initiatives, the Contractor may be expected to work in a multi-vendor environment.

9.1 Purpose

The Government Directed Initiatives are those that are either requested by the Government or are requested by the Contractor and approved by the Government. These initiatives may be initiated in response to special needs that may arise due to changing Government needs or needs driven by major industry developments or customer directives.

9.2 Project Management

These initiatives will be limited in direction and scope and will be managed as separately definable and self contained work efforts with a pre-defined time line, requirements and success criteria. The initiatives may be managed by the Government staff using Contractor personnel or may be fully outsourced to the Contractor for execution and management. In either case, the initiatives shall be bounded by schedule and budget.

9.3 Scope

The initiatives in this category may deal with all aspects of enterprise and business operations with a special emphasis placed on expanding the enterprise.

9.4 Directed Initiatives Initiation and Oversight

These directed initiatives will be initiated using an Optimization Plan document. This document shall be developed by the Contractor and must define the work to be accomplished along with the desired outputs and time lines. The Contractor will be given an opportunity to propose work effort and approach along with cost proposal required to meet the objectives in the time allotted. The Government will review the Contractor's proposal and make the go/no-go decision.

All task order modifications will be reviewed and approved by the Contracting Officer prior to additions and/or changes being implemented.

Further details about the Optimization Plan documentation can be found in the Deliverables section of this task order.

SECTION F – DELIVERABLES

1. Submission Requirements

The following table lists the requirements for providing plans, technical documentation, and reports to the Government. The Contractor must obtain the Government's approval (in writing) prior to making any changes to the requirements.

Many deliverables require Government approval before they can be implemented. The Government reserves the right to take up to ten working days to review any deliverable that must have Government approval. During that time period, the Government will either provide the Contractor with documented approval or return the document, with comments, for revision by the Contractor. The Contractor will make the changes requested by the Government or engage in a discussion about the deliverable with the Government managers. Whenever the Contractor provides a revised document, the Government will have another ten working day period to review it.

Please note that not all deliverables are required by both clients (ARNG and ANG). Upon award of the task order, the Government will work out the details of these deliverables with the Contractor.

Table 1. Deliverables Submission Requirements

Item	For Details, See Section	Submission	Update Requirements	Medium
Availability Management Plan	2.1	Draft plan within 60 calendar days after task order award. Revised plan 15 calendar days after Government comments. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations or service level requirements.	Softcopy, Hardcopy
Asset and Configuration Management Plan	2.2	Draft plan due 60 calendar days after task order award. Contractor to provide revised configuration management plan within 15 calendar days after receiving Government comments. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations, or service level requirements.	Softcopy, Hardcopy
Capacity Management Plan	2.3	Draft plan within 180 calendar days after task order award. Revised plan 15 calendar days after Government comments. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations, or service level requirements.	Softcopy, Hardcopy
Change Management Plan	2.4	Draft due 60 days after Task Order award. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations, or service level requirements.	Softcopy, Hardcopy
COOP	2.5	Draft plan within 120 calendar days after task order award. Revised plan 15 calendar days after Government comments. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations, or service level requirements.	Softcopy, Hardcopy
Contractor Security Plan	2.6	Draft plan due 60 calendar days after task order award. Contractor to provide revised security plan within 15 calendar days after receiving Government comments. Government approval is required prior to implementation.	Update trigger: Yearly	Softcopy, Hardcopy
Optimization Plans	2.7	A baseline document is due within 180 calendar days after task order award. Thereafter, submit as part of an ongoing effort to improve operations or as required by the Government.	Update trigger: As changes in the operations or requirements dictate.	Softcopy, Hardcopy
Program Management Plan	2.8	Draft plan due 60 calendar days after task order award. Contractor to provide revised program management plan within 15 calendar days after receiving Government comments. Government approval is required prior to implementation.	Update trigger: Yearly	Softcopy, Hardcopy

Item	For Details, See Section	Submission	Update Requirements	Medium
Risk Management Plans	2.9	Draft is due 180 calendar days after task order award. Revised version due 15 calendar days after Government comments. Government approval is required prior to implementation.	Update trigger: Yearly or as changes in the operations dictate.	Softcopy, Hardcopy
Security Test and Evaluation Plans	2.10	First draft is due 60 calendar days before system re-accreditation is due. Government approval is required prior to implementation.	Update trigger: As required for systems security re-accreditation.	Softcopy, Hardcopy
Asset Management Report	3.1	First report within 5 calendar days after first baseline configuration implemented.	Update Trigger: Quarterly	Softcopy, Hardcopy
Daily System Status Report	3.2	Beginning 2 nd month after task order award.	Daily	Softcopy, Hardcopy
Monthly Program Status Report	3.3	Monthly. The first report is due at the end of the first month after task order award.	Update Trigger: Monthly	Softcopy, Hardcopy
Security Incident Report	3.4	Individual incident report, 24 Hours after incident. Monthly summary report: First report due at first monthly report 30 days after award	Update Trigger: Report incidents as required	Softcopy, Hardcopy
Service Level and Self-Assessment Report	3.5	First report due three months after task order award.	Update trigger: Quarterly	Softcopy, Hardcopy
Weekly System Status Briefings	3.6	Beginning 2 nd month after task order award. Group lead briefings due one business day prior to status meeting	Weekly	Softcopy, Hardcopy
Policies and Procedures	4.1	90 calendar days after task order award. Government approval is required prior to the implementation of any policy or procedure.	Update trigger: As required by associated changes	Softcopy, Hardcopy
Systems Documentation	4.2	90 calendar days after task order award. Government approval is required prior to implementation.	Update trigger: As system design and other information changes.	Softcopy, Hardcopy
Training Documentation	4.3	As needed based on training schedule	As needed	Softcopy, hardcopy

2. Requirements For Plans

The required contents for plans deliverables are provided in the following paragraphs. The completeness of any deliverable will be evaluated by the Government.

2.1 Availability Management Plan

The Availability Management Plan shall define the repeatable processes to be followed by Contractor and Government staff to ensure that the assets under the contractor's management are accessible and operable by authorized users, according to the Service Level Agreements and Objectives (SLAs and SLOs).

The Availability Management Plan shall:

1. Lay out the organizational structure that will support availability planning by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
3. Document the process for planning and accomplishing repairs, upgrades, maintenance, or replacements. The process description must also:
 - a. Establish maintenance windows.
 - b. Define the process to be followed for notifying Government, Contractor managers, and end-users when maintenance must be performed outside of the established maintenance windows.
 - c. Define the process to be followed for notifying Government, Contractor managers, and end-users when scheduled maintenance exceeds the time allotted by the maintenance windows.

2.2 Asset and Configuration Management Plan

The Asset and Configuration Management Plan shall document the organization and procedures that will be followed to ensure asset items are inventoried, tracked, and regularly audited.

An asset can be a physical asset, such as a router or server, cable plant diagram, equipment rack layout, or equipment schematic. The following information must be present for each item:

- Identifying information, including asset type, name, version, and unique identifier.
- Operational status, i.e., in-service or retired.
- Identity of, and contact information for, the party responsible for

- maintaining custody of the item
- Identity of, and contact information for, the party responsible for updating or revising the item.
- Present location information, including building, office, rack, etc.
- For networking hardware, networking software, and applications: operational configuration information (settings, versions, and required patches and upgrades) and where this information is maintained, in the event it must be reloaded.
- Information that designates the asset as either CFE or GFE.
- Quantity of each unique hardware item and number of software licenses for each unique COTS item.
- Warranty, system maintenance, and support agreement information, especially the length of the agreement, begin date, end date, and the points of contact.

The Configuration Management Plan shall:

1. Lay out the organizational structure that will support configuration management by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Identify groups responsible for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
3. Provide operational details for the information requirements laid out above by:
 - a. Naming and defining the required data elements
 - b. Identifying the source of each data element
 - c. Specifying data entry and data validation rules.
4. Document the process for populating and maintaining the information in the configuration management database; this part of the plan must address configuration management process relationships with change management and maintenance processes.
5. Document requirements for internal control and audit of data.

2.3 Capacity Management Plan

The Capacity Management plan shall document cost-effective and repeatable processes to be followed by Contractor and Government staff to monitor and control IT assets and services so they are scaled to handle capacity requests at performance levels specified by the SLAs.

The Capacity Management Plan shall:

1. Lay out the organizational structure that will support capacity planning by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
3. Identify Contractor and Government points of contact for each system within the scope of the plan.
4. Define system and service performance indicators that will be used to identify under-utilized and over-utilized assets and services.
5. Define the process and schedule for gathering capacity management data and tracking the performance of hardware, software, and services to detect and mitigate potential problems before they manifest themselves as service problems.
6. Document the method for communicating capacity management information in a way that supports proactive system management.

2.4 Change Management Plan

The Change Management Plan shall document cost-effective and repeatable processes that will be followed by the Government and Contractor staff in order to introduce changes to the production environment. This plan shall be based on and supplement the existing Government change management plans and processes.

The Change Management Plan shall:

1. Address the following change situations:
 - a. Introduction of a new asset
 - b. Upgrade, modification, or retirement of an existing asset
 - c. Introduction of a new service
 - d. Upgrade, modification, or retirement of an existing service

2. Lay out the organizational structure that will support change management process. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff and processes. Identify dependence on other processes and organizations.
3. Describe interaction with the existing change management authorities, including the following processes:
 - a. Presentation of a change request
 - b. Obtaining approval
 - c. Implementing change
 - d. Updating asset and configuration management systems
4. Describe the process for notifying the end-users about the changes.
5. Describe the process of mitigating risk associated with introduction of a change into the production environment.

2.5 Continuity of Operations Plans (COOP)

This deliverable shall document the approach for identifying and sustaining business critical operations in an event of partial or full loss of operational capabilities at the ARNGRC and ANGRC.

Each COOP shall:

1. Map business critical operations to hardware and software elements that directly support those operations.
2. Specify emergency conditions for business critical operations.
3. Document failover, emergency response, and recovery procedures
4. Lay out the organizational structure that will support service continuity planning by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
5. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
6. Describe the method or methods for identifying and classifying risks to business critical operations.

7. Include information about how the COOP sites will support service continuity.

2.6 Contractor Security Plan

The Contractor Security Plan shall document the organization and procedures that will be followed to ensure personnel and system security comply with all applicable Government regulations. At a minimum, the Contractor Security Plan shall:

1. Lay out the organizational structure that will support security planning by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
3. Identify measures to ensure compliance with all appropriate Federal, DoD, Army and ARNG, and Air Force and ANG procedures, and security requirements for personnel, and physical security.
4. Identify measures to ensure compliance with all appropriate Federal, DoD, Army and ARNG, Air Force and ANG IT policies, procedures, and security requirements for computer access and hardening guidelines.
5. Identify procedures and techniques that support best commercial and Government practices for securing against unauthorized access and threats.

2.7 Optimization Plans

The Optimization Plans shall be used by the Contractor to recommend changes and projects. These plans can apply to system enhancements, hardware or software modernization, process changes, and changes to the offered services.

Each Optimization Plan shall:

1. Present project requirements, reason for implementation, measurable project success criteria, and project deliverables.
2. Present an order of magnitude cost for completing the project, including a managerial view of cost elements and assumptions relating to cost and budget estimates.
3. Report the results of feasibility studies, change impact assessments, and risk analyses.
4. Report the benefits both, financial or non-financial.

5. Include a work breakdown structure that defines work activities for creating and implementing deliverables and for coordination and communication, site preparation, equipment acquisition and installation, system testing, and training.
6. Schedule activities at the second tier of the work breakdown structure and map key dependencies (if the project is approved by the Government, the project plan for the effort will contain the rest of the details).
7. When an optimization plan recommends technology refreshment or new technology, the plan must also:
 - a. Define and report on different ways to accomplish a business objective besides developing or modifying an automated solution.
 - b. Report the results of an evaluation of technology alternatives.
 - c. Report how the technology refreshment supports or is affected by current or upcoming DOD, Army and ARNG, Air Force and ANG directives.
 - d. Report whether the solution will rely on COTS hardware and software; if not, the plan should justify the recommendation not to use COTS products.
 - e. Include activities relating to end-of-life notification and disposal in accordance with applicable directives.

The Contractor shall deliver the Baseline Optimization Plan. This Plan shall present the Contractor's assessment of the current IT infrastructure and the strategy for evolving it to meet the changing needs of the NCR. The plan should take into account resource, process and technology factors.

2.8 Program Management Plan

The Program Management Plan shall present the plan for managing the program and outline the steps needed to ensure that the services provided by the Contractor to the Government are of sufficient quality to meet current and future program goals, and are delivered in a cost effective manner. This plan shall address two phases: Phase 1 shall include tasks associated with taking over the operations from the current Contractor and Phase 2 shall address tasks required to provide ongoing Operations and Maintenance support in a costly manner that meets the SLAs. This plan must also include the Contractor's Quality Control measures and plans to apply them. A draft of this plan shall be submitted as part of the proposal.

The PMP shall include the following information:

Phase 1 of the PMP shall address the management of Task Order transition and service initiation, i.e., the incoming transition period, as well as the end-of-contract transition to a successor Contractor, and shall include, at a minimum, the following:

1. Approach for managing the transition from the current Contractor.
2. How the Offeror will work with the current support Contractor to facilitate the transition of both services and Government Furnished Property (GFP) from the current Contractor.
3. A list of all Government dependencies and assumptions for Government resources to be used during the transition(s).
4. Technology and information transfer processes and procedures among the various organizations (Contractor, Government, vendors, etc.)
5. Transition issues and risks and how the Offeror shall manage them.
6. Price and schedule risks, if anticipated, and their likely impacts on affected personnel.
7. Transition schedule that includes, at a minimum: specific tasks to be performed and the resources assigned to them; task dependencies and relationships; proposed task duration; and major milestones, including the deliverable milestones specified in the Deliverables document.
8. A phase-out plan in accordance with FAR 52.237-3, "Continuation of Services."

Phase 2 of the draft PMP shall address the management of the on-going operations:

1. Management approach to providing required services.
2. Management approach to formulating and enforcing work and quality standards, establishing schedules, reviewing work in progress, and managing personnel, including Subcontractors.
3. Management approach to tracking and controlling costs.
4. Methodology and tools for planning, forecasting, budgeting, accounting for, tracking, and reporting on the Task Order budget and expenditures.
5. Approach to improving service and operating more efficiently, including proactive, ITIL-compliant service enhancements and problem avoidance.
6. Approach to managing teaming relationships with any and all Subcontractors and/or partners.
7. Approach to maintaining relationship with other Contractor operating within the NCR.

8. Management structure, organization, and roles and responsibilities for key personnel.
9. Risk management process, including risks identified in this proposal and actions to manage them through acceptance, avoidance, mitigation, or elimination.
10. Service Level Agreement (SLA) management and SLA reporting methods.

The Quality Assurance (QA) approach shall discuss the following:

1. Address Contractor deliverables, standards of acceptance, and interactions between the Contractor and the Government to ensure effective communication and quality assurance.
2. Demonstrate the Offeror's approach to meeting the SLAs.
3. Discuss the Offeror's methodology and staffing responsibilities for identifying deficiencies in the quality of services performed before the level of performance is unacceptable.

2.9 Risk Management Plans

The Risk Management Plans shall document controls that the Contractor will use to minimize risk to the operations. The plan shall address the risks associated with changes to the existing infrastructure, introduction of new elements into the infrastructure as well as external factors, such as technology trends and changing business environment.

The Risk Management Plan shall:

1. Lay out the organizational structure that will support risk management by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
3. Present repeatable process for identifying risk and minimizing its impact.

2.10 Security Test and Evaluation Plans

To support system re-accreditation (every three years), all security technical controls must be tested. The Contractor shall develop a Security Test and Evaluation (ST&E) Plan that addresses the requirements in National Institute of Science and Technology (NIST) SP 800-53 for a High Impact System and the appropriate DoD, Army/ARNG, or Air Force/ANG information system security testing requirements. The contractor should anticipate preparing two ST&E Test Plans and supporting the resulting testing activities during the life of this task order.

System Test Plans must be signed-off by system owners, Contractor, and Government managers before they are implemented. Every ST&E test plan shall include the following information:

1. The identity of the test manager.
2. Contact information for the test manager.
3. The requirements, steps, and personnel responsibilities for coordination and communication, site preparation, equipment acquisition and installation, and test participant training.
4. The activities, schedule, and personnel for performing the tests.
5. Defined test steps, expected outcomes for each test step and requirements for data collection and reporting the results of performed tests.
6. Contingencies to stop tests and back out when problems are encountered.

3. Requirements For Reports

3.1 Asset Management Report

The Asset Management Report shall provide exception information about the status and disposition of assets (Government and Contractor-owned) being managed by the contractor. The report should be based on the information available from the Government-provided asset management system as well as from other sources. The contractor shall develop this report to highlight the items that need the attention of the Government. The information should include both physical (servers, laptops, cell phones, etc.) and logical assets (software, licenses, etc.). Specifically, the report shall identify assets that fall into one of the following categories:

- Unused
- Warranty about to expire
- Needs expansion, change, or replacement
- Needs to be refreshed
- Needs to be retired
- Needs to be moved

The information about each asset should contain the following:

- Asset id
- Status
- Asset type
- Manufacturer
- Current usage
- Location
- Responsible party

3.2 Daily System Status Report

The Daily System Status Report is an informal means of communicating information about:

- System performance
- Status of current and upcoming events and activities
- Events that may have impact on the operation

The exact format and execution of this report will be determined through discussion with the Government personnel. The Contractor should anticipate two such reports, one for the ARNG and one for the ANG client.

3.3 Monthly Program Status Report

This report is also known as the Interim Progress Report (IPR). The report shall present the following information:

Service Level Management

The Contractor shall report on system performance against the SLAs and SLOs. For each instance of SLA under-performance, document the following:

1. Summary information about performance that was Below Expectations, including impact on the operations and end-users.
2. Details about the root cause or findings from troubleshooting efforts.
3. Details of Contractor efforts to improve performance.
4. An evaluation of the risk to future operations posed by the event.

Availability Management

The Contractor shall provide the information about the actual versus scheduled availability of all critical systems. If availability falls below the expected values, the report should address reasons and plans to bring the availability to acceptable levels.

Capacity Management

The Contractor shall provide the capacity information for the critical operational components. If capacity falls below the expected values, the report should address reasons and plans to bring the capacity to acceptable levels.

Trouble Ticket Summary

The Contractor shall summarize trends in trouble ticket activity, such as:

1. The number of trouble tickets closed during the report period by severity levels
2. The average resolution times of trouble tickets by severity levels
3. Trending information comparing current trouble ticket volumes and characteristics with the previous month
4. Trending information comparing current trouble ticket volumes with the last 12 months
5. Trending analysis and expectations for the future

Help Desk Summary

The Contractor shall summarize the Help Desk activity for the month, including:

1. The number of trouble/requests calls received at the help desk
2. Call abandoned rate
3. Average Speed to Answer
4. Average talk time

5. Comparison of current month's activities with the last 12 months and associated analysis

Change Management

The Contractor shall provide the following information.

1. The number of scheduled and emergency changes performed during the month and their impact on the operations.
2. Trending information concerning numbers of changes performed over the last 12 months.
3. Recommendations.

Maintenance

The Contractor shall provide the maintenance summary information.

Other Contractor Activities

Report on the following items.

1. Analysis of the results of the end-users satisfaction survey.
2. Critical program management problems or issues: items with the potential to cause problems.
3. Other information the Contractor considers important.
4. Invoice data including ODCs and travel.

The exact format and execution of this report will be determined through discussion with the Government personnel. The Contractor should anticipate two such reports, one for the ARNG and one for the ANG.

3.4 Security Incident Report

Security incidents shall be reported to appropriate Government Point of Contact (POC) in accordance with the SLAs. The requirement to provide the Security Incident Report is in addition to SLA reporting.

The Security Incident Report shall document information about security incidents and threats to the infrastructure within four hours of discovery. When all of the information required by this report is not available, the Contractor will provide an updated report within 24 hours of the incident and provide updated reports every 24 hours thereafter, until all information has been provided. The final report must be clearly marked as being the last report for a unique security incident.

Each Security Incident Report must address:

1. Event description, including details about impact on the operation.
2. Security incident event date and time.
3. Services affected.
4. Date and time the Government was notified about the security incident.
5. Information on how event was detected.
6. Remedial action taken.
7. Root cause analysis for future prevention of similar incidents.
8. Action taken to correct the situation that caused the security incident and prevent recurrence of similar incidents.
9. Recommended action to prevent recurrence of similar incidents, especially when there is a Government interface to approve one or more recommended actions.

3.5 Service Level and Self-Assessment Report

The Service Level and Self-Assessment Report shall be developed and presented by the Contractor. This report shall document, for the previous reporting period, the Contractor's performance against the established SLAs and SLOs. This is a self-assessment of the Contractor's performance for that period, and a written expression of the Contractor's desire, if any, to brief the Government.

The written deliverable shall not exceed five pages, and the briefing shall not exceed 30 minutes. The self-evaluation will be used in evaluating the Contractor's performance. The written assessment of the Contractor's performance throughout the evaluation period will also contain information that may be reasonably expected to assist the Government in evaluating the Contractor's performance. Specifically, the Contractor will make available underlying statistics and performance measurement parameters data that is the basis for the Contractor's self-assessment.

3.6 Weekly System Status Briefing

The Weekly System Status Briefing shall provide information about the current state of the operations as well as planned activities. This report information shall be structured into the following sections.

Service Level Management

The Contractor shall report on system performance against the SLAs. Where SLAs are not being met, the report should provide reasons for failures and mitigation strategy.

Incidents and Problems

This section shall address summary trouble tickets (volume, types, etc.) reported and worked on during the week. Of particular importance is information concerning high priority tickets and issues and their root causes.

Changes

This section shall address any changes that were performed during the week as well as their impact on the operations:

Maintenance

This section shall address maintenance activities:

1. List of successful maintenance events.
2. List of unsuccessful maintenance events, including:
 - Reason for inability to successfully complete the maintenance activities
 - Plans for completing these activities
3. Impact of the maintenance activities on the end-users.
4. Plans for next reporting period.

Issues

This section shall address any issues that the Contractor feels should be brought to the Government's attention. This discussion should address suggestions for resolution

Plans

This section shall address plans for the near future and their impact on the operation. The exact format and execution of this report will be determined through discussion with the Government personnel. The Contractor should anticipate two such reports, one for the ARNG and one for the ANG.

4. Requirements For Other Deliverables

4.1 Policies and Procedures

Policies and Procedures shall specify guidelines and cost-effective and repeatable practices to be followed by ARNG/ANG and Contractor staff for day-to-day and other scheduled operations. Every policy and procedure document must include information for three critical areas. First, it must lay out the organizational structure that will perform the work. Next, it must define procedures to be followed to successfully perform the tasks including means of documenting the work and its results. Finally, it must document the requirements for communicating relevant information (including updates, escalations) to Contractor and Government staff in a timely fashion.

Standard operating policies and procedures must be developed for these areas:

1. Help Desk and On-site Support, including trouble ticket creation, updates, resolution
2. Local Area Network Management, including networking infrastructure, servers and client machines
3. Project management
4. Move, Add, and Change
5. Information security
6. Physical security
7. End-user support documents such as "how to" documentation to assist end-users of information systems and applications
8. Troubleshooting, maintenance, administration, configuration updates, backup and recovery, etc. procedures
10. Concept of Operations (CONOPS) – description of the Contractor's operations and management activities

The Contractor shall develop these plans and procedures and update them as operations change.

4.2 Systems Documentation

The Contractor shall create and enter updates, revisions, modifications, and edits to system documentation. The documents shall be updated following any change.

4.3 Training Documentation

The Contractor shall develop and deliver training materials to successfully execute training requirements.

SECTION G. CONTRACT ADMINISTRATION DATA

1. Contracting Officer's Technical Representative (COTR)

The Contracting Officer's authorized representative, for this effort is as follows:

COTR

LTC Jason Snow
1411 Jefferson Davis Highway
Arlington, VA 22202
jason.snow@ngb.army.mil
Phone 703.607.9909

The COTR is the individual within the Program Management function who has overall technical responsibility for this effort. The COTR supports the Contracting Officer during administration of this effort by:

- 1) Making final decisions regarding any recommended rejection of deliverables;
- 2) Providing technical clarification relative to overall workload matters;
- 3) Providing advice and guidance to the Contractor in the preparation of deliverables and services;
- 4) Providing acceptance of deliverable products to assure compliance with requirements.

The COTR also provide technical direction to the Contractor, i.e., shifting work emphasis between areas of work; fills in details, or otherwise serves to accomplish the purposes of this effort. Technical direction shall be within the general statement of work for this effort. The COTR does NOT have the authority to and may NOT issue any technical direction which:

- 1) Constitutes an assignment of work outside the general scope of this effort;
- 2) Constitutes a change as defined in the "Changes" clause;
- 3) In any way causes an increase or decrease in cost or the time required for performance;
- 4) Changes any of the terms, conditions, or other requirements of this effort; and
- 5) Suspends or terminates any portion of this effort.

All technical direction shall be issued in writing by the COTR or will be confirmed by the COTR in writing within 10 calendar days after verbal issuance. A copy of the written direction shall be furnished to the Contracting Officer..

In addition to providing technical direction, the COTR will:

- 1) Monitor the Contractor's technical progress, including surveillance and assessment of performance, and recommend to the Contracting Officer, any changes in the requirement;
- 2) Assist the Contractor in the resolution of technical problems encountered during performance; and

- 3) Perform inspection and acceptance or recommendation for rejection of Contractor deliverables and identify deficiencies in delivered items. This does not replace any other quality assurance inspection requirements that are specified elsewhere within this SOW.

If in the opinion of the Contractor, any instruction or direction issued by the COTR is outside of their specific authority, the Contractor shall not proceed but shall notify the Contracting Officer in writing within 5 working days after receipt of any instruction or direction.

2. Contracting Officer Authority

The contracting officer is:

Sharon Hallinan, Contracting Officer
Acquisition Services Directorate / National Business Center / US Dept of Interior
381 Elden Street, Suite 4000
Herndon, VA 20170
Phone: 703.964.3698, Fax: 703.964.8440
Email: sharon.hallinan@aqd.nbc.gov

In no event shall any understanding or agreement between the Contractor and any Government employee other than the Contracting Officer on any contract, modification, change order, letter or verbal direction to the Contractor be effective or binding upon the Government. All such actions must be formalized by a proper contractual document executed by an appointed Contracting Officer. The Contractor is hereby put on notice that in the event a Government employee other than the Contracting Officer directs a change in the work to be performed or increases the scope of the work to be performed, it is the Contractor's responsibility to make inquiry of the Contracting Officer before making the deviation. Payments will not be made without being authorized by an appointed Contracting Officer with the legal authority to bind the Government.

3. Correspondence

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

- a) Technical correspondence shall be addressed to the Contracting Officer's Technical Representative (COTR) with an information copy to the Contracting Officer (CO) and the Contract Specialist (CS).
- b) All other correspondence, including invoices shall be addressed to the Contracting Officer with an information copy to the COTR.

4. Government Representatives

The contract will be administered by an authorized representative of the Contracting Officer. In no event, however, will any understanding or agreement, modification, change order, or other matter deviating from the terms and conditions of the contract between the Contractor and any person other than the contracting officer be effective or binding upon the Government, unless formalized by proper contractual documents executed by the contracting officer prior to completion of this contract. The authorized representative as indicated hereinafter:

- (1) The COTR will be designated by the contracting officer as the authorized representative of the contracting officer. The COTR is responsible for monitoring performance and the technical management of the effort required hereunder, and should be contacted regarding questions or problems of a technical nature.

5. Project Management and Control

The contractor shall designate a corporate officer with responsibility for personnel assignments and management control of all projects under the contract and a contract administrator responsible for project accounting and invoicing. It is understood and agreed that these persons are not additional labor categories under this contract.

6. Submission of Invoices – GovPay

The Contractor shall bill no more than once monthly. Invoices must include, as a minimum, the following information for each individual:

Name
Time Period Covered
Productive Direct Labor Hours for the current billing period and cumulative to Date
Labor Category(s)
Hourly Rate
Any Travel or Other Direct Costs (ODCs) incurred (including supporting documentation/receipts for all charges) for the current billing period and cumulative to date

Invoices shall be submitted electronically through GovPay - GovWorks Electronic Invoicing System at <https://www.govpay.gov> . Please direct all GovPay inquiries to the GovPay Help Desk at (703) 964-8802 or helpdesk@govpay.gov.

Hardecopy invoices shall not be accepted, unless requested by GovWorks or the GovPay Team.

GOVPAY ELECTRONIC INVOICING REQUIREMENTS

All payment requests must be submitted electronically through GovPay. "Payment request" means any request for contract financing payment or invoice payment by a contractor. To constitute a proper invoice, the GovPay payment request must conform to the requirements identified in FAR 32.905(b), "Payment Documentation and Process" and FAR 52.232-25,

“Prompt Payment (OCT 2003)”. To ensure the timely processing of invoices GovPay uses an automated “workflow” process to route invoices for review, approvals and payment; as required by the “Prompt Payment Act”.

Detailed GovPay information for use of GovPay may be obtained on the Internet at www.govpay.gov. This web site includes user manuals, training resources, and instructions for registration and contact information for the GovPay help desk for additional support. All users can access reports on the status of their invoices.

Supporting documentation shall be attached to the GovPay invoice in the form of “flat files” in American Standard Code for Information Interchange (ASCII) and an Adobe PDF file. There is a 4 MB limitation on file size for these attachments, per header or line item. Facsimile, e-mail, and scanned documents are NOT acceptable electronic forms for payment requests.

GovPay uses the contractor information in the Central Contractor Registration (CCR) database as one of the components for validating contractor registration. It is the responsibility of the contractor to submit accurate and current CCR information. Failure to register and maintain CCR information, or if it has expired, been suspended, been deleted, or could not be found, will result in rejection of your invoice. An invoice submitted during the period for which information in the CCR could not be verified must be resubmitted for payment after successfully registering or updating registration in CCR. Contractors are encouraged to review their CCR information to ensure the most current information is available for GovPay.

The CCR Assistance Center is available to provide assistance and answer questions. They can be reached at 1-888-227-2423 or on the web at <http://www.ccr.gov>.

SECTION H – SPECIAL REQUIREMENTS

1 INTRODUCTION

This section contains additional requirements.

2 SAFEGUARDING OF INFORMATION

2.1 Government Owned Information

All information/data generated or collected under this task order is owned by the Government. The Contractor shall allow Government access to any and all information in a timely manner. At the completion of this task order, all information shall be turned over to the Government. The Contractor shall be responsible for creating, maintaining, and disposing of only those Government required records (equipment inventory, file copy of requirements documents, training material, Document Of Understanding (DOU)/Service Level Agreement (SLA), procedural continuity document, etc.) that are specifically cited in this Task Order or required by the provisions of a mandatory directive listed in this Task Order. All records and files created and maintained shall remain the property of the Government and shall be returned to the Government upon completion or termination and under conditions of this Task Order. If requested by the Government, the Contractor shall provide the original record or a certified true copy of any such record within five (5) working days of receipt of the request, unless other time frames are specified in this Task Order.

2.2 Dissemination of Information

The Government expects the Contractor and its employees to exercise the utmost discretion in regard to all matters relating to their duties and functions. The Contractor shall not communicate to any person any information known to them by reason of their performance of services under this Task Order that has not been made public or without the specific written authorization of the Ordering Contracting Officer (OCO).

Furthermore, no article, book, pamphlet, recording, broadcast, speech, television appearance, film, diagrams/drawings, or photograph concerning any aspect of work performed under this Task Order shall be published or disseminated through any medium without the prior written authorization of the OCO. This list is not exhaustive and all other information types and formats not listed here are included in this prohibition. If there is uncertainty whether information has become public then the Contractor shall request a determination from the OCO.

These obligations do not cease upon the expiration or termination of this Task Order. The Contractor shall include the substance of this provision in all contracts of employment and in all subcontracts hereunder.

3 GOVERNMENT OWNED INFORMATION

All information, databases, data, programming, documents, intellectual property (logos, slogans, program names), and records generated or collected during the performance of work under this

Task Order shall be for the sole use of and become the exclusive property of the U.S. Government. The Contractor shall allow Government access to any and all information, databases, data, programming, documents, and records within one (1) working day of the date of request. At the completion or the termination of this Task Order all information, databases, data, programming, documents, and records shall be turned over to the Government in an appropriate format to render them readily usable by the Government or a successor Contractor. This list is not exhaustive and all types of information, including any not listed here, are subject to this requirement. These obligations do not cease upon the expiration or termination of this Task Order. The Contractor shall include the substance of this provision in all contracts of employment and in all subcontracts hereunder.

4 GOVERNMENT ACCESS

The Contractor shall provide the Government and its representatives (as directed by the Government) access to all project-related activities and facilities for the term of the task order.

5 GOVERNMENT-FURNISHED EQUIPMENT, MATERIAL, AND INFORMATION

All Government Furnished equipment and material shall be returned to the Government upon the conclusion of the Task Order, as specified or as directed in writing by the OCO. Government Furnished Information relevant to the tasks to be performed will be provided to the Contractor for use during the performance of the Task Order but at the discretion of the Government. Contractors are responsible and liable for Government property in their possession pursuant to FAR 52.245-1, 52.245-2 and 52.245-5, as applicable.

6 SECURITY REQUIREMENTS

- (a) Since it may be necessary for certain Contractor personnel to have access to classified material and/or to enter into areas requiring a security clearance, each Contractor employee requiring such access must have an individual security clearance level of at least SECRET prior to starting work under this Task Order. Individual clearances shall be maintained for the duration of employment under this Task Order, or until access requirements change.
- (b) Classified material received or generated in the performance of this Task Order shall be safeguarded and disposed of in accordance with the National Industrial Security Program Operating Manual (DOD 5220.22-M).
- (c) In the event of expiration or termination of the clearance of a Contractor employee who has access to restricted areas, the Contractor shall notify the COTR and OCO immediately.

6.1 PHYSICAL SECURITY REQUIREMENTS

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use. At the end of each work period, all Government facilities, equipment and materials shall be secured.

6.1.1 Access Control

The Contractor shall establish and implement methods and procedures to ensure that access to Government owned automated information system(s) and / or Contractor-owned automated information system(s) used for Task Order performance is restricted to those Contractor and Government personnel authorized in accordance with Army or Air Force Regulations as applicable, for example, Army regulations 380-19, Information Systems Security dated 27 February 1998 and Army Regulation 380-5, Department of The Army Information Security Program, dated 25 February 1988 as well as other applicable Army and Air Force regulations. The Contractor shall not disclose any User ID or password, IP Addresses, Diagrams, etc. provided by or on behalf of the Government.

6.1.2 Occurrences of Loss

The Contractor shall immediately report to the COTR and OCO any occurrences of loss or disclosure of User ID or password, or other access violations.

6.1.3 Global Changes

The Contractor shall allow access to personnel only with direction from the COTR, to either change all affected passwords or otherwise upgrade the access control software without cost to the Government, to ensure all applicable security standards are maintained. If any administrator level password(s) is compromised, the COTR will direct that all passwords associated with the system be changed simultaneously by the Contractor at no expense to the Government.

6.1.4 User Identifications and Passwords

The Contractor shall prohibit the use of any user identifications and passwords issued by the Government (or on behalf of the Government) to be used by any persons other than the Contractor's employees. Logging on to controlled Automated Information Systems by Contractor employees to permit access to persons other than Contractor employees engaged in Task Order performance (or persons not authorized for access) on those systems is strictly prohibited.

6.1.5 Key Control

The Contractor shall establish and implement methods of making sure all keys (both physical and electronic) issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The Contractor shall not duplicate any keys or access devices issued by the Government.

- The Contractor shall immediately report to the COTR any occurrences of lost or duplicated keys/access control devices.
- In the event keys, other than master keys, are lost by Contractor employees the Contractor will immediately notify the COTR in writing to re-key or replace the affected lock or locks without cost to the Government. Contractor employees are not permitted to duplicate keys or access control devices. The Government may, however, at its discretion, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the Contractor. If a master key is lost or duplicated, the Government shall replace all locks and keys for that system and the total cost deducted from the monthly payment due the Contractor.
- The Contractor shall prohibit the use of keys issued by the Government by any persons other than the Contractor's employees. Opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in Task Order performance is strictly prohibited.

6.1.6 Lock Combinations.

The Contractor shall control access to all Government provided lock combinations to preclude unauthorized entry.

7 PERSONNEL SECURITY REQUIREMENTS

A facility security clearance at the SECRET level is required for Task Order performance in accordance with the DD Form 254, Department of Defense Contract Security Classification Specification. The DD Form 254 (*DD0254.doc*) is included in this task order in Section J Attachment 6. A SECRET facility clearance requires the company's management personnel who are key on this Task Order, as well as the facility's security officer, to have SECRET clearances.

Since it will be necessary for some Contractor personnel to have access to classified material and/or to enter into areas requiring a security clearance, each Contractor employee requiring such access must have an individual security clearance level of SECRET prior to starting work under this Task Order. Individual clearances shall be maintained for the duration of employment under this Task Order, or until access requirements change.

Classified material received or generated in the performance of this Task Order shall be safeguarded and disposed of in accordance with the National Industrial Security Program Operating Manual (DOD 5220.22-M).

8 NETWORK SECURITY

The Contractor shall maintain (in a manner compliant with DIACAP requirements) and/or better the current security environment, including maintenance of the current system accreditation.

9 CONTRACTOR FURNISHED EQUIPMENT, PRODUCTS, AND SERVICES

This section is only applicable if certain optional CLINs are exercised. Optional CLINS are identified in Section B.

The Contractor shall:

- Provide its staff with all required furniture, including desks and chairs at contractor's facilities. The Government will provide furniture, equipment etc. at Government provided facilities.
- Provide its staff with the appropriate LAN computing equipment, including servers, workstations, monitors, printers, other peripherals, along with hubs, switches, routers and associated cabling plant if not already provided by the Government at a Government location.
- Be responsible for maintaining the appropriately sized Local Area Network (LAN) infrastructure required to support the tasks outlined in this task order.
- Maintain current anti-virus definition files as dictated by the relevant DoD regulations.
- Be responsible for the routine maintenance, operation and support of the above mentioned LAN computing equipment.
- Provide and manage accounts for cell phones and pagers if not already provided by the Government.
- Provide expendable supplies if not already provided by the Government at a Government location.
- Develop and maintain information security materials and give briefings to all Task Order staff who have access to the ARNG and ANG computing environment upon their assignment to the Task Order, provide updates and refresher training annually, and document staff participation. The Government may, at its discretion, require evidence that Contractor staff is familiar with provided updates and have achieved an acceptable level of training.
- Provide security for all physical facilities and assets used in conduct of the Task Order and develop supporting documentation that complies with all Government regulations and guidance.
- Be responsible for safeguarding all Government property provided for Contractor use. All Government facilities, equipment, and materials shall be secured at all times.
- Notify the ARNG in the event that a computer virus or virus-like activity is detected at the Contractor facility, if applicable.
- Notify the ARNG in the event of an attempted or successful electronic or physical intrusion at the Contractor facility, if applicable.

10 TASK ORDER ADMINISTRATION

The Contractor selected shall work under the direction of the Government and/or its representatives.

The Government may employ services of an independent Contractor to monitor the same or all aspects of the Contractor's performance.

The Government may contract for oversight and assistance services with an independent party to assist in development and/or review specific products and deliverables of this Task Order. The Contractor shall communicate openly and cooperate fully with the Contractor. At the direction of the Government, the Contractor shall provide all requested data to the Government.

11 KEY PERSONNEL

- (a) The Government has identified the Program Manager and the Deputy Program Manager as "key" personnel within Program Operations support. Additionally, the Government expects that there will be "key" skilled individuals who can provide process analysis, statistical analysis and presentation of program results, or who support Information Technology (IT) infrastructure management.
- (b) The Contractor shall propose additional "key" personnel using the format shown in Section J Attachment 7 for labor categories and names of key personnel.
- (c) The Contractor agrees that a partial basis for award of this Task Order is the list of key personnel proposed. Accordingly, the Contractor agrees to assign to this Task Order those key persons whose résumés were submitted with the proposal as being necessary to fulfill the requirements of the Task Order. No substitution shall be made without prior notification to and concurrence of the OCO. During the first ninety days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment.
- (d) All proposed substitutes shall meet or exceed the qualifications of the person to be replaced. The OCO shall be notified in writing of any proposed substitution at least forty-five days, or ninety days if a security clearance is to be obtained, in advance of the proposed substitution. Such notification shall include:
 - (1) An explanation of the circumstances necessitating the substitution;
 - (2) A complete résumé of the proposed substitute; and
 - (3) Any other information requested by the OCO to enable him or her to judge whether or not the Contractor is maintaining the same high quality of skilled personnel that were a partial basis for award.

- (e) In the event the Task Order requires an increased in key personnel, the Contractor shall submit to the OCO a written request for approval for additional personnel for specified discipline(s) for a specified time. The information required for the request is the same as that required in paragraph (c) above. The additional key personnel shall have qualifications commensurate with the services to be provided.
- (f) The OCO will evaluate requests for substitutes or additional key personnel and will promptly notify the Contractor in writing as to approval or disapproval.
- (g) The OCO has the right to remove any Contractor personnel not qualified or who are a potential threat to the health, safety, security, general well- being or operational mission of the installation of its population.
- (h) The Contractor shall provide replacement personnel for the absence of any Contractor out for more than a 2 day period on approved leave or for sickness when requested by the on-site Government representative. The on-site Government representative shall be notified of any leave lasting longer than a 5 day period 15 days in advance with the Contractor's solution to provide the same level of support during individual(s) absence.
- (i) If the OCO determines that suitable and timely replacement of personnel (who have been reassigned, terminated, or otherwise become unavailable to perform) under the Task Order is not reasonably forthcoming or that the resultant reduction of productive effort would impair the successful completion of a Task Order, the OCO may at his or her discretion terminate the Task Order.

12 MONTHLY INVOICES

The Government reserves the right to either reject in its entirety or short pay invoices with inaccuracies.

13 NONPAYMENT 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's own volition or at the request of an individual other than a duly appointed OCO, or his representative. Only a duly appointed OCO is authorized to change the specifications, terms, and/or conditions of this Task Order.

14 TRAINING

The Government's policy is to select Contractors for their knowledge and expertise in specific areas. Firms selected to perform services usually are selected based on the education, experience, and training of the personnel they propose as well as their approach to performing requested tasks. Based on this policy, the Government does not intend to provide training to the Contractor selected for award of this Task Order except as provided below:

- (a) The Government will provide training on "Government-specific" systems on a "no-fee basis" when authorized in writing by the OCO.
- (b) All Contractor personnel with access to Government systems must successfully pass the ARNG/ANG information system security training before gaining access to supported system and must successfully complete recurring information system security training as prescribed by the Government.
- (c) The Government may provide other training on a space available basis when the Contractor agrees to reimburse the Government.
- (d) On a limited basis, the Government may pay for training when it is deemed appropriate to do so and when authorized in writing by the OCO.

15 TRAVEL COSTS

The Contractor's reimbursement for travel shall be in accordance with Federal Acquisition Regulation (FAR) 31.205-46 – Travel Costs. No travel costs will be reimbursed if the travel was not approved by the authorized Government representatives in advance of travel start date.

- (a) Contractor personnel shall be required travel to support the requirements of this Task Order. Long distance and local travel will be required both in the Continental United States (CONUS) and Outside the Continental United States (OCONUS). The Contractor shall coordinate specific travel arrangements with the Contracting Officer's Technical Representative (COTR) in order to obtain advance written approval for travel about to be conducted. The Contractor's request for travel shall be in writing and contain the dates, locations, and estimated costs of travel.
- (b) The Contractor shall, to the maximum extent practicable, minimize overall travel costs by taking advantage of discounted airfare rates available through advance purchase.
- (c) Charges associated with itinerary changes and cancellation under nonrefundable airline tickets is reimbursable as long as the changes are driven by the work requirement. Travel performed for personal convenience or daily travel to and from work at the Contractor's facility or local Government facility (i.e., designated work site) shall not be reimbursed hereunder. Costs associated with Contractor travel shall be in accordance with FAR Part 31.205-46, Travel Costs.

16 CONTRACTOR/GOVERNMENT PROVISION OF CONSUMABLE SUPPLIES

The Contractor shall provide consumable supplies for Contractor use as required in the daily operation of, performance of, or in support of this Task Order.

17 ORGANIZATIONAL CONFLICT OF INTEREST - GENERAL

- (a) The Contractor warrants that, to the best of its knowledge and belief, there are no relevant facts or circumstances, which would give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5, or that the Contractor has disclosed all such relevant information.
- (b) The Contractor agrees that if an actual or potential organizational conflict of interest is discovered after award, the Contractor shall make a full disclosure in writing to the OCO. This disclosure shall include a description of actions which the Contractor has taken or proposes to take to avoid or mitigate the actual or potential conflict.
- (c) If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the OCO, the Government may terminate the Task Order.
- (d) The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts.
- (e) The Contractor shall have an Organizational Conflict of Interest (OCI) plan in place by the time of task order award, in order to identify, avoid and mitigate conflicts of interest. At a minimum, the plan should include: the procedures to be performed by Contractor personnel to search and identify potential or actual conflicts; the procedures for reporting conflicts to the Government; the process for mitigating identified conflicts; the process for ongoing annual certifications; and the Contractor official responsible for making OCI determinations.

18 PERFORMANCE-BASED SERVICES CONTRACTING

Pursuant to Federal Acquisition Regulation (FAR) Subpart 37.6, performance-based contracting (PBSC) techniques shall be applied to all aspects of this Task Order to the maximum extent practicable.

19 ADVERTISING OF AWARD

The Contractor shall not allow the existence of this Task Order or the names, phone numbers, or other personal information or images of Government employees involved in this Task Order, to be used for publicity or advertising purposes. Further, no article, book, pamphlet, recording, broadcast, speech, television appearance, diagrams/drawings, and/or film (this list is not exhaustive and all types of information display are included) concerning any aspect of work performed under this Task Order shall be published or disseminated through any medium without the prior written authorization of the OCO.

These obligations do not cease upon the expiration or termination of this Task Order. The Contractor shall include the substance of this provision in all contracts of employment and in all subcontracts hereunder.

20 NOTICE TO PROCEED

The Contractor shall not commence any work specified until the Contractor receives written notification from the OCO providing a notice to proceed.

21 STANDARD OF CONDUCT AT GOVERNMENT INSTALLATIONS

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance and integrity and shall be responsible for taking such disciplinary action with respect to his employees as may be necessary.

22 ACCESS TO MILITARY INSTALLATIONS

Access to a military installation is a privilege, not a right, and as such, for reasons of health, welfare, morale, security, and mission accomplishment, the Installation Commander has the unilateral right to deny or provide access to the installation and to all facilities listed in the PWS and appendices.

23 EMERGENCY OR SPECIAL EVENTS

23.1 Extreme Weather

The Contractor shall follow the same extreme weather policies as observed by the Government and shall inform all employees of these policies. The on-site Government representative and Contractor will determine which skill sets are essential for mission success and what are the best methods for ensuring these services are maintained even during extreme weather conditions.

23.2 Alteration of Normal Operating Hours

Emergency situations and contingency operations may necessitate the Contractor to alter normal hours of operation to support current mission requirements as directed by the on-site Government representative.

23.3 Interruption of Services

Interrupted services may be necessitated by events such as fire drills, disaster preparedness drills, or other scheduled safety and emergency training exercises. Such interruptions will not be considered when assessing Contractor performance for the affected period.

23.4 Emergency Evacuations

In the event of Government-directed emergency evacuation, the Contractor shall shut down normal operations at effected sites(s), and provide materials and necessary staffing to protect all servers, workstations, switches, hubs, and fiber cabinets within buildings under their control or attached to the LAN backbone. Restoration upon returning shall be the responsibility of the Contractor.

24 CONSERVATION OF UTILITIES

The Contractor shall ensure that all employees practice utilities conservation. The Contractor shall be responsible for operating under conditions that prevent the waste of utilities to include: lights shall be used only in areas where work is actually being performed; water faucets or valves shall be turned off when not in use; no adjusting mechanical equipment controls for heating, ventilation, and air conditions systems.

25 INFORMATION TECHNOLOGY ACCESSIBILITY FOR PERSONS WITH DISABILITIES

All Contractor provided services and Electronic Information Technology (EIT) delivered as the result of this Task Order shall comply with accessibility standards in accordance with Federal Information Technology Accessibility as required by Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. Information about the Section 508 Electronic and Information Technology Accessibility Standards may be obtained via the Web at the following URL: www.Section508.gov.

26 NONDISCLOSURE OF SENSITIVE AND/OR PROPRIETARY INFORMATION

The Contractor recognizes that in the performance of this Task Order it may receive or have access to certain sensitive information, including information provided on a proprietary basis by private or public entities. The Contractor agrees to use and examine this information exclusively in the performance of this Task Order and to take the necessary steps in accordance with Government regulations to prevent disclosure of such information to any party outside the Government or Government designated support Contractors possessing appropriate proprietary agreements, as listed in paragraphs (a) through (c) below.

- (a) **Indoctrination of Personnel.** The Contractor agrees to indoctrinate its personnel who have access as to the sensitive nature of the information and the relationship under which the Contractor has possession of or access to the information. Contractor personnel shall not engage in any other action, venture or employment wherein sensitive information will be used for the profit or advantage of any party other than those furnishing the information. The Contractor shall restrict access to sensitive/proprietary information to the minimum number of employees necessary for Task Order performance.
- (b) The Contractor shall be required to coordinate and exchange directly with other Contractors, as designated by the Government, for information pertinent and essential to performance of this Task Order. The Contractor shall discuss and attempt to resolve any problems between the Contractor and those Contractors designated by the Government. The Contractor shall furnish the Contracting Officer and the Contracting Officer's Representative copies of communications between the Contractor and associated Contractor(s) relative to Task Order performance. Further, the close interchange between Contractor(s) may require access to or release of proprietary data. In such an event, the Contractor shall enter into agreement(s) with the Government designated Contractor(s) to adequately protect such proprietary data from unauthorized use or disclosure so long as it remains proprietary.

- (c) Remedy for Breach. The Contractor agrees that any breach or violation of the restrictions of this clause shall constitute a material and substantial breach of the terms, conditions and provisions of the Task Order and that the Government may, in addition to any other remedy available, terminate this Task Order for default in accordance with the provisions of FAR 52.249-6 or FAR 52.249-8, as applicable. Nothing in this clause or Task Order shall be construed to mean that the Government shall be liable to the owners of proprietary information in any way for the unauthorized release or use of proprietary information by the Contractor or its Subcontractors.

27 ADDITIONAL SECURITY-RELATED STANDARDS

The following documents are provided as reference to the existing security regulations. These documents include Executive Orders, DoD Directives, Instructions and Standards; Joint Staff Instructions and Manuals and Air Force System Security Instructions and Manuals.

- 1) Executive Documents:
 - a. Public Law 100-235, "Computer Security Act of 1987," 8 Jan 98
 - b. OMB Circular No. A-130, Transmittal Memorandum #4, Management of Federal Information Resources, 28 November 2000 (<http://www.whitehouse.gov/omb/circulars/a130/a130trans4.html>)
 - c. Office of Management and Budget (OMB) Circular No. A-123, Management Accountability and Control, 21 June 1995 (<http://www.whitehouse.gov/omb/circulars/a123/a123.html>)
 - d. Executive Order, Critical Infrastructure Protection in the Information Age, 16 Oct 01
 - e. Federal Information Processing Standards (FIPS) Pub 102, Guideline for Computer Security Certification and Accreditation (C&A), 27 September 1983 (<http://csrc.nist.gov/publications/fips/index.html>)
 - f. FIPS Pub 112, Password Usage, 30 May 1985 (<http://csrc.nist.gov/publications/fips/index.html>)
 - g. National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 11, National Information Assurance Acquisition Policy, January 2000
 - h. Public Law 107-347, Title III, Federal Information Security Management Act of 2002, 17 December 2002 (http://www.cio.gov/documents/e_gov_act_2002.pdf)
- 2) Department of Defense (DoD) Documents (NSA, DIA, DNA, DLA, DISA):
 - a. DoD 5200.28, "Security Requirements for Automated Information Systems (AISs)," 21 Mar 88

- b. DoD Standard 5200.28-STD, "Department of Defense Trusted Computer System Evaluation Criteria," 26 Dec 85
 - c. DoD 5200.40, "Department of Defense Information Technology Security Certification and Accreditation Process," 30 Nov 97
 - d. DoD 5205.2, "Department of Defense Operations Security (OPSEC) Program," 29 Nov 99
 - e. DoD 5220.22, "Department of Defense Industrial Security Program," 1 Nov 86
 - f. DoD 5220.22-M, "National Industrial Security Program Operating Manual (NISPOM)," Jan 95
 - g. DoD 5220.22-M SUP, "National Industrial Security Program Operating Manual Supplement (NISPOMSUP)," Feb 95
 - h. DoD 8510.1-M, "Department of Defense Information Technology Security Certification and Accreditation (DITSCAP) Application Manual," Jul 00
 - i. Deputy Secretary of Defense (DEPSECDEF) Memorandum, Information Vulnerability and the World Wide Web, 24 September 1998 (http://www.defenselink.mil/other_info/depsecweb.pdf)
 - j. DEPSECDEF Memorandum, Department of Defense (DoD) Information Assurance Vulnerability Alert (IAVA), 30 December 1999 (<http://www.defenselink.mil/c3i/org/sio/ia/diap/documents/IAVAmemo.pdf>)
 - k. DEPSECDEF Memorandum, Implementation of the Recommendations of the Information Assurance and Information Technology Integrated Process Team on Training, Certification and Personnel Management in the Department of Defense, 14 July 2000 (http://www.defenselink.mil/c3i/org/cio/doc/ia_it_ipt.pdf)
- 3) Chairman of the Joint Chiefs of Staff (CJCS) Instructions and Manuals:
- a. CJCSI 6211.02A, "Defense Information System Network and Connected Systems," 22 May 96
- 4) Air Force Policies and Instructions:
- a. AFI 31-1, "Physical Security," 1 Aug 95
 - b. AFI 31-4, "Information Security," 1 Sep 98
 - c. AFI 31-401, "Information Security Program Management," 17 Aug 01
 - d. AFI 31-501, "Personnel Security Program Management," 1 Aug 00
 - e. AFI 31-601, "Industrial Security Program Management," 22 Nov 00
 - f. AFI 63-17, "Program Protection Planning," 18 Feb 94
 - g. AFI 31-702, "System Security Engineering," 18 Feb 94
 - h. AFI 31-703, "Product Security," 7 Feb 94

- i. AFI 33-202, "Computer Security," 31 Aug 01
 - j. AFI 33-203, "Emissions Security," 1 May 98
 - k. AFI 33-204, "Information Assurance (IA) Awareness Program," 1 Apr 04
 - l. AFMAN 33-223, "Identification and Authentication," 1 Jun 98
 - m. AFSSI 5021, "Time Compliance Network Order (TCNO) Management and Vulnerability and Incident Reporting," 1 Mar 01
 - n. Air Force Command, Control, Communications, Computers and Intelligence (C4I) Support Plan (C4ISP)," 13 Jun 00
 - o. AFI 33-115V1, "Network Operations (NETOPS)", 24 May 06
 - p. AFI 33-115V2, "Licensing Network Users and Certifying Network Professionals", 14 Apr 04
 - q. AFI 33-115V3, "Air Force Network Operating Instructions", 15 Apr 04
 - r. AFI 33-119, "Air Force Messaging", 24 Jan 2005
 - s. AFI 33-129, "Web Management and Internet Use", 3 Feb 2005
 - t. AFI 33-138, "Enterprise Network Operations Notification and Tracking", 28 Nov 2005
 - u. AFI 31-501, Personnel Security Program U.S. Air Force 1 August 2000 4
 - v. AFI 33-114, Software Management U.S. Air Force 13 May 2004
 - w. AFI 33-115 Vol. 1, Network Operations (NETOPS) U.S. Air Force 03 May 2004
 - x. AFI 33-115 Vol. 2, Licensing Network Users and Certifying Network Professionals U.S. Air Force 14 April 2004
 - y. AFI 33-119, Air Force Messaging U.S. Air Force 24 January 2005
 - z. AFI 33-129, Web Management and Internet Use U.S. Air Force 3 February 2005
 - aa. AFI 33-137, Ports, Protocols, And Services (PPS) Management U.S. Air Force 7 January 2005
 - bb. AFI 33-138, Enterprise Network Operations Notification and Tracking U.S. Air Force 7 December 2004
 - cc. AFI 33-202, Network and Computer Security U.S. Air Force 3 February 2006
 - dd. AFI 33-204, Information Assurance (IA) Awareness Program U.S. Air Force 1 April 2004
 - ee. AFI 33-211, Communications Security (COMSEC) User Requirements U.S. Air Force 3 June 2004
 - ff. AFI 33-219, Telecommunications Monitoring and Assessment Program (TMAP) U.S. Air Force 23 May 2002
 - gg. AFMAN 33-223, Identification and Authentication U.S. Air Force 28 August 2006
 - hh. AFMAN 33-229, Controlled Access Protection (CAP) U.S. Air Force 1 November 1997
 - ii. AFPD 33-2, Information Protection U.S. Air Force 1 December 1996
 - jj. AFSSI 5020, Remanence Security U.S. Air Force 20 August 1996
 - kk. AFSSI 5021, Vulnerability and Incident Reporting U.S. Air Force 15 August 1996
 - ll. AFSSI 5027, Network Security Policy U.S. Air Force 27 February 1998 86 DISA Web
- 5) Other Government Policies and Instructions:
- a. STIG Web Server Security Technical Implementation Guide DISA Field Security Operations 29 October 2004

- b. DISA Windows 2000 Checklist Windows 2000 Security Checklist DISA 22 April 2005
- c. DISA Windows 2003 - XP - 2000 Addendum to Microsoft's Windows 2003 Security Guide and NSA's Guides to Securing Windows 2000 and XP DISA 12 July 2005
- d. DISA Windows 2003 Checklist Windows Server 2003 Security Checklist [DRAFT] Defense Information Systems Agency (DISA) 29 July 2005
- e. DISA XP STIG Secure Configuration of Windows XP Professional Security Technical Implementation Guide Defense Information System Agency 3 December 2002
- f. DoD 8500.1, Information Assurance (IA) Department of Defense 24 October 2002
- g. DoDI8500.2, Information Assurance (IA) Implementation Department of Defense 6 February 2003 157

Section I – CLAUSES

CLAUSES INCORPORATED BY REFERENCE

52.204-2 - Security Requirements (Aug. 1996)

52.204-9 – Personal Identity Verification of Contractor Personnel (Sep 2007)

52.227-14 – Rights in Data – General (Dec 2007)

52.227-19 – Commercial Computer Software License (Dec 2007)

52.243-3 - Changes - Time-and-Materials or Labor-Hours (Sept 2000)

52.245-2 – Government Property Installation Operation Services (Jun 2007)

CLAUSES INCORPORATED IN FULL TEXT

52.217-6 - Option for Increased Quantity (Mar 1989)

The Government may increase the quantity of supplies called for in the Schedule at the unit price specified. The Contracting Officer may exercise the option by written notice to the Contractor within 7 days. Delivery of the added items shall continue at the same rate as the like items called for under the contract, unless the parties otherwise agree.

52.217-7 - Option for Increased Quantity -- Separately Priced Line Item (Mar 1989)

The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor within 7 days. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

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 7 days.

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 7 days; provided that the Government gives the Contractor a preliminary written notice of

its intent to extend at least 30 days 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 7 years.

SECTION J – ATTACHMENT 1: Price CLIN Tables (Section B)

RESERVED

SECTION J – ATTACHMENT 2: CURRENT OPERATIONS

1. Background

This section presents some basic configuration and work load information for the ARNG and ANG operations.

2. ARNG Operations

2.1 Personnel

2.2 There are approximately 3,000 ARNG staff members assigned to ARNG facilities operating within NCR that will need support from the contractor.

Network and Systems

The ARNG supported network and computing infrastructure is currently composed of approximately 120 network elements (switches, routers and firewalls) not including servers:

- Cisco Routers
- Cisco Ethernet Switches
- Cisco PIX Firewalls
- Alcatel Ethernet Switches

There are two separate networks, the Sensitive But Unclassified (SBU) network (NIPRNET connected) and the Secret network (SIPRNET connected). The SBU or NIPRNET connected network consists of the bulk of the network and computing infrastructure.

Currently, there are approximately 350 ARNG servers, of which approximately 260 are operational within the EPC.

- Dell Hardware
 - Windows Server Operating Systems (NT, 2000, and 2003)
 - Unix (Solaris, HPUX, BSD)
- Email Servers
 - Exchange and the Defense Messaging System (DMS)
 - Blackberry Enterprise Server
- Internet Information Services Servers (IIS) - Web Services
- Database Servers (Oracle, MS SQL, SQL)
- Print/File Servers (3 RC and 3 JP1 File Servers)
- Active Directory (AD) Domain Controllers
- Dynamic Host Configuration Protocol (DHCP) and Windows Internet Name Service (WINS) Server
- Windows Server Update Services (SUS) Servers
- Systems Management Server (SMS)
- Domain Name Server (DNS)
- Storage Area Network (SAN) Cluster Servers
- Anti-Virus Server
- Citrix Servers
- Tumbleweed OSCP Responders

- Guard Specific Application Servers (SAMS/JASMS, JFMS, CAFM, GEMR, WEBCMS and others)

There are approximately 2,900 ARNG computer devices (desktops, laptops, handheld devices) being supported on the network. The majority of these systems are at the ARNG RC. There are standard software images deployed by ARNG. The current environment is Windows XP with Office 2003. The future environment will be Windows Vista with Office 2007. The time for implementation will be determined by the Government.

- Desktops (various vendors)
 - Windows Workstation Operating Systems (2000 and XP)
- Applications
 - MS Office Professional
 - Adobe Acrobat
 - Anti-Virus
 - Desktop Alert Notification System
 - Guard Specific applications

In addition to the elements listed above, the NCR contractor shall also manage the HP SAN installation.

2.3 Circuits

There are numerous telecommunications circuits connecting the NCR to the outside world as well as each other. The NCR operation ensures that these circuits are operational in order for personnel and systems to perform. The following circuits are monitored (this is an approximate list):

- SIPRNET circuits at the RC
- SIPRNET circuits at the JP1
- SIPRNET circuits at the COOP
- point to point T3 between RC and JP1
- point to point T3 between RC and COOP
- POTS lines at the RC
- ISDN PRI circuits at the RC
- POTS lines at the JP1
- ISDN PRI circuits at the JP1
- POTS lines at the COOP
- ISDN PRI circuits at the COOP

2.4 Network Management

The NCR Operations monitors and manages the NCR systems using various management and operational tools. A partial list of the management tools used at the ARNGRC is:

- Remedy version 6.00.01 is used to track all trouble calls. Remedy is a COTS application by BMC Software Inc. The contractor will use this tool to track tickets. No administrative support is required. The ARNG's version of Remedy is controlled by a

different contractor. However, the contractor for this award will have full user read/write access to the appropriate schemas.

- Microsoft Active Directory Administrative Tool is used to administer network accounts. This is a COTS product by Microsoft.
- Microsoft Exchange Administrator is used to administer email accounts. This is a COTS product by Microsoft.
- Citrix Application Manager is used to administer the ARNGRC Citrix server. This is a COTS product by Citrix.
- Syslog Server captures system log information for all network devices. This is a COTS product by Microsoft.
- Hercules Server is used to provide vulnerability and policy management

2.5 These tools will be provided as GFE for the approved and cleared contractor personnel to use and manage.

COOP

The ARNGRC operations manage Continuity of Operations (COOP) systems at an undisclosed location for backing up critical systems and information. The systems consist of Storage Area Network (SAN) and other servers. The Government intends the site to be managed remotely. There is no requirement for on-site contractor personnel at the COOP site on a regular basis. The contractor shall be on site during exercises and for performing physical installations.

2.6 AITS/DTTP Video Classrooms

The NCR sites contain several video classrooms to support the video teleconferencing services, computer training and access to the network. Classrooms have the following equipment:

- Tandberg 2500 Codec
- Cisco 1721 Router
- Cisco 2950 switch(es)
- Other video cameras

The contractor shall be responsible for ensuring that other supporting equipment such as video cameras, speakers, television and/or Sony Projector & Screen and workstations are functioning correctly.

2.7 Ticket Volumes

For 2007, the average monthly ticket volume was approximately 1,600 with an average resolution time of 36 hours. Please note, this does not represent 36 hours of active work time. Rather, it is the average time the tickets were open.

2.8 Asset Management

The Government plans to implement an asset management system for the ARNG assets. Currently the ARNG is using Dimensions. Other tools are being considered and the Government will assist the contractor with transitions when other tools are introduced.

3. ANG Operations

3.1 Personnel

There are approximately 1,400 ANG staff members assigned to ANG facilities that will need support from the contractor.

3.2 Network and Systems

The network and computing infrastructure are currently composed of approximately 112 network elements (switches, routers and firewalls) not including servers. Currently, there are approximately 79 ANG servers of which there are 67 servers at the ANG RC, 10 servers at JP1, and 2 at the COOP site.

There are approximately 1,600 ANG computer devices (desktops, laptops, handheld devices) being supported on the network. The majority of these systems are at the ANG RC. There are standard software images deployed by ANG. The current environment is Windows XP with Office 2003. The future environment will be Windows Vista with Office 2007. The time for implementation will be determined by the Government.

The list of systems currently supported is shown below. This list is not to be considered all-inclusive and is subject to change with changes in technology.

- Desktops (various vendors)
 - Windows Workstation Operating Systems (NT4.0, 2000, and XP)
- Servers (Dell Hardware)
 - Windows Server Operating Systems (NT, 2000, and 2003)
 - Unix (Solaris, HP-UX, BSD)
- Network Appliance Filer Devices (NetApp)
- SNAP Network Attached Storage (NAS)
- Cisco Routers
- Applications (ISA, MS Exchange, Sidewinder, Active Directory, WIN2K DNS, WINS, IIS, SMS, NetIQ, Sendmail SMTP Relay, Norton SMTP Relay, HP Openview, Remedy ARS, Norton Antivirus, Adobe Acrobat, ISS Safesuite, Intruder Alert, Enterprise Security Manager, NetIQ Security Manager, NetIQ Application Manager, NetIQ End-to-End, Citrix, Commvault, Veritas, MS Office Professional)
- Databases (Oracle, MS SQL, SQL)
- Hummingbird's Doc's Open

The Air Force Network Operations Security Center (NOSC) is responsible for the routers, while the NCR contractor shall be responsible for all other ANG NCR equipment operating at Andrews, with the exception of the telephone service, which is provided by the Andrews host base.

3.3 Circuits

There are numerous telecommunications circuits connecting the NCR to the outside world as well as each other. The NCR operation ensures that these circuits are operational in order for personnel and systems to perform. Most circuits at the ANGRC are managed and monitored by the ANG communications group and not the NCR Operations team. The following circuits are monitored by the NCR Operations (this is an approximate list):

- SIPRNET circuits at the RC
- SIPRNET circuits at the JP1
- SIPRNET circuits at the COOP
- 1 point to point T3 between RC and JP1
- 1 point to point T3 between RC and COOP

3.4 Network Management Tools

The NCR Operations monitors and manages the NCR systems using various management and operational tools. A partial list of the Management Tools used at the ANGRC is:

- Remedy version 6.00.01 is used to track all trouble calls. Remedy is a COTS application by BMC Software Inc. The contractor shall manage this system.
- Microsoft Active Directory Administrative Tool is used to administer network accounts. This is a COTS product by Microsoft.
- Microsoft Exchange Administrator is used to administer email accounts. This is a COTS product by Microsoft.
- Visual Basic Scripts are used to administer account imports and mass modifications. These scripts are custom written for each task. This is a COTS product by Microsoft.
- Backup Express is used to administer network data back ups. Backup Express is a Syncsort Incorporated COTS product.
- NetApp Device Manager is used to administer the 22TB NetApp Storage device in use at ANGRC. This is a COTS product by NetApp.
- APC InfraStruXure Manager, Management platform that increases visibility of server rooms and small datacenters by outlining the health and status of all APC devices. An American Power Conversion COTS product.
- Citrix Application Manager is used to administer the ANGRC Citrix server. This is a COTS product by Citrix.
- Syslog Server captures system log information for all network devices. This is a COTS product by Microsoft.
- What's Up Gold is a network monitoring application. This is a COTS product by Ipswitch.
- MRTG (Multi Router Traffic Grapher) is available under the terms of the GNU (General Public License) agreement. MRTG is Pearl Script based and custom configured for the ANGRC environment. MRTG allows consolidated monitoring via a graphical html interface of multiple network device interfaces.
- SolarWinds version 7.8.4 is used to monitor the LAN infrastructure for real time problem reporting. The system sends text messages based on custom thresholds.
- SolarWinds Engineering Tool Set is used to manage LAN devices.
- Cisco Secure Device Manager is used to manage and monitor all ANGRC routers. SSH sessions are also maintained as a backup tool.
- HP OpenView is used to monitor network status visually.
- Information Assurance and Security Tools are used such as ISS Safesuite, Intruder Alert, Enterprise Security Manager, and NetIQ Security Manager. These are COTS products by various vendors.

- NetIQ Application Manager and NetIQ End-to-End are used to manage servers and applications.

These tools will be provided as GFE for the approved and cleared contractor personnel to use and manage.

3.5 COOP

The ANGRC operations manage Continuity of Operations (COOP) systems at an undisclosed location for backing up critical systems and information. The systems consist of Storage Area Network (SAN) and other servers.

3.6 Ticket Volumes

For 2007, the average monthly ticket volume was approximately 1,200 with an average resolution time of 37 hours. Please note, this does not represent 37 hours of active work time. Rather, it is the average time the tickets were open.

3.7 Asset Management

ANG currently uses Asset Inventory Management – formerly ITAMS which was developed and is operated by the Air Force under a separate contract.

SECTION J – ATTACHMENT 3: PAST PERFORMANCE

RESERVED

SECTION J – ATTACHMENT 4: SERVICE LEVEL AGREEMENTS

1. Basis For Service Level Agreements

The Army National Guard (ARNG) is soliciting Contractor support in order to support ongoing IT operations. The Contractor's performance will be measured against the Service Level Agreements (SLAs) described in this document in addition to monitoring the Service Level Objectives (SLO) defined in the Performance Work Statement.

This document details a subset of key Service Level Objectives (SLO) that have been selected to be used as Service Level Agreements (SLA). The Contractor shall comply with all SLAs defined herein.

The SLAs were selected to emphasize particular performance areas such as Response, Repair Times and Customer Satisfaction, Operational Support Performance, and Security Operations Performance.

1.1 Applicability

The Government will evaluate the Contractor's performance using the measures described in this document. The table below indicates the supported organization to which the SLA applies.

SLA #	SLA Title	ARNG Required	ANG Required
1	Help Desk Resolution Rate		X
2	Help Desk Average Speed to Answer		X
3	Help Desk Call Abandonment Rate		X
4	Incident Response Time	X	X
5	Resolve and Close Trouble Tickets and Service Requests	X	X
6	Notification Criteria for Scheduled Maintenance or Planned Outage	X	X
7	Notification Criteria for Unscheduled Outages	X	X
8	Network Availability	X	X
9	Email Availability	X	X
10	AD Service Availability	X	X
11	Mission Support Server Availability	X	X
12	Security Incident Response Time	X	X
13	Security Event Analysis	X	X

	Performance		
14	Security Incident Management Performance	X	X
15	Security System Maintenance Performance	X	X
16	Security Audit/Vulnerability Assessment Performance	X	X

2. Service Level Agreements

Service Description. Facilitate and enable customer service desk, networking, communications, and access to networked applications. The Contractor shall deliver each service in accordance with the Performance Work Statement (PWS) of this task order. Related deliverables are specified in the Deliverable document of this task order. The Contractor performance standards are tailored for the type of service being provided.

Contractor Responsibilities. The Government will assume the Contractor is responsible for any failure to meet an availability SLA unless the Contractor provides proof and briefs the circumstances that absolve them of responsibility at the Monthly Performance Report. The Contractor shall ensure that scheduled upgrades, modifications, and non-emergency configuration changes are performed outside of normal duty day periods or during scheduled and announced outage periods. When the Contractor performs touch labor service, the end-user or end-users will be kept fully informed of status orders. The Contractor shall also alert the appropriate Government personnel and end-users about any staff changes with a real or potential impact on service delivery. The Contractor shall notify the Government about access requirements in a timely manner.

Government Responsibilities. To facilitate service performance, especially in regards to a service disruption or service outage, the end-user will make devices, closets, wiring systems, circuits, and other supporting hardware and software accessible to the authorized Contractor personnel. Government representatives will be available to assist service support staff during pre-arranged service periods. The Contractor shall notify the Government in writing about access requirements. The notification can be via memo or email and must be received by an authorized Government enterprise manager in a timely manner because there will be occasions when Government to Government coordination to grant access will be necessary. The Government will acknowledge the Contractor's request, take action to provide access, and notify the Contractor in writing when access has been coordinated and approved.

2.1 Help Desk Resolution Rate

A. SLA ID: 1.

B. Key Performance Indicator. The percent of problems and requests reported to the Help Desk that were resolved (either closed or successfully addressed) during the initial contact with the end user. The first contact may include direct on-site ad-hoc contact that is documented after the fact.

C. Performance Standards

Meets Expectations	Below Expectations
> = 90% of problems resolved during initial contact	< 90% of problems resolved during initial contact

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.2 Help Desk Average Speed to Answer

A. SLA ID: 2.

B. Key Performance Indicator. The percentage of calls received at the Help Desk that were answered by agents within 20 seconds (during normal hours of operation).

C. Performance Standards

Meets Expectations	Below Expectations
> = 93% answered by agents within 20 seconds	< 93% answered by agents within 20 seconds

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Automatic Call Distribution system.

2.3 Help Desk Call Abandon Rate

A. SLA ID: 3.

B. Key Performance Indicator. The percentage of calls that were abandoned while in queue.

C. Performance Standards

Meets Expectations	Below Expectations
< = 5% calls are abandoned while waiting in queue	> 5% calls are abandoned while waiting in queue

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Automatic Call Distribution system.

2.4 Incident Response Time

A. SLA ID: 4.

B. Key Performance Indicator. Time from the incident ticket creation or escalation from Tier I Help desk to the contact (either phone or in-person) with the end-user(s) to communicate resolution status.

C. Performance Standards

Meets Expectations	Below Expectations
< 15 minutes	< = 15 minutes

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.5 Resolve and Close Trouble Tickets and Service Requests – Business Critical

A. SLA ID: 5-1.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
< = 1 hour	> 1 hour

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.6 Resolve and Close Trouble Tickets and Service Requests – Urgent

A. SLA ID: 5-2.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
< = 8 hours	> 8 hours

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.7 Resolve and Close Trouble Tickets and Service Requests – Normal

A. SLA ID: 5-3.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
< = 2 business days	> 2 business days

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.8 Resolve and Close Trouble Tickets and Service Requests – Low

A. SLA ID: 5-4.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
< = 4 business days	> 4 business days

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.9 Notification Criteria for Scheduled Maintenance and/or Outage

A. SLA ID: 6.

B. Key Performance Indicator. The time difference from when a notification is sent to the stakeholders and the start of the event.

C. Performance Standards

Meets Expectations	Below Expectations
> = 48 hours during business days	< 48 hours during business days

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.10 Notification Criteria for Unscheduled Outages

A. SLA ID: 7.

B. Key Performance Indicator. The time difference from when an event is identified to when a notification is sent to the stakeholders of the event.

C. Performance Standards

Meets Expectations	Below Expectations
< = 15 minutes	> 15 minutes

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.11 Network Availability

- A. SLA ID: 8.
- B. Key Performance Indicator: The percentage of time that the LAN and MAN infrastructure is available to end users.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 99.9% (excluding scheduled maintenance)	< 99.9% (excluding scheduled maintenance)

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.12 Email Availability

- A. SLA ID: 9.
- B. Key Performance Indicator: The percentage of time that the email service is fully accessible to all authorized end-users.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 99.9% (excluding scheduled maintenance)	< 99.9% (excluding scheduled maintenance)

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.13 Active Directory Availability

A. SLA ID: 10.

B. Key Performance Indicator: The percentage of time that the Active Directory service is fully accessible to the authorized end-users.

C. Performance Standards

Meets Expectations	Below Expectations
> = 98% (excluding scheduled maintenance)	< 98% (excluding scheduled maintenance)

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.14 Mission Support Servers Availability

A. SLA ID: 11.

B. Key Performance Indicator: The percentage of time that the mission support servers are fully accessible to the authorized end-users.

C. Performance Standards

Meets Expectations	Below Expectations
> = 98% (excluding scheduled maintenance)	< 98% (excluding scheduled maintenance)

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.15 Security Incident Response Time

A. SLA ID: 12.

B. Key Performance Indicator: The time difference from when an event is identified to when a notification is sent to the appropriate Government personnel.

C. Performance Standards

Meets Expectations	Below Expectations
<= 15 minutes	> 15 minutes

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.16 Security Event Analysis Performance

A. SLA ID: 13.

B. Key Performance Indicator: The percentage of time that the analysis of detected security events is initiated and closed as measured from event detection. The closure is based on priority and classification.

C. Performance Standards

Meets Expectations	Below Expectations
> = 90% of all detected security events had analysis initiated within 4 hours of detection and closure within 24 hours	< 90% of all detected security events had analysis initiated within 4 hours of detection and closure within 24 hours

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.17 Security Incident Management Performance

A. SLA ID: 14.

B. Key Performance Indicator: The percentage of time that appropriate reaction and containment of detected security incidents is performed per Government rules and regulations.

C. Performance Standards

Meets Expectations	Below Expectations
> = 99.9% of all detected security events	< 99.9% of all detected security events

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.18 Security System Maintenance Performance

A. SLA ID: 15.

B. Key Performance Indicator: The percentage of time that IDS systems updates, virus signature updates and firewall rule sets updates are implemented on time as measured from the time an update is released by vendors or advisories and approved by the Government to successful implementation.

C. Performance Standards

Meets Expectations	Below Expectations
> = 99% of all security updates are implemented within 5 business days	< 99% of all security updates are implemented within 5 business days

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.19 Security Audit/Vulnerability Assessment Performance

A. SLA ID: 16.

B. Key Performance Indicator: The percentage of time that high vulnerabilities are removed by the compliance date or have documented approved exemption or extensions. The definition of high vulnerabilities will be agreed upon by the Government and Contractor after task order award.

C. Performance Standards

Meets Expectations	Below Expectations
> = 85% of all high security vulnerabilities are removed by the compliance date or have documented approved exemption or extensions	< 85% of all high security vulnerabilities are removed by the compliance date or have documented approved exemption or extensions

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

SECTION J – ATTACHMENT 5: SERVICE LEVEL OBJECTIVES

1. Basis For Service Level Agreements

The Army National Guard (ARNG) is soliciting Contractor support in order to support ongoing IT operations. The Contractor’s performance will be measured against the Service Level Agreements (SLAs) described in this document in addition to monitoring the Service Level Objectives (SLO) defined in the Performance Work Statement.

This document details a subset of key Service Level Objectives (SLO) that have been selected to be used as Service Level Agreements (SLA). The Contractor shall comply with all SLAs defined herein.

The SLAs were selected to emphasize particular performance areas such as Response, Repair Times and Customer Satisfaction, Operational Support Performance, and Security Operations Performance.

1.1 Applicability

The Government will evaluate the Contractor’s performance using the measures described in this document. The table below indicates the supported organization to which the SLA applies.

SLA #	SLA Title	ARNG Required	ANG Required
1	Help Desk Resolution Rate		X
2	Help Desk Average Speed to Answer		X
3	Help Desk Call Abandonment Rate		X
4	Incident Response Time	X	X
5	Resolve and Close Trouble Tickets and Service Requests	X	X
6	Notification Criteria for Scheduled Maintenance or Planned Outage	X	X
7	Notification Criteria for Unscheduled Outages	X	X
8	Network Availability	X	X
9	Email Availability	X	X
10	AD Service Availability	X	X
11	Mission Support Server Availability	X	X
12	Security Incident Response Time	X	X
13	Security Event Analysis	X	X

	Performance		
14	Security Incident Management Performance	X	X
15	Security System Maintenance Performance	X	X
16	Security Audit/Vulnerability Assessment Performance	X	X

2. Service Level Agreements

Service Description. Facilitate and enable customer service desk, networking, communications, and access to networked applications. The Contractor shall deliver each service in accordance with the Performance Work Statement (PWS) of this task order. Related deliverables are specified in the Deliverable document of this task order. The Contractor performance standards are tailored for the type of service being provided.

Contractor Responsibilities. The Government will assume the Contractor is responsible for any failure to meet an availability SLA unless the Contractor provides proof and briefs the circumstances that absolve them of responsibility at the Monthly Performance Report. The Contractor shall ensure that scheduled upgrades, modifications, and non-emergency configuration changes are performed outside of normal duty day periods or during scheduled and announced outage periods. When the Contractor performs touch labor service, the end-user or end-users will be kept fully informed of status orders. The Contractor shall also alert the appropriate Government personnel and end-users about any staff changes with a real or potential impact on service delivery. The Contractor shall notify the Government about access requirements in a timely manner.

Government Responsibilities. To facilitate service performance, especially in regards to a service disruption or service outage, the end-user will make devices, closets, wiring systems, circuits, and other supporting hardware and software accessible to the authorized Contractor personnel. Government representatives will be available to assist service support staff during pre-arranged service periods. The Contractor shall notify the Government in writing about access requirements. The notification can be via memo or email and must be received by an authorized Government enterprise manager in a timely manner because there will be occasions when Government to Government coordination to grant access will be necessary. The Government will acknowledge the Contractor's request, take action to provide access, and notify the Contractor in writing when access has been coordinated and approved.

2.1 Help Desk Resolution Rate

- A. SLA ID: 1.
- B. Key Performance Indicator. The percent of problems and requests reported to the Help Desk that were resolved (either closed or successfully addressed) during the initial contact with the end user. The first contact may include direct on-site ad-hoc contact that is documented after the fact.

C. Performance Standards

Meets Expectations	Below Expectations
> = 90% of problems resolved during initial contact	< 90% of problems resolved during initial contact

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.2 Help Desk Average Speed to Answer

A. SLA ID: 2.

B. Key Performance Indicator. The percentage of calls received at the Help Desk that were answered by agents within 20 seconds (during normal hours of operation).

C. Performance Standards

Meets Expectations	Below Expectations
> = 93% answered by agents within 20 seconds	< 93% answered by agents within 20 seconds

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Automatic Call Distribution system.

2.3 Help Desk Call Abandon Rate

A. SLA ID: 3.

B. Key Performance Indicator. The percentage of calls that were abandoned while in queue.

C. Performance Standards

Meets Expectations	Below Expectations
< = 5% calls are abandoned while waiting in queue	> 5% calls are abandoned while waiting in queue

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Automatic Call Distribution system.

2.4 Incident Response Time

A. SLA ID: 4.

B. Key Performance Indicator. Time from the incident ticket creation or escalation from Tier I Help desk to the contact (either phone or in-person) with the end-user(s) to communicate resolution status.

C. Performance Standards

Meets Expectations	Below Expectations
< 15 minutes	< = 15 minutes

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.5 Resolve and Close Trouble Tickets and Service Requests – Business Critical

A. SLA ID: 5-1.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
< = 1 hour	> 1 hour

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.6 Resolve and Close Trouble Tickets and Service Requests – Urgent

A. SLA ID: 5-2.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
<= 8 hours	> 8 hours

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.7 Resolve and Close Trouble Tickets and Service Requests – Normal

A. SLA ID: 5-3.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
<= 2 business days	> 2 business days

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.8 Resolve and Close Trouble Tickets and Service Requests – Low

A. SLA ID: 5-4.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
< = 4 business days	> 4 business days

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.9 Notification Criteria for Scheduled Maintenance and/or Outage

A. SLA ID: 6.

B. Key Performance Indicator. The time difference from when a notification is sent to the stakeholders and the start of the event.

C. Performance Standards

Meets Expectations	Below Expectations
> = 48 hours during business days	< 48 hours during business days

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.10 Notification Criteria for Unscheduled Outages

A. SLA ID: 7.

B. Key Performance Indicator. The time difference from when an event is identified to when a notification is sent to the stakeholders of the event.

C. Performance Standards

Meets Expectations	Below Expectations
< = 15 minutes	> 15 minutes

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.11 Network Availability

- A. SLA ID: 8.
- B. Key Performance Indicator: The percentage of time that the LAN and MAN infrastructure is available to end users.

C. Performance Standards

Meets Expectations	Below Expectations
> = 99.9% (excluding scheduled maintenance)	< 99.9% (excluding scheduled maintenance)

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.12 Email Availability

- A. SLA ID: 9.
- B. Key Performance Indicator: The percentage of time that the email service is fully accessible to all authorized end-users.

C. Performance Standards

Meets Expectations	Below Expectations
> = 99.9% (excluding scheduled maintenance)	< 99.9% (excluding scheduled maintenance)

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.13 Active Directory Availability

A. SLA ID: 10.

B. Key Performance Indicator: The percentage of time that the Active Directory service is fully accessible to the authorized end-users.

C. Performance Standards

Meets Expectations	Below Expectations
> = 98% (excluding scheduled maintenance)	< 98% (excluding scheduled maintenance)

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.14 Mission Support Servers Availability

A. SLA ID: 11.

B. Key Performance Indicator: The percentage of time that the mission support servers are fully accessible to the authorized end-users.

C. Performance Standards

Meets Expectations	Below Expectations
> = 98% (excluding scheduled maintenance)	< 98% (excluding scheduled maintenance)

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.15 Security Incident Response Time

A. SLA ID: 12.

B. Key Performance Indicator: The time difference from when an event is identified to when a notification is sent to the appropriate Government personnel.

C. Performance Standards

Meets Expectations	Below Expectations
< = 15 minutes	> 15 minutes

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.16 Security Event Analysis Performance

A. SLA ID: 13.

B. Key Performance Indicator: The percentage of time that the analysis of detected security events is initiated and closed as measured from event detection. The closure is based on priority and classification.

C. Performance Standards

Meets Expectations	Below Expectations
> = 90% of all detected security events had analysis initiated within 4 hours of detection and closure within 24 hours	< 90% of all detected security events had analysis initiated within 4 hours of detection and closure within 24 hours

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.17 Security Incident Management Performance

A. SLA ID: 14.

B. Key Performance Indicator: The percentage of time that appropriate reaction and containment of detected security incidents is performed per Government rules and regulations.

C. Performance Standards

Meets Expectations	Below Expectations
> = 99.9% of all detected security events	< 99.9% of all detected security events

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.18 Security System Maintenance Performance

A. SLA ID: 15.

B. Key Performance Indicator: The percentage of time that IDS systems updates, virus signature updates and firewall rule sets updates are implemented on time as measured from the time an update is released by vendors or advisories and approved by the Government to successful implementation.

C. Performance Standards

Meets Expectations	Below Expectations
> = 99% of all security updates are implemented within 5 business days	< 99% of all security updates are implemented within 5 business days

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.19 Security Audit/Vulnerability Assessment Performance

A. SLA ID: 16.

B. Key Performance Indicator: The percentage of time that high vulnerabilities are removed by the compliance date or have documented approved exemption or extensions. The definition of high vulnerabilities will be agreed upon by the Government and Contractor after task order award.

C. Performance Standards

Meets Expectations	Below Expectations
> = 85% of all high security vulnerabilities are removed by the compliance date or have documented approved exemption or extensions	< 85% of all high security vulnerabilities are removed by the compliance date or have documented approved exemption or extensions

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

Support Service Level Objectives

Service Level Objectives

This section details the Service Level Objectives (SLO) corresponding to the operational metrics that are to be measured and reported by the Contractor. The Service Level Objectives (SLOs) define the objectives that the Government wishes to achieve for service delivery and support. The tables indicate the supported organization to which the SLO applies. Not all SLOs will be reported by the Contractor; however, the Contractor shall be prepared to report on all of them. Some key Service Level Objectives (SLO) have been selected to be used as Service Level Agreements (SLA).

Response, Repair Times and Customer Satisfaction

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
1	Help Desk Resolution Rate	90% of the problems resolved during initial contact either remotely or on-site assistance	To maintain efficiency of operations		X
2	Incident Response Time	Respond to affected customer within 15 minutes of ticket creation with either resolution or an update 100% of the time (95% acceptable).	To maintain efficiency of operations	X	X
3	User Generated Ticket Response Time	Respond to customer within 20 minutes of receipt of customer generated request for help with either a priority designation and status or resolution of the request (other than Help Desk generated tickets) 100% of the time (95% acceptable)	To maintain efficiency of operations	X	X
4	Resolve and Close Trouble Tickets and Service Requests	1 hour for business critical, 8 hour for urgent, 2 business days for normal and 4 business days for low priority tickets (2 hour for Very Important Person tickets) 100% of the time (95% acceptable)	To maintain efficiency of operations	X	X
5	Customer Update Frequency	Update customers on ticket resolution status every 15 minutes for business critical, 1 hour for urgent, 8 hours for normal/low criticality	To ensure appropriate notification of organizations supported	X	X
6	Help Desk Average Speed to Answer	93% of all calls answered by an analyst (non-automated response) within 20 seconds (during normal hours of operation)	To maintain efficiency of operations		X
7	Help Desk Call Abandonment Rate	Call abandonment rate less than or equal to 5%	To maintain efficiency of operations		X

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
8	Root Cause Closure	80% of all trouble tickets have a root cause identified within 30 days of initial report	To maintain efficiency of operations	X	X
9	Known Issue Assurance	No more than 5% of all trouble tickets reported within a 30 day period are caused by an existing know error (previously identified root cause)	To maintain efficiency of operations	X	X
10	Time to Detect a Network Incident	5 minutes to detect, proactively document and begin working issues with the LAN and MAN network infrastructure including for example routers, switches, firewalls and servers	To maintain efficiency of operations	X	X
11	Notification Criteria for Scheduled Maintenance and/or Outage	Notifications sent to affected stakeholders no less than 48 hours prior to scheduled outage. (Assumes maintenance and changes comply with National Threat condition rules and other Government rules)	To ensure appropriate notification of organizations supported	X	X
12	Maintenance Support	100% of the scheduled maintenance is performed during agreed-upon maintenance window; 99% of the time the maintenance is completed within the agreed-upon maintenance window	To ensure maintenance does not disrupt services during core hours	X	X
13	Notification Criteria for Unscheduled Outages	Within 15 minutes (electronic) and 30 minutes (voice) of failure or outage condition	To ensure constant monitoring of network and appropriate notification of organizations supported	X	X
14	Satisfaction Survey	90% approval rating with a 10% or more response rate	To ensure customer satisfaction with services provided	X	X

Operational Support Performance

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
15	Network Availability	99.9% uptime [9 hours downtime per year] - not including scheduled downtime	To ensure availability of LAN and MAN service	X	X
16	Server Restoration	Within 24 hours	To ensure expeditious restoration of servers due to accidental loss of hardware and/or media failure	X	X
17	Document/file Restoration	Within 2 hours of notification of need	To ensure expeditious restoration of backed-up documents/files	X	X
18	Server/Database/File Back-ups	Weekly full back-up stored at off-site location. Incremental back-ups daily as appropriate for services such as Email.	To ensure service continuity	X	X
19	Email Availability	Available 99.9% of the time minus scheduled maintenance	To ensure availability of service	X	X
20	Email Capacity	Free disk space should be greater than 20% of disk capacity.	To ensure availability of service	X	X
21	AD Service Availability	Active Directory service is available 99.9% of the time minus scheduled maintenance	To ensure availability of service	X	X
22	Mission Support Server Availability	Mission Support servers are available 98% of the time minus scheduled maintenance	To ensure availability of service	X	X

Business Support

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
23	Computer Warranty Coverage Notification	Notify appropriate Government personnel a minimum of six (6) months prior to expiration of service or warranty coverage 100% of the time	To ensure all computers are properly covered by warranty or service agreements		X
24	COOP Planning	Perform COOP exercise and review COOP plan at a minimum once a year	To ensure service continuity	X	X

Security Operations Performance

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
25	Security Incident Response Time	Report security incidents (failures and breaches) within 15 minutes to the Government	To minimize security risks	X	X
26	Security Incident Escalation Time	Detect and report malicious/unauthorized activity up the CERT chain (e.g. local CERT to ANGNOSEC or ACERT or AFNOSEC) within 2 hours of detection	To minimize security risks	X	X
27	Security Event Detection Performance	Detection goal of 99.9% of all network security events (indicative of anomalous or malicious or violation activity against critical systems) within 4 hours of security event initiation.	To minimize security risks	X	X
28	Security Event Analysis Performance	Analysis of 90% of detected security events initiated within 4 hours of event detection and closed within 24 hours. (Closure of reports based on priority and classification.)	To minimize security risks and provide timely and accurate analysis of security detected security events	X	X
29	Security Incident Management Performance	Appropriate reaction and containment of 99.9% of detected security incidents per Government rules and regulations	To minimize security risks	X	X
30	Security System Maintenance Performance	Update IDS systems, virus signature updates and firewall rule sets as released by vendors or advisories within 5 business days after Government approval, 99.999% of the time as a goal.	To minimize security risks	X	X

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
31	Security Audit/Vulnerability Assessment Performance	Goal of 100% high vulnerabilities reduction or documented exemption or document extension by compliance date	To minimize security risks	X	X

SECTION J – ATTACHMENT 6: DD254 FORM

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>		1. CLEARANCE AND SAFEGUARDING	
		a. FACILITY CLEARANCE REQUIRED	
		b. LEVEL OF SAFEGUARDING REQUIRED	
2. THIS SPECIFICATION IS FOR: <i>(X and complete as applicable)</i>		3. THIS SPECIFICATION IS: <i>(X and complete as applicable)</i>	
a. PRIME CONTRACT NUMBER		a. ORIGINAL <i>(Complete date in all cases)</i>	DATE (YYYYMMDD)
b. SUBCONTRACT NUMBER		b. REVISED <i>(Supersedes all previous specs)</i>	REVISION NO. DATE (YYYYMMDD)
c. SOLICITATION OR OTHER NUMBER	DUE DATE (YYYYMMDD)	c. FINAL <i>(Complete Item 5 in all cases)</i>	DATE (YYYYMMDD)
4. IS THIS A FOLLOW-ON CONTRACT? <input type="checkbox"/> YES <input type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under _____ <i>(Preceding Contract Number)</i> is transferred to this follow on contract.			
5. IS THIS A FINAL DD FORM 254? <input type="checkbox"/> YES <input type="checkbox"/> NO. If Yes, complete the following: In response to the contractor's request dated _____, retention of the classified material is authorized for the period of _____.			
6. CONTRACTOR <i>(Include Commercial and Government Entity (CAGE) Code)</i>			
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE	c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>
7. SUBCONTRACTOR			
a. NAME, ADDRESS, AND ZIP CODE		b. CAGE CODE	c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>
8. ACTUAL PERFORMANCE			
a. LOCATION		b. CAGE CODE	c. COGNIZANT SECURITY OFFICE <i>(Name, Address, and Zip Code)</i>
9. GENERAL IDENTIFICATION OF THIS PROCUREMENT			
10. CONTRACTOR WILL REQUIRE ACCESS TO:			
a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION	YES	NO	
b. RESTRICTED DATA			
c. CRITICAL NUCLEAR WEAPON DESIGN INFORMATION			
d. FORMERLY RESTRICTED DATA			
e. INTELLIGENCE INFORMATION			
(1) Sensitive Compartmented Information (SCI)			
(2) Non-SCI			
f. SPECIAL ACCESS INFORMATION			
g. NATO INFORMATION			
h. FOREIGN GOVERNMENT INFORMATION			
i. LIMITED DISSEMINATION INFORMATION			
j. FOR OFFICIAL USE ONLY INFORMATION			
k. OTHER <i>(Specify)</i>			
11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL:			
a. HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY	YES	NO	
b. RECEIVE CLASSIFIED DOCUMENTS ONLY			
c. RECEIVE AND GENERATE CLASSIFIED MATERIAL			
d. FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE			
e. PERFORM SERVICES ONLY			
f. HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PERITO/RELO, U.S. POSSESSIONS AND TRUST TERRITORIES			
g. BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER			
h. REQUIRE A COMSEC ACCOUNT			
i. HAVE TEMPEST REQUIREMENTS			
j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS			
k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE			
l. OTHER <i>(Specify)</i>			

DD FORM 254, DEC 1999

PREVIOUS EDITION IS OBSOLETE.

<p>12. PUBLIC RELEASE. Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release <input type="checkbox"/> Direct <input type="checkbox"/> Through (Specify)</p> <p style="font-size: small;">to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review. *In the case of non DoD User Agencies, requests for disclosure shall be submitted to that agency.</p>		
<p>13. SECURITY GUIDANCE. The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (If in as appropriate for the classified effort, Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.)</p>		
<p>14. ADDITIONAL SECURITY REQUIREMENTS. Requirements, in addition to ISM requirements, are established for this contract. <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)</p>		
<p>15. INSPECTIONS. Elements of this contract are outside the inspection responsibility of the cognizant security office. <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, explain and identify specific areas or elements carried out and the activity responsible for inspections. Use Item 13 if additional space is needed.)</p>		
<p>16. CERTIFICATION AND SIGNATURE. Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.</p>		
a. TYPED NAME OF CERTIFYING OFFICIAL	b. TITLE	c. TELEPHONE (Include Area Code)
d. ADDRESS (Include Zip Code)	<p>17. REQUIRED DISTRIBUTION</p> <p><input type="checkbox"/> a. CONTRACTOR</p> <p><input type="checkbox"/> b. SUBCONTRACTOR</p> <p><input type="checkbox"/> c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR</p> <p><input type="checkbox"/> d. U.S. ACTIVITY RESPONSIBLE FOR OMB/ISA SECURITY ADMINISTRATION</p> <p><input type="checkbox"/> e. ADMINISTRATIVE CONTRACTING OFFICER</p> <p><input type="checkbox"/> f. OTHERS AS NECESSARY</p>	
e. SIGNATURE		

DD FORM 254 (BACK), DEC 1999

SECTION J – ATTACHMENT 7: KEY PERSONNEL

LABOR CATEGORY/NAME	NAME
Program Manager - Sr	Johnson, Mike
Program Manager - Sr	Johnson, Lee
Program Manager - Sr	Lee, Dave
Deputy Program Manager Program Manager - Sr	Depew, Randy
Deputy Program Manager Program Manager - Sr	Fenner, Chip
Others as Defined by NCI	
Information Assurance Engr - Inter	Pennell, Will
Information Assurance Engr - Sr	Shiller, Brian (CNSI)
IT Certified Professional - Inter	Arnold, Charles
IT Systems Solution Architect - Sr	Egan, Ed (CNSI)
IT Systems Solution Architect - Sr	Gerhardt, John
IT Systems Solution Architect - Sr	Kerndt, Kathleen
IT Systems Solution Architect - Sr	Pruitt, Stephen
IT Systems Solution Architect - Sr	Smith, Greg (CNSI)
IT Systems Solution Architect - Sr	Williamson, Larmonte
PC Support Manager	Rolf, Phillip
Project Manager - Inter	Abarr, Carl
Project Manager - Inter	Anderson, Kashantis
Program Manager - Inter	Kim, Victoria
Project Manager – Inter	Barnes, Steve
Project Manager - Inter	Quimby, Andy
Project Manager - Inter	Ray, Robert
Project Manager - Sr	King, Darrel
Project Manager - Sr	Norman, Tim
Project Planning Manager	Harris, Carl

MILITARY INTERDEPARTMENTAL PURCHASE REQUEST

PAGE 1 OF 1 PAGES

2 FSC 3 CONTROL SYMBOL NO 4. DATE PREPARED 5 MIPR NUMBER 6 AMEND NO
 18 Nov 2008 MIPR9ANBCIS902 One

7 TO: Acquisition Services Directorate - National Business Center
 ATTN: Louis S. Golden, Email: louis.golden@aqd.nbc.gov
 381 Elden Street, Suite 4000
 Herndon, Virginia 20170-4817
 PHL: 703-964-3680, FAX 703-964-8440

8 FROM: (Agency, name, telephone number of originator)
 Army National Guard Bureau
 Tech POC: Mr. Edward A. Byrne, 703-607-7898, FAX 607-9344
 Bude POC: FAX 607-7688

9. ITEMS ARE ARE NOT INCLUDED IN THE INTERSERVICE S SCREENING HAS HAS NOT BEEN ACCOMPLISHED

CONTRACT/ ORDER NO: 20661
 COST \$6,678,242
 FEE \$0

100%
 Contract cost

NOTE partial fee in the amount of \$218,000 taken from MIPR8AMMSIS802

ITEM NO. DESCRIPTION (Federal stock number, nomenclature, specification and/or drawing)

1. Funds in the amount of \$6,678,242 are obligated for the pur-
 issuing Task Order # 20661 against NCT's HES-2S Contract
 #W91QZ-07-D-0004 in accordance with the attached Perfo
 Work Statement entitled "National Capital Region Informator
 Technology Support". These funds shall be used for the perio
 December 1, 2008 through September 30, 2009".
 2. AQD Contract Admin Fee: 2.5% (Basic) (MIPR8AMMSIS802
 Previous MIPR Amount, (Basic)
 AQD Contract Admin Fee: 2.5% (Amd1) (MIPR8AMMSIS802
 Current MIPR Amount, (Amd1)
 ARNG NCR DOIM SUPPORT (CLIN 0001)

\$000.00
4,100,000.00
\$000.00
2,578,242.00

3. I certify that the description above is complete and correct; the
 requested items/services meet a bonafide need of this activity's FY09
 requirements and the funds cited in block no. 14 of this request are
 available and properly chargeable in support of the requested items.

31 Nov 08
 Sharon E. Hallinan, CO
 Acting Branch Chief

MR HENRY S. MINNICH / COL BRET A. SLATER, Chief, AIP

4. This Requirement has Been Processed In-Accordance-With (IAW)
 Section 854 of the Ronald W. Reagan National Defense Authorization
 Act for Fiscal Year 2005 (Public Law 108-375) and the Army Policy
 Memorandum on Proper Use of Non-Department of Defense
 Contracts Dated July 12, 2005. This Order is Properly Funded
 (Correct Appropriation and Year), and it is in Compliance With Army
 Procedures for Placement of Orders on the Army's Behalf by a
 Non-DoD Organization.

5. GovWorks Will Accept This Funding Under the Government
 Management Reform Act (GMRA) of 1994.
 APB# AIS09-001, AIS09-002

BIS Agency Name: Army- NGB- Readiness Ctr.
 CO: Sharon Hallinan CS: Will Galvin
 IAA #: MIPR9ANBCIS902- A1
 BIS Project#: 54522

10 SEE ATTACHED PAGES FOR DELIVERY SCHEDULES, PRESERVATION AND PACKAGING INSTRUCTIONS SHIPPING INSTRUCTIONS AND INSTRUCTIONS FOR DISTRIBUTION OF CONTRACTS AND RELATED DOCUMENTS 11. GRAND TOTAL \$6,678,242.00

12 TRANSPORTATION ALLOTMENT (Used if FOB Contractor's plant) 13 MAIL INVOICES TO (Payment will be made by) DFAS-Indianapolis/Vendor pay Branch 3899 East 56th Street, Dept 3800, Indianapolis, IN 46249-3800 PAY OFFICE DODAAD

14. FUNDS FOR PROCUREMENT ARE PROPERLY CHARGEABLE TO THE ALLOTMENTS SET FORTH BELOW THE AVAILABLE BALANCES OF WHICH ARE SUFFICIENT TO COVER THE ESTIMATED TOTAL PRICE.

ACRN	APPROXIMATION	LIMIT SOURCE	SUPPLEMENTAL ACCOUNTING CLASSIFICATION	ACT'G STA DODAAD	AMOUNT
219	2005	00000	18-1050 432G1000000 2576 MIPR9ANBCIS902 7XA137 QOIM	044205	\$2,578,242.00

15 AUTHORIZING OFFICER (Type name and title) MATTHEW P. SPRENGER, LTC, CHIEF, DRM FOR 16. SIGNATURE [Signature] 17. DATE Nov 19/08

ACCEPTANCE OF MIPR

To: (Requiring Activity Address) Army - NGB - Readiness Ctr 111 South George Mason Drive Arlington, VA 22204-1382	2. MIPR Number MIPR9ANBCIS902	3. Amendment A1
	4. DATE (MIPR Signature Date) November 24, 2008	5. AMOUNT (As Listed on the MIPR) \$2,578,242.00

6. The MIPR identified above is accepted and the items requested will be provided as follows: (Check as Applicable)

a. ALL ITEMS WILL BE PROVIDED THROUGH REIMBURSEMENT (Category I)

b. ALL ITEMS WILL BE PROCURED BY THE DIRECT CITATION OF FUNDS (Category II)

c. ITEMS WILL BE PROVIDED BY BOTH CATEGORY I AND CATEGORY II AS INDICATED BELOW

d. THIS ACCEPTANCE, FOR CATEGORY I ITEMS, IS QUALIFIED BECAUSE OF ANTICIPATED CONTINGENCIES AS TO FINAL PRICE. CHANGES IN THIS ACCEPTANCE FIGURE WILL BE FURNISHED PERIODICALLY UPON DETERMINATION OF DEFINITIZED PRICES, BUT PRIOR TO SUBMISSION OF BILLINGS.

7. MIPR ITEM NUMBER(S) IDENTIFIED IN BLOCK 13, "REMARKS" IS NOT ACCEPTED (IS REJECTED) FOR THE REASONS INDICATED.

8. TO BE PROVIDED THROUGH REIMBURSEMENT CATEGORY I			9. TO BE PROCURED BY DIRECT CITATION OF FUNDS CATEGORY II		
ITEM NO. <i>a</i>	QUANTITY <i>b</i>	ESTIMATED PRICE <i>c</i>	ITEM NO. <i>a</i>	QUANTITY <i>b</i>	ESTIMATED PRICE <i>c</i>
		\$2,578,242.00 0.0% Service Charge: To Service Charge: \$0.00 To Contract: \$2,578,242.00 Total: \$2,578,242.00			<u>A1 IS TO RELEASE SUBJECT TO AVAILABILITY OF FUNDS AND TO ADD ADDITIONAL FUNDS</u> <u>FEE TO COME OUT OF FUTURE DOCUMENTS, SEE E-MAIL</u>
d. TOTAL ESTIMATED PRICE		\$2,578,242.00	d. TOTAL ESTIMATED PRICE		

10. ANTICIPATED DATE OF OBLIGATION FOR CATEGORY II ITEMS

15. GRAND TOTAL ESTIMATED PRICE OF ALL ITEMS
\$6,678,242.00

12. FUNDS DATA (Check if Applicable)

a. ADDITIONAL FUNDS IN THE AMOUNT OF \$ _____ ARE REQUIRED (See Justification in Block 13)

b. FUNDS IN THE AMOUNT OF \$ _____ ARE NOT REQUIRED AND MAY BE WITHDRAWN

13. REMARKS

NOTWITHSTANDING ANY PREVIOUSLY CITED AUTHORITY, ACQUISITION SERVICES DIRECTORATE HAS ACCEPTED THIS FUNDING UNDER THE GOVERNMENT MANAGEMENT REFORM ACT (GMRA) OF 1994

14. ACCEPTING ACTIVITY (Complete Address) Acquisition Services Directorate, NBC, DOI 381 Elden Street, Suite 4000 Herndon, VA 20170-4817 Voice: (703) 964-8801 Fax: (703) 964-5300	15. TYPED NAME AND TITLE OF AUTHORIZED OFFICIAL Sabrina Crane, Chief Business Operations Branch
	16. SIGNATURE
	17. DATE 11/24/2008

MILITARY INTERDEPARTMENTAL PURCHASE REQUEST

PAGE: 1

2. FSC	3. CONTROL SYMBOL NO	4. DATE PREPARED 20-NOV-08	5. MPR NUMBER F9WFC48325GC01	6. AMEND NO Basic
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7. TO: Acquisition Services Directorate / National Business Center 381 Elden Street, Suite 4000 Herndon, VA 20170 4817 Fax 703-964-8440 703-964-3680	8. FROM: (Agency name, telephone number of originator) NOB/A6, 1411 Jeff Davis Hwy, Ste 6700 Arlington, VA 22202-3231 FAX: DSN-325-2753
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9. ITEMS ARE ARE NOT INCLUDED IN THE INTERSERVICE SUPPLY SUPPORT PROGRAM AND REQUIRED INTERSERVICE SCREENING
 HAS HAS NOT BEEN ACCOMPLISHED

ITEM NO	DESCRIPTION (Federal stock number, nomenclature, specification and/or drawing No. etc.)	QUANTITY c	UNIT d	ESTIMATED UNIT PRICE e	ESTIMATED TOTAL PRICE f	
	<p>Funds in the amount of \$3,329,815.00 are obligated for the purpose of issuing Task Order # 20661 against NCI's ITES-2S Contract # W91QWZ-07-D-0004 in accordance with the attached Performance Work Statement entitled "National Capital Region Information Technology Support". These funds should be applied to CLIN 0009 and 0010 (ANG NCR Operational Support).</p> <p>These funds shall be used for the period from December 1, 2008 through September 30, 2009.</p> <p>I certify that the funds cited in this MIPR are properly chargeable for the purposes set forth in this MIPR.</p> <p>Funds for this requirement expire 30 Sep 09. The amount in block 11 is a firm limitation which cannot be exceeded without written authorization from this office. MIPR numbers must be shown on all commitment and obligation documents pertaining to this authority.</p> <p>ENSURE THE PAYING STATION IS INCLUDED ON ALL CONTRACTS AND MODIFICATIONS. IF NOT ON THE MODIFICATION, PLEASE FORWARD A COPY OF THE ORIGINAL CONTRACT.</p> <p>Please return the DD448-2, Acceptance of MIPR within 5 business days. Forward all obligating documents / contracts immediately upon receipt to the address in block 8 above.</p> <p>****SEE CONTINUATION PAGE**** //SIGNED*// 20-NOV-08 WENBERG, D. T., MSOT COMPUTER OPERATOR HQ NOB/A6/NOB/A6 278-8404</p>					
<p>CONTRACT/ ORDER NO.: <u>20661</u> COST: <u>\$3,329,815.00</u> SERVICE CHARGE: <u>\$83,245.00</u> Note: _____</p> <p>Dunn's #09779698 ALC: 00005570 SC: 0004205 TP: 21 FIPS: 2100 00W81RUP</p> <p>Notwithstanding any previously cited authority, DOI NBC / AQD has accepted this funding under the Government Management Reform Act (GMRA) of 1994.</p>						
10. SEE ATTACHED PAGES FOR DELIVERY SCHEDULES, PRESERVATION AND PACKAGING INSTRUCTIONS, SHIPPING INSTRUCTIONS, SHIPPING INSTRUCTIONS FOR DISTRIBUTION OF CONTRACTS AND RELATED DOCUMENTS.					11. GRAND TOTAL 3,413,060.00	
12. TRANSPORTATION ALLOTMENT (Use if FOB Contractor's plant)		13. MAIL INVOICES TO (Payment will be made by) DFAS-BAASD/CC P.O. BOX 369027 COLUMBUS, OH 43236-9027 ATTN: DCC-PAY OFFICE OMAH, PAY OFFICE OODAAD P67100				
14. FUNDS FOR PROCUREMENT ARE PROPERLY CHARGEABLE TO THE ALLOTMENTS SET FORTH BELOW, THE AVAILABLE BALANCES OF WHICH ARE SUFFICIENT TO COVER THE ESTIMATED TOTAL PRICE						
ACRN	APPROPRIATION	LIMIT/SUBHEAD	SUPPLEMENTAL ACCOUNTING CLASSIFICATION		ACCTG STA ODDAAD	AMOUNT
AA	5793840		589 4201 0A-230 010080 59290 55393F 667100 FSR 0 00000000 018159 08R 244359		F67100	\$ 3,413,060.00
			26-NOV-08 THOMPSON, D. T., MSOT ACCOUNTING SUPERVISOR HQ NOB/A6/NOB/A6 278-8034			
15. AUTHORIZING OFFICER (Type name and title) DAVISON, T., MSOT C4 BUDGET MANAGER HQ NOB/A6/A6XB 327-2092			16. SIGNATURE //SIGNED*//		17. DATE 20-NOV-08	

DD FORM 448, JUN 72 (EF-V1)

Sharon Brea for Sharon Hallinan

Created using Oracle Reports

This funding document contains the specificity required to constitute a proper obligation of FY09 funds, and it establishes a bona fide need required to proceed with the acquisition

BIS Agency Name: ARAY NOB READINESS CTR
 CO: SHARON HALLINAN
 AA #: F9WFC48325GC01
 BIS Project#: 54521

LINE ITEM CONTINUATION

PAGE 2

MIPR NUMBER F9WFC48325GC01

ITEM NO	DESCRIPTION <i>(Federal stock number, nomenclature, specification and/or drawing No., etc.)</i>	QUANTITY	UNIT	ESTIMATED UNIT PRICE	ESTIMATED TOTAL PRICE
1	FY09 ANG NCR Network Operations and Support (1 Dec 008 thru 30 Sep 2009)	1	EA	\$ 3,329,815.00	\$ 3,329,815.00
2	2.5 % AOD Off-Load Fee	1	EA	\$ 83,245.00	\$ 83,245.00

ACCEPTANCE OF MIPR

To: (Requiring Activity Address) Army - NGB - VA Chief Information Office JP 1, 1411 Jefferson Davis Highway Arlington, VA 22202	2. MIPR Number F9WFC48325GC01	3. Amendment BASIC
	4. DATE (MIPR Signature Date) November 26, 2008	5. AMOUNT (As Listed on the MIPR) \$3,413,060.00

6. The MIPR identified above is accepted and the items requested will be provided as follows: (Check as Applicable)

- a. ALL ITEMS WILL BE PROVIDED THROUGH REIMBURSEMENT (Category I)
- b. ALL ITEMS WILL BE PROCURED BY THE DIRECT CITATION OF FUNDS (Category II)
- c. ITEMS WILL BE PROVIDED BY BOTH CATEGORY I AND CATEGORY II AS INDICATED BELOW
- d. THIS ACCEPTANCE, FOR CATEGORY I ITEMS, IS QUALIFIED BECAUSE OF ANTICIPATED CONTINGENCIES AS TO FINAL PRICE. CHANGES IN THIS ACCEPTANCE FIGURE WILL BE FURNISHED PERIODICALLY UPON DETERMINATION OF DEFINITIZED PRICES, BUT PRIOR TO SUBMISSION OF BILLINGS.

7. MIPR ITEM NUMBER(S) IDENTIFIED IN BLOCK 13, "REMARKS" IS NOT ACCEPTED (IS REJECTED) FOR THE REASONS INDICATED.

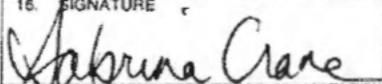
8. TO BE PROVIDED THROUGH REIMBURSEMENT CATEGORY I			9. TO BE PROCURED BY DIRECT CITATION OF FUNDS CATEGORY II		
ITEM NO. <i>a</i>	QUANTITY <i>b</i>	ESTIMATED PRICE <i>c</i>	ITEM NO. <i>a</i>	QUANTITY <i>b</i>	ESTIMATED PRICE <i>c</i>
		\$3,413,060.00 2.5% Service Charge: To Service Charge: \$83,245.00 To Contract: \$3,329,815.00 Total: \$3,413,060.00			
d. TOTAL ESTIMATED PRICE		\$3,413,060.00	d. TOTAL ESTIMATED PRICE		
10. ANTICIPATED DATE OF OBLIGATION FOR CATEGORY II ITEMS			15. GRAND TOTAL ESTIMATED PRICE OF ALL ITEMS \$3,413,060.00		

12. FUNDS DATA (Check if Applicable)

- a. ADDITIONAL FUNDS IN THE AMOUNT OF \$ _____ ARE REQUIRED (See Justification in Block 13)
- b. FUNDS IN THE AMOUNT OF \$ _____ ARE NOT REQUIRED AND MAY BE WITHDRAWN

13. REMARKS

NOTWITHSTANDING ANY PREVIOUSLY CITED AUTHORITY, ACQUISITION SERVICES DIRECTORATE HAS ACCEPTED THIS FUNDING UNDER THE GOVERNMENT MANAGEMENT REFORM ACT (GMRA) OF 1994

14. ACCEPTING ACTIVITY (Complete Address) Acquisition Services Directorate, NBC, DOI 381 Elden Street, Suite 4000 Herndon, VA 20170-4817 Voice: (703) 964-8801 Fax: (703) 964-5300	15. TYPED NAME AND TITLE OF AUTHORIZED OFFICIAL Sabrina Crane, Chief Business Operations Branch
	16. SIGNATURE 
	17. DATE 11/26/2008

PC
11/26/08

MILITARY INTERDEPARTMENTAL PURCHASE REQUEST

PAGE 1 OF 1 PAGES

2 FSC 3 CONTROL SYMBOL NO 4 DATE PREPARED 5 MIPR NUMBER 6 AMEND NO
 18 Nov 2008 MIPR9ANBCIS903 One

7 TO: Acquisition Services Directorate - National Business Center
 ATTN: Louis S. Golden, E-mail: louis.golden@aqd.nbc.gov
 381 Elden Street, Suite 4000
 Herndon, Virginia 20170-1817
 PH 703-964-3680, FAX 703-964-8440

8 FROM: (Agency, name, telephone number of originator)
 Army National Guard Bureau
 Tech POC: Mr. Edward A. Byrne, 703-607-7898, FAX 607-9344
 Budg POC: MAJ Marla Secman, 703-607-7453, FAX 607-7688
 111 South George Mason Drive
 Arlington, Virginia 22204-1382

9 ITEMS ARE ARE NOT INCLUDED IN THE INTERSERVICE SUPPLY SUPPORT PROGRAM AND REQUIRED INTERSERVICE SCREENING HAS HAS NOT BEEN ACCOMPLISHED

ITEM NO DESCRIPTION
 (Federal stock number, nomenclature, specification and/or drawing No., etc.)

1 "Funds in the amount of \$2,098,784 are obligated for the purpose of issuing Task Order # 20661 against NCP's FIES-2S Contract #W91QLZ-07-D-0004 in accordance with the attached Performance Work Statement entitled "National Capital Region Information Technology Support". These funds shall be used for the period from December 1, 2008 through September 30, 2009".

2. AQD Contract Admin Fee: 2.5% (Basic) (MIPR8AMMSIS802)
 Previous MIPR Amount (Basic)
 AQD Contract Admin Fee: 2.5% (Amd1) (MIPR8AMMSIS802)
 Current MIPR Amount (Amd1)
 ARNG EPC and ODC (CLIN 0002, CLIN 0003, CLIN 0008)

3. I certify that the description above is complete and correct; the requested items/services meet a bonafide need of this activity's FY09 requirements and the funds cited in block no. 14 of this request are available and properly chargeable in support of the requested items.

MIR HENRY S. MINNICH / COL BRET A. SLATER, Chief, AIP

4. This Requirement has Been Processed In-Accordance-With (IAW) Section 854 of the Ronald W. Reagan National Defense Authorization Act for Fiscal Year 2005 (Public Law 108-375) and the Army Policy Memorandum on Proper Use of Non-Department of Defense Contracts Dated July 12, 2005. This Order is Properly Funded (Correct Appropriation and Year), and it is in Compliance With Army Procedures for Placement of Orders on the Army's Behalf by a Non-DoD Organization

5. GovWorks Will Accept This Funding Under the Government Management Reform Act (GMRA) of 1994.
 APB# A1S09-026

CONTRACT ORDER NO. 20661
 COST \$2,098,784
 FEE \$0
 NOTE Partial Fee in the amount of \$218,000 taken from MIPR8AMMS-15802

\$218,000 taken	\$000.00
From MIPR8AMMS-15802	\$3,075,000.00
	\$000.00
	(\$976,216.00)

Sharon E Hallinan, CO
 Acting Branch Chief
 21 NOV 08

BIS Agency Name: Army-NGB-Readiness Ctr.
 CO: Sharon Hallinan CS: Will Galvin
 IAA #: MIPR9ANBCIS903-A1
 BIS Project#: 54522

10 SEE ATTACHED PAGES FOR DELIVERY SCHEDULES, PRESERVATION AND PACKAGING INSTRUCTIONS, SHIPPING INSTRUCTIONS AND INSTRUCTIONS FOR DISTRIBUTION OF CONTRACTS AND RELATED DOCUMENTS 11 GRAND TOTAL \$2,098,784.00

12 TRANSPORTATION ALLOTMENT (Used if FOB Contractor's plant) 13 MAIL INVOICES TO (Payment will be made by) DFAS-Indianapolis/Vendor pay Branch 8809 East 56th Street, Dept 3800, Indianapolis, IN 46249-3800 PAY OFFICE DODAAD

14 FUNDS FOR PROCUREMENT ARE PROPERLY CHARGEABLE TO THE ALLOTMENTS SET FORTH BELOW THE AVAILABLE BALANCES OF WHICH ARE SUFFICIENT TO COVER THE ESTIMATED TOTAL PRICE

ACRN	AMOUNT	UNIT	SUPPLEMENTAL ACCOUNTING CLASSIFICATION	ACCTG STA	AMOUNT
219	2065	00000	18-1050-132G1000000 2576 MIPR9ANBCIS903 7XA137 (JOINT)	044205	\$-976,216.00

15 AUTHORIZING OFFICER (Type name and title) MATTHEW P. SPRENGER, LTC, CHIEF, DRM 16 SIGNATURE 17 DATE Nov 18/08

ACCEPTANCE OF MIPR

To: (Requiring Activity Address) Army - NGB - Readiness Ctr 111 South George Mason Drive Arlington, VA 22204-1382	2. MIPR Number MIPR9ANBCIS903	3. Amendment A1
	4. DATE (MIPR Signature Date) November 21, 2008	5. AMOUNT (As Listed on the MIPR) -\$976,216.00

6. The MIPR identified above is accepted and the items requested will be provided as follows: (Check as Applicable)

a. ALL ITEMS WILL BE PROVIDED THROUGH REIMBURSEMENT (Category I)

b. ALL ITEMS WILL BE PROCURED BY THE DIRECT CITATION OF FUNDS (Category II)

c. ITEMS WILL BE PROVIDED BY BOTH CATEGORY I AND CATEGORY II AS INDICATED BELOW

d. THIS ACCEPTANCE, FOR CATEGORY I ITEMS, IS QUALIFIED BECAUSE OF ANTICIPATED CONTINGENCIES AS TO FINAL PRICE. CHANGES IN THIS ACCEPTANCE FIGURE WILL BE FURNISHED PERIODICALLY UPON DETERMINATION OF DEFINITIZED PRICES, BUT PRIOR TO SUBMISSION OF BILLINGS.

7. MIPR ITEM NUMBER(S) IDENTIFIED IN BLOCK 13, "REMARKS" IS NOT ACCEPTED (IS REJECTED) FOR THE REASONS INDICATED.

8. TO BE PROVIDED THROUGH REIMBURSEMENT CATEGORY I			9. TO BE PROCURED BY DIRECT CITATION OF FUNDS CATEGORY II		
ITEM NO. <i>a</i>	QUANTITY <i>b</i>	ESTIMATED PRICE <i>c</i>	ITEM NO. <i>a</i>	QUANTITY <i>b</i>	ESTIMATED PRICE <i>c</i>
		-\$976,216.00			<u>A1 IS TO RELEASE SUBJECT TO AVAILABILITY OF FUNDS AND DEOBLIGATE A PORTION OF FUNDS</u>
d. TOTAL ESTIMATED PRICE		-\$976,216.00	d. TOTAL ESTIMATED PRICE		

10. ANTICIPATED DATE OF OBLIGATION FOR CATEGORY II ITEMS

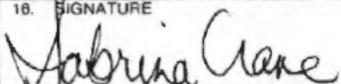
15. GRAND TOTAL ESTIMATED PRICE OF ALL ITEMS
\$2,098,784.00

12. FUNDS DATA (Check if Applicable)

a. ADDITIONAL FUNDS IN THE AMOUNT OF \$ _____ ARE REQUIRED (See Justification in Block 13)

b. FUNDS IN THE AMOUNT OF **\$ 976,216.00** ARE NOT REQUIRED AND MAY BE WITHDRAWN

13. REMARKS
NOTWITHSTANDING ANY PREVIOUSLY CITED AUTHORITY, ACQUISITION SERVICES DIRECTORATE HAS ACCEPTED THIS FUNDING UNDER THE GOVERNMENT MANAGEMENT REFORM ACT (GMRA) OF 1994

14. ACCEPTING ACTIVITY (Complete Address) Acquisition Services Directorate, NBC, DOI 381 Elden Street, Suite 4000 Herndon, VA 20170-4817 Voice: (703) 964-8801 Fax: (703) 964-5300	15. TYPED NAME AND TITLE OF AUTHORIZED OFFICIAL Sabrina Crane, Chief Business Operations Branch
	16. SIGNATURE 
	17. DATE 11/21/2008

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE PAGE OF PAGES
2 3

7. AMENDMENT/MODIFICATION NO. 0001
 3. EFFECTIVE DATE See block 16c
 4. REQUISITION/PURCHASE REQ. NO. N/A
 5. PROJECT NO. (if applicable) BIS# 56924
 6. ISSUING OFFICE CODE
 7. ADMINISTERED BY (if other than item 6) CODE

National Business Center/
 Acquisition Services Directorate
 381 Elden Street, Suite 400
 Herndon, VA 20170
 ATTN: Adam W. Lowery, (703) 964-8449

See block 6

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)
 NCI Information Systems, Inc. DUNS: 620864504
 11730 Plaza America Drive TIN: 541522509
 Reston, VA 20190

(X) 9A. AMENDMENT OF SOLICITATION NO.
 9B. DATED (SEE ITEM 11)
 10A. MODIFICATION OF CONTRACT/ORDER NO.
 W91QJUZ-07-D-0004 / 20661
 10B. DATED (SEE ITEM 13)
 Nov 28, 2008

CODE FACILITY CODE

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 ACKNOWLEDGMENT 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)
 N/A

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) 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: IAW FAR 52.243-3, CHANGES-Time and Materials or labor Hours (Sep 2000)
 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 (if applicable) contract subject matter where feasible.

The purpose of this modification is to:
 1. Add COYR information for the Air National Guard
 2. Change invoicing procedures
 3. Adjust the due date for 5 deliverables
 4. Adjust review and approval procedure for deliverables
 5. Change the submission requirement for the Monthly Program Status Report
 6. Change security requirements to allow interim clearances
 (SEE CONTINUATION PAGES FOR DETAILS)

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.
 THE NAME AND TITLE OF ISSUING OFFICE (Type in print) Dale E. Bellovich Senior Director of Contracts
 THE NAME AND TITLE OF CONTRACTING OFFICER (Type in print) SHARON E. HALLINAN CONTRACTING OFFICER
 THE CONTRACTING OFFICER'S SIGNATURE (Type in print) [Signature] 24 Feb 09
 THE CONTRACTING OFFICER'S SIGNATURE (Type in print) [Signature]

The following changes are effective immediately:

1. Under Section G, Contract Administration Data, Paragraph 1, add the following COTR information:
"Mr. Carlo Fanelli is the review/approval authority for Air National Guard invoices and deliverables. LTC Jason Snow retains overall COTR authority for the contract."

Air National Guard COTR
Mr. Carlo Fanelli, YC-02, DAF
3500 Fetchet Avenue
Andrews AFB, MD 20762
carlo.fanelli@ang.af.mil
Comm: (301) 836-8880

2. Invoicing procedures under Section G, Paragraph 6, are hereby supplemented as follows:

"The contractor shall submit monthly invoices for Air National Guard and Army National Guard separately, and each invoice shall reflect the funding document (i.e. MIPR #) from which the billed CLIN originated. In addition, each invoice shall reflect each CLIN individually and the amount invoiced against each."

3. Under Section F, Deliverables, the due date for the following 5 items is hereby changed from 1 Feb 09 to 1 Mar 09:

- (a) Availability Management Plan
- (b) Asset and Configuration Management Plan
- (c) Change Management Plan
- (d) Contractor Security Plan
- (e) Program Management Plan

4. Under Section F, Deliverables, Paragraph 1, Submission Requirements, add the following text:

"Air National Guard deliverables will be reviewed and approved/disapproved by the Air National Guard COTR. Army National Guard deliverables will be reviewed and approved/disapproved by the Army National Guard COTR."

5. Under Section F, Deliverables, change submission requirement for the Monthly Program Status Report (3.3) to read as follows:

Monthly Program Status Report	3.3	Written report due 5 business days after monthly briefing. Monthly briefings held jointly with EOSS Contractor SRA on or about the 15 th . NGB to provide 6 month briefing schedule to NCI. Financials discussed separately at another meeting, not at the briefing.	Update Trigger: Monthly	Softcopy. Hardcopy
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- 6. In Section H, Special Requirements, Paragraph 6, Security Requirements, replace sub-Paragraph (a) with the following:
 - (a) Since it may be necessary for certain Contractor personnel to have access to classified material and/or to enter into areas requiring a security clearance, each Contractor employee requiring such access must have an individual security clearance level of at least SECRET prior to starting work under this Task Order. Individual clearances shall be maintained for the duration of employment under this Task Order, or until access requirements change. **Interim clearances will be approved on a case by case basis.**

In Section H, Special Requirements, Paragraph 7, Personnel Security Requirements, insert the following text at the end of paragraph 1:

“Interim security clearances will be permitted under this contract on a case-by-case basis, pursuant to the approval of the COTR.”

CONTRACT PRICE AND FUNDING

The total contract price and total contract funding remain unchanged as a result of this modification.

CONFORM COPY

A conform copy of the contract, incorporating these changes, is attached, replacing all previous version of this contract.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED
AND IN FULL FORCE AND EFFECT.**

//////////////////////////////////////END//////////////////////////////////////

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES 1 4
2. AMENDMENT/MODIFICATION NO. 0002	3. EFFECTIVE DATE Apr 7, 2009	4. REQUISITION/PURCHASE REQ. NO. MIPR9ANBCI9903-2	5. PROJECT NO. (If applicable) BIS# 57549	
6. ISSUED BY National Business Center/ Acquisition Services Directorate 381 Elden Street, Suite 400 Herndon, VA 20170 ATTN: Adam W. Lowery, (703) 964-8449	CODE	7. ADMINISTERED BY (If other than item 6) See block 6	CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, corner, State and ZIP Code) NCI Information Systems, Inc. DUNS: 620864504 11730 Plaza America Drive TIN: 541522509 Reston, VA 20190			<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ-07-D-0004 / 20661 <input type="checkbox"/> 10B. DATED (SEE ITEM 13) Nov 28, 2008	
CODE	FACILITY CODE			

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 ACKNOWLEDGMENT 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 your 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)
085B2500R58 - \$975,189.60

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) NO. IN ITEM 10A.	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT/ORDER
<input type="checkbox"/>	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).	
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF IAW FAR 52.243-3, CHANGES-Time and Materials or Labor Hours (Sep 2000)	
<input type="checkbox"/>	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: add CLIN X014, Oracle DBA Support and Dimensions Configuration Management, to the Base and 6 Option Periods; increase the total contract ceiling; and add incremental funding in the amount of \$975,189.60 for CLIN 0014. All other terms and conditions remain unchanged.
 In consideration for the modification agreed to herein (Modification 0002), the contractor hereby releases the Government from any and all liability under this contract for further equitable adjustments as of (and up to) the execution of this modification.

(SEE CONTINUATION PAGES FOR DETAILS)

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

15A. NAME AND TITLE OF SIGNER (Type or print) Dale E. Bellovich Senior Director of Contracts	15B. DATE SIGNED 16 Apr 09	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) SHARON E. HALLINAN CONTRACTING OFFICER	16B. DATE SIGNED 20 Apr 09
15C. CONTRACT ID/ORDER NO. Dale E. Bellovich (Signature of person authorized to sign)		16C. UNITED STATES OF AMERICA Sharon E. Hallinan (Signature of Contracting Officer)	

The following changes are effective 1 December 2008:

Add Oracle DBA Support and Dimensions Configuration Management, in accordance with the attached Statement of Work, for the Base Period and Option Periods I - VI, via the addition of CLIN X014 (0014, 1014, 2014, 3014, 4014, 5014, and 6014). This CLIN will be a Labor Hours CLIN.

CLIN 0014

Base Period of Performance: 1 Dec 08 – 30 Sep 09
Senior IT Systems Solution Architect

(b)(4)

CLIN 1014

Option Period I of Performance: 1 Oct 09 – 30 Sep 10
Senior IT Systems Solution Architect

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

CLIN 2014

Option Period I of Performance: 1 Oct 10 – 30 Sep 11
Senior IT Systems Solution Architect

(b)(4)

CLIN 3014

Option Period I of Performance: 1 Oct 11 – 30 Sep 12
Senior IT Systems Solution Architect

(b)(4)

CLIN 4014

Option Period I of Performance: 1 Oct 12 – 30 Sep 13
Senior IT Systems Solution Architect

(b)(4)

CLIN 5014

Option Period I of Performance: 1 Oct 13 – 30 Sep 14
Senior IT Systems Solution Architect

(b)(4)

CLIN 6014

Option Period I of Performance: 1 Oct 14 – 30 Sep 15
Senior IT Systems Solution Architect

(b)(4)

TASK ORDER LINE ITEM NUMBERS STRUCTURE

Update the TO CLIN structure in Section B, Part 3 of the award by adding CLIN X014 as follows:

Army National Guard CLINs only

CLIN X001: ARNG NCR Director of Information Management (DOIM) Support

CLIN X002: ARNG Enterprise Processing Center (EPC) – Core Support

CLIN X003: ARNG Other Direct Costs and Travel

CLIN X004: ARNG Government Directed Initiatives (optional)

CLIN X005: (RESERVED)

CLIN X006: ARNG Software Engineering Support (optional)

CLIN X007: ARNG Web Services Support (optional)

CLIN X008: ARNG Enterprise Processing Center (EPC) – 24x7 Support (optional)

Air National Guard CLINs only

CLIN X009: ANG NCR Operational Support

CLIN X010: ANG Other Direct Costs and Travel

CLIN X011: ANG Government Directed Initiatives (optional)

Army and Air National Guard Transition CLINs (Base Period Only)

CLIN 0012: ARNG and ANG Transition

CLIN 0013: ARNG and ANG Other Direct Costs for Transition

Army National Guard CLIN only

CLIN X014: ARNG Oracle DBA Support and Dimensions Configuration Management

CONTRACT VALUE

The total contract value for this task order is hereby increased by \$9,154,595.00. As a result, the total contract value for this task order has increased from \$173,381,312.00 to **\$182,535,906.60**.

(Please reference the updated pricing table that follows on Page 3 of this modification.)

CLIN	Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4	Option Period 5	Option Period 6	Total	Source Document
0001-6001 - ARNG NCR DOIM Support	(b) (4)								Award
0002-6002 - ARNG EPC - Core Support									Award
0003-6003 - ARNG ODC and Travel									Award
0004-6004 - ARNG Govt Directed Initiatives									Award
0005-7005 - Reserved									Award
0006-6006 - ARNG Software Engineering Supt									Award
0007-6007 - ARNG Web Services Support									Award
0008-6008 - ARNG EPC - 24x7 Support									Award
0009-6009 - ANG NCR Operational Support									Award
0010-6010 - ANG ODC and Travel									Award
0011-6011 - ANG Govt Directed Initiatives									Award
0012 - Transition for ARNG and ANG									Award
0013 - ODC's for Transition									Award
0014-6014 - Oracle DBA Support and Dimensions Configuration Management									
Total T&M Ceiling	\$20,660,274.60	\$25,613,665	\$26,474,175	\$27,365,209	\$26,709,158	(b)(4)			

CONTRACT FUNDING

The total contract funding for the Base Period of this task order is hereby increased by \$975,189.60. As a result, the total contract funding for this task order has increased from \$12,106,841.00 to **\$13,082,030.60**.

CLIN	Base Period Ceiling	Current Funding	Future Base Period Funding	Comments
0001 - ARNG NCR DOIM Support	(b)(4)			Fully funded at the time of award.
0002 - ARNG EPC - Core Support				Fully funded at the time of award.
0003 - ARNG ODC and Travel				Fully funded at the time of award.
0004 - ARNG Government Directed Initiatives (Optional)				Optional CLIN, not funded.
0005 - Reserved				Not Applicable - Reserved CLIN
0006 - ARNG Software Engineering Support (Optional)				Optional CLIN, not funded.
0007 - ARNG Web Services Support (Optional)				Optional CLIN, not funded.
0008 - ARNG EPC - 24x7 Support (Optional)				Fully funded and exercised at the time of award
0009 - ANG NCR Operational Support				Fully funded at the time of award.
0010 - ANG ODC and Travel				Fully funded at the time of award.
0011 - ANG Government Directed Initiatives (Optional)				Optional CLIN, not funded.
0012 - Transition for ARNG and ANG				Not Applicable - No Transition
0013 - ODCs for Transition				Not Applicable - No Transition
0014 - Oracle DBA Support and Dimensions Configuration Management				Fully funded at the time of award (via MOD 0002)
Total T&M	\$20,660,274.60	\$13,082,030.60	\$7,578,244.00	

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED AND IN FULL FORCE AND EFFECT.

//////////////////////////////////////END//////////////////////////////////////

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

CONTRACT NO. 0000

PAGE UP PAGES 1 3

2. AMENDMENT/MODIFICATION NO. 0005		3. EFFECTIVE DATE Oct 1, 2009	4. REQUISITION/PURCHASE REG. NO. F9WFC492680C01	5. PROJECT NO. (if applicable) BIS# 59470
6. ISSUED BY National Business Center/ Acquisition Services Directorate 381 Elden Street, Suite 400 Herndon, VA 20170 ATTN: Adam W. Lowery, (703) 964-8449		7. ADMINISTERED BY (if other than item 6) See block 6		
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and ZIP Code) NCI Information Systems, Inc. DUNS: 620864504 11730 Plaza America Drive TIN: 541522509 Reston, VA 20190			9A. AMENDMENT OF SOLICITATION NO. <input checked="" type="checkbox"/> 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. <input checked="" type="checkbox"/> W91QUZ-07-D-0004 / 20661 10B. DATED (SEE ITEM 13) NOV 28, 2008	
CODE	FACILITY CODE			

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 ACKNOWLEDGMENT 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 your 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)
SUBJECT TO THE AVAILABILITY OF FUNDS FOR FY 2010

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.
<input type="checkbox"/>	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).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: IAW FAR 52.217-7, Option for Increased Quantity (Mar 1989)
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

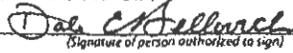
E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

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

The purpose of this modification is to exercise and partially fund Optional CLIN 1011 and to fully fund CLINS 1009 and 1010. All other terms and conditions remain unchanged.

All funding herein is Subject to the Availability of Funds (STAF) for fiscal year 2010.

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

15A. NAME AND TITLE OF SIGNER (Type or print) Dale E. Bellovich Senior Director of Contracts	15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 12/04/09	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) SHARON E. HALLINAN CONTRACTING OFFICER	16B. PRINTED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 13 Jan 2010
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SUMMARY OF CHANGES

Task Order 20661 is hereby modified to exercise and partially fund Optional CLIN 1011 and to fully fund CLINs 1009 and 1010.

EXERCISE OF OPTIONAL CLIN 1011

Optional CLIN 1011, ANG Government Directed Initiatives, is hereby exercised. A description of the work to be performed can be found in Addendum J to the Performance Work Statement (attached).

FUNDING

CLINs 1009 and 1010 are fully funded. CLIN 1011 is partially funded. (See chart below)

CLIN	Description	Option Period I Ceiling (NTE)	STAF* Funding	STAF* Funding Document	Total Unfunded
1001	ARNG NCR DOIM Support	(b)(4)	(4)	MIPROANBCIS001	(b)(4)
1002	ARNG EPC - Core Support			MIPROANBCIS002	
1003	ARNG ODC and Travel			MIPROANBCIS001	
1004	ARNG Government Directed Initiatives (Optional)			.	
1006	ARNG Software Engineering Support (Optional)			MIPROANBCIS001	
1007	ARNG Web Services Support (Optional)			.	
1008	ARNG EPC - 24x7 Support (Optional)			MIPROANBCIS002	
1009	ANG NCR Operational Support			F9WFC49268GC01	
1010	ANG ODC and Travel			F9WFC49268GC01	
1011	ANG Government Directed Initiatives (Optional)			F9WFC49268GC01	
1014	Oracle DBA Support and Dimensions Configuration Management			MIPROANBCIS002	
Total:				\$25,613,665.00	

*This action is subject to FAR 52.232.18, Availability of Funds. Funds are not presently available for this contract. The Contractor is not required to work or incur cost until the Government provides the notice of funding availability. The Contracting Officer (CO) will notify the contractor in writing when funding is available. Until the notification of available funding is received, any contract performance is at the contractor's own risk, and the Government assumes no liability for payment of for any services rendered.

Previous STAF funding was provided under Modification 0004 via 2 separate funding documents. Current STAF funding is provided under funding document F9WFC49268GC01, in the amount of \$5,097,251.00. A summary of all STAF funding for Option Period I is provided below:

Funding Document	STAF Funding for Option Period I
MIPROANBCIS001	\$6,872,050.00
MIPROANBCIS002	\$3,650,771.00
F9WFC49268GC01	\$5,097,251.00
Total:	\$15,620,072.00

CONTRACT CEILING / NOT-TO-EXCEED

The total ceiling for Option Period I is unchanged and remains \$25,613,665.00.

PERIOD OF PERFORMANCE

The period of performance for Option Period I is unchanged and remains 1 Oct 09 – 30 Sep 10.

CHANGES WITHIN TASK ORDER AWARD DOCUMENT (UNIFORM CONTRACT FORMAT)

Under SECTION F – DELIVERABLES, the following text is added:

5. CLIN 1011 DELIVERABLES

- 5.1 The contractor Program Manager shall provide monthly Technical Status Reports and minutes of technical meetings to the government COR/COTR in electronic format (e-mail preferred). Format shall be of the contractor's choosing; however the government reserves the right to recommend changes to the reports format/content.
- 5.2 The contractor Program Manager shall provide a monthly financial status report to the COR/COTR showing a detailed breakdown of contractor staffing status, labor hours expended, labor costs, travel costs and balances remaining.
- 5.3 The contractor Program Manager shall provide to COR/COTR on a monthly basis a report of contractor contact information for all contractors assigned to the contract.
- 5.4 Contractor system administrator shall provide monthly Unit Status Reports to the COR/COTR detailing changes in hardware, software, and connectivity status and any outstanding issues to be resolved.

Under SECTION H – SPECIAL REQUIREMENTS, the following text is added:

28 ADDITIONAL APPLICABLE DOCUMENTS

CJCSI 6731.01	Global Command and Control System Security Manual
DoD 5010.132.1	Acquisition Management Systems and Data Requirements Control List (AMSDL)
AFSCP 809-7	Configuration Management (to be used for guidance only)
AFI 33-101	Command, Control, Communication, and Computer Systems Management Guidance And Responsibilities
AFPD 24-2	Preparation and Movement of Air Force Material
LL-210-06-02	JDISS Computer System Reference Manual
LL-210-08-02	JDISS Security Concept of Operations
LL-211-01-01	JMCIS Handbook
LL-211-10-01	JMCIS 2.1 System Administrators Guide
LL-211-11-01	JMCIS 2.1 Security Managers Guide
LL-500-102-04	GCCS Version Description Document
LL-500-103-14	GCCS 3.X Implementation Procedures for Automated Systems
LL-500-29-05	GCCS System Administrator Manual for GCCS Version 3.X
LL-500-43-04	GCCS System/Security Implementation Instructions For SSA
LL-500-67-04	GCCS Automated Information System (AIS) Security Plan
TL-199-23-08	TIP Technical Administrators Manual/GCCS System Administrator's Manual
NA-000-00-003	GCCS System Reference Guide

LL-501-11-01	UCCS (AMHS) System Administrator/Operator Guide
LL-518-05-03	GRIS CSCI v2.2 Operators Manual
LL-521-05-01	Airfields Software Installation Plan
LL-527-02-01	LEGENT System Manager Agent Release 2.1.0 Release and Installation Notes
LL-527-05-01	LEGENT DB Agent for Oracle Release 1.0.0 Notes and Installation Notes
LL-527-07-01	LEGENT DB Agent for Oracle Release 1.0.0 Reference Manual
TL-199-23-08	TIP Technical Administrators Manual/GCCS System Administrator's Manual
NA-000-00-001	Topic Database Administrators Guide V.3.1, Vol. 1
NA-000-00-001	Topic Database Administrators Guide V.3. 1, Vol. 2
NA-000-00-001	Topic Real-Time Administrators Guide V4
NA-000-00-003	GCCS System Reference Guide
NA-000-00-002	ORACLE Database System Administrator Manual
AFI 33-112	Computer Systems Management
AFI 33-113	Managing Air Force Messaging Cent
AFI 33-114	Software Management
AFI 33-128	Electronic Messaging Registration
AFI 33-277	Fortezza Operational Security

All other terms and conditions remain unchanged.

END OF MODIFICATION 0005

NGB/A60
PERFORMANCE WORK STATEMENT – ADDENDUM 1
NCR Tier III Support

1. INTRODUCTION

1.1. Purpose

The purpose of this contract is to provide systems management and engineering, systems administration, database administration and other technical support for identified Air National Guard (ANG) classified and unclassified Command and Control (C2) data systems. Classified system administration support is required for ANG standard and downward directed systems connected to the Secure Internet Protocol Network (SIPRNET). Additional support is required for unclassified C2 systems as identified in this SOW. System administrative support is required for all ANG locations and units within the Continental United States (CONUS) as well as Alaska, Guam, Hawaii, Puerto Rico and the United States Virgin Islands.

2. BACKGROUND

Since 9/11 there has been an acute awareness throughout the Department of Defense (DOD) and the ANG on the role the SIPRNET plays in mission accomplishment. Classified C2 systems that were emerging when our Nation was attacked, have reached a position of prominence for our combat roles. Units that were not sure what to do with the SIPRNET now realize that they cannot function without it.

In this time of critical need it is imperative that the ANG have the dedicated resources to manage and maintain the SIPRNET and its associated applications and to make sure that this critical “weapons system” is available 24 hours per day, seven days per week.

3. OBJECTIVES

- Provide contractor data information and technology support for ANG personnel at Jefferson Plaza One (JP-1), the Air National Guard Readiness Center (ANGRC), Air National Guard Crisis Action team (ANGCAT), and the Continuity Of Operations (COOP) during normal core hours. During contingency/surge requirements, this support will be available 24 hours per day, seven days per week, and 365 days per year upon request by NGB/A6.
- Ensure connectivity and availability of all SIPRNET systems and the network that support the missions of the ANG.
- Obtain Subject Matter Experts (SME) in standard and downward directed classified/unclassified C2 systems
- As a goal, sustain all systems and the network at a 100% system availability rate.
- Enhance communications security and eliminating system vulnerabilities.
- Develop a comprehensive SIPRNET training plan for all classified C2 users.
- Provide a single point of contact for classified and unclassified C2 systems planning, development and implementation.

NGB/A6O
PERFORMANCE WORK STATEMENT – ADDENDUM 1
NCR Tier III Support

4. SCOPE

This Performance Work Statement (PWS) describes the tasks and capabilities required to provide systems engineering, systems administration, information management and other information technology support for Air National Guard mission classified or unclassified C2 requirements. The PWS is designed as a flexible end-user solution to embrace diverse current and future network-centric information technology requirements, ensure interoperability through standards based technology and implement the constant evolution of state-of-the-art technology and systems solutions, supporting initiatives and programs such as, but not limited to, the Defense Information System Network (DISN), Automated Message Host System (AMHS), Air Force System Network (AFSN), Secret Internet Protocol Router Network (SIPRNET), Non-Classified Internet Protocol Router Network (NIPRNET), Global Command and Control System (GCCS) and Joint Command and Control Systems (JCCS), Global Combat Support System (GCSS), Combat Information Transport System (CITS) and Theater Battle Management Core Systems (TBMCS). Support may also be provided for unique classified systems not specifically defined as Command and Control Systems that serve departments, divisions or offices of the ANG and its components that reside on the SIPRNET.

4.1. Program Management

Program Management consists of the technical and managerial requirements to support JP-1, ANGRC and the ANG COOP site.

4.2. JP1 Support

JP1 support consists of the technical requirements for on-site system administrator support for user access to various C2 classified and unclassified subsystems; technical systems engineering in support of NGB/A6O programs.

4.3. ANGRC Support

ANGRC support consists of the technical requirements for on-site system administrator support for user access to various C2 classified and unclassified subsystems.

5. GENERAL

5.1. Program Management

The Contractor shall provide personnel resources, adequate contract and management systems (to include Cost Accounting Systems), and facilities to successfully meet, plan, organize, staff, direct, and control the implementation of all requirements stated in this contract.

5.2. Program Manager

The Contractor shall provide a Program Manager who will be responsible for all the work awarded under this contract and ensure all standards referenced herein are adhered to.

NGB/A60
PERFORMANCE WORK STATEMENT – ADDENDUM 1
NCR Tier III Support

5.3. Quality Assurance

Contractor shall implement and maintain an effective quality control program. This program, as a minimum, shall include inspection, validation, evaluation, corrective action and procedures necessary to effectively oversee the quality of all performance (services) and products provided under this contract. The program shall allow inspection by the Government as deemed necessary and shall be applicable to all sub-Contractors or members of the Contractor's team.

5.4. Personnel Hiring, Replacements and Substitutions

The Government reserves the right to recommend and review applicants prior to employment at their location. The contractor has the final decision in the hiring process. When a contract employee is unavailable to perform the task identified in this contract for a continuous period exceeding five working days (this includes absence due to illness, personal leave or military duty), the contract employee shall immediately notify the Contractor Management or designated representative, in writing; email preferably. The Contractor is responsible for replacing contract employees with personnel of equal or superior skill sets. Upon determination that a contract employee will permanently separate from a location, the Contractor shall immediately notify the COR/COTR. Replacement personnel will possess equal or superior skill sets, and report within 15 days after the separating employee vacates the position.

5.5. Systems Security

Security requirements accomplished by the Contractor will be performed per the Department of Defense (DoD) Information Assurance Certification and Accreditation Process (DIACAP) outlined in DoD 8552, AFI 33-115, AFI 33-200, AFI 33-215, AFI 33-223, and AFSSI 8502 to be accomplished for the DIACAP Comprehensive Package. The Contractor shall transmit and deliver classified material/reports IAW the National Industrial Security Program Operations Manual (NISPO) and the Industrial Security Regulation (DoD 5220.22-M).

In addition to the certification and accreditation guidance above, there are two high-level security requirements that must be met for all new Information Assurance (IA) and IA-enabled products. The first is the Common Criteria and the other is Federal Information Processing Standard (FIPS) 140-2. All Information Assurance (IA) or IA-enabled IT hardware, firmware, and software components or products incorporated into DoD information systems must comply with the evaluation and validation requirements of National Security Telecommunications and Information Systems Security Policy (NSTISSP) Number 11. IA or IA-enabled products that employ cryptography must also comply with Federal Information Processing Standard (FIPS) 140-2 cryptographic module validation program. Refer to NSTISSP 11 FAQs (<http://niap.nist.gov/cc-scheme/>) and DoD Directive 8500.1, Information Assurance (<http://iase.disa.mil/policy.html>) for detailed information. Additionally, all networked systems must meet Air Force Network Performance/Certificate of Networkiness (CON), and MAJCOM unique requirements, such as Certificates to operate.

Access to Secret Automated Information Systems (AIS), facilities, documents, and/or material is required in the performance of this contract. The contractor Facility Security Officer (FSO) is required to enter into a Visitor Group Security Agreement (VGSA) covering the applicable contractor employees before contract performance begins. The NATIONAL INDUSTRIAL SECURITY PROGRAM must be complied with and responded to in accordance with DoD, Air Force, and ANG regulations and policies. It is the contractor's responsibility to ensure contractor employees are in strict compliance with these regulations and policies during performance of the contract, including FSO verification.

5.6. Training

The contractor will be responsible for ensuring their personnel are adequately trained and maintain the necessary skill sets to perform the duties to which they are assigned. The assigned system administrator must have one year of system administration experience with all the identified programs and systems. An acute knowledge of the ANG Enterprise Network is mandatory. It's also mandatory the system administrator

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assigned for each ANG location, possess an acute awareness of the unit's mission and maintain professional communication skills which permit them too adequately address and convey responses to assigned personnel.

Overall Contractor Training Program Management will be a responsibility of the Contractor's Program Manager for this contract.

As required, the employed contractor personnel supporting the JP-1 and ANGRC will provide spot training to assigned government/military personnel. Every effort will be made to eliminate/reduce spot training.

When a new SIPRNET application is deployed, and there is a government-training course designed to cover the application, the contractor will request consideration for at least one "seat" so that the contractor may propagate knowledge on that application. Employees of companies or corporations under contract to the Air Force, other armed services, or other government agencies, may attend Air Force resident, field, or on-site training, and AU (Air University) and AFIT (Air Force Institute of Technology) courses if the following conditions apply:

- The contract requires the government to provide training or,
- Required training is not available from other sources and there is a material and direct benefit to the
- The Air Force or agency contracting officer (ACO) certifies the above condition exists.

In cases where the contracted employee attends government sponsored training, that employee will be expected to "train the trainers" at JP-1 and ANGRC.

5.7. Duty Hours

Contractor duty hours will be the same as the published core duty hours of their assigned location. Contractor personnel must be either on-site or able to respond to the unit needs within one (1) hour during these core duty hours. The contractor will maintain a current contact list and provide an updated list to the COR/COTR on a monthly basis.

5.8. Government Furnished

Each contractor employee requires certain resources adequate to accomplish their assigned tasks. The government will provide office space, office supplies, computer equipment, web access, telephones, cell phones/blackberries, facsimile machine access, and reproduction facilities as required. Due the secure nature of the services performed by the contractor, special attention will be given to the assignment of office space. The contractor will have access to both NIPRNET and SIPRNET and be entrusted with any/all cipher locks to these rooms. The contractor will provide the Government with all necessary security information for all employees, which will be maintained on file at each ANG location.

Contractor is permitted access to Internet web sites as authorized by the government COR/COTR to facilitate coordination and performance of the contract.

5.9. Maintenance and Troubleshooting

The Contractor shall provide routine maintenance, testing, and diagnostic fault isolation, problem resolution, software configurations, and information on assigned equipment and networks. The government shall provide the necessary tools, equipment, and consumables required for contractor personnel to complete their duties.

The Contractor shall provide maintenance assistance for analyzing the malfunction and direct assistance action for resolution of equipment/system deficiencies. Assistance will apply to the equipment/systems not covered

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under warranties or on the equipment for which the warranties have run out. This maintenance will include both hardware and software.

6. REQUIREMENTS

6.1. Program Management

6.1.1. The contractor will provide centralized program management and coordination functions for the government COR/COTR, and individual system administrators, including but not limited to:

- a. Maintain the C2 classified/unclassified subsystem documentation library.
- b. Maintain an installation/configuration history of C2 classified subsystems and SIPRNET infrastructure installed at ANG units identified in this contract.
- c. Maintain an online database of system administrator frequently asked questions.
- d. Develop training plans and distribute training material for system administrators and end-users.
- e. Provide technical support and timely responses to questions from COR/COTR as requested.
- f. Attend government-sponsored training and seminars to maintain a high level of proficiency for each employed C2 classified subsystem.
- g. Be acutely familiar with system administrators duties and responsibilities.
- h. Engage with Government help desks regularly, in support of all C2 classified/unclassified systems.
- i. Coordinate with contractor technical support personnel assigned to the ANGRC and JP-1.
- j. Be thoroughly familiar with and support, as required, the ANG Continuity of Operations (COOP) office for the National Capitol Region.
- k. Compile statistics derived from monthly status reports.
- l. Maintain a tickler file of pending actions.
- m. Provide monthly Technical Status Reports and minutes of technical meetings to the government COR/COTR.
- n. Provide a monthly Contractor's Progress, Status, and Management Report to the COR/COTR.

6.1.2. Provide on-site support to NGB/A6 as follows:

- a. Provide two dedicated DOD 8570.01-M IAT-Level II certified Senior Systems Engineers for C2 Systems to:
 - (1) Serve as technical advisors to NGB/A6 for all downward directed C2 systems.
 - (2) Serve as the focal point for coordinating SIPRNET requirements at the ANGRC and JP1.

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- (3) Assist in the review, development and publication of policies related to programs under the purview of NGB/A6.
 - (4) Attend government-sponsored training and seminars to maintain a level of proficiency for each employed C2 classified subsystem.
 - (5) Attend government-sponsored training and seminars on downward directed systems not yet deployed to assist in the development of deployment plans for new systems.
 - (6) Ensure that all required resources and facilities are available for program implementation.
 - (7) Evaluate hardware and software and provide recommendations on the feasibility of implementation and impact to the current technical environment.
 - (8) Plan and manage project tasks and resources within the project management framework.
 - (9) Attend and if required conduct project status meetings with ANG management personnel and prepare written status reports.
 - (10) Conducted performance analysis and provided feedback to ANG management.
 - (11) Schedule and when appropriate conduct training on downward directed classified C2 systems for Sys Administrator's and ROSC personnel.
 - (12) Coordinate the Security requirements for the ANG SIPRNET Vault in JP1.
 - (13) Perform duties of organizational Certification Authorities (CA) Registration Manager, Directory Administrator/Registration Manager, FORTEZZA card registration Manager, Plain language Address Manager and Certification Authority Workstation (CAW) operator to support ANG Headquarters requirements.
 - (14) Assume the duties of ANG (SBU) and develop, administer and certify all ANG DMS Directory Information Tree (DIT) requirements to the designated ARNG DMS Project Manager.
 - (15) Develop installation procedures for Exchange Server and DMS Client Workstations and provide guidance and conduct site visits to field units for: Exchange Server installations and updates and DMS Client desktop installations and updates.
 - (16) Provide assistance in developing technical documents specific to ANG C2 systems.
 - (17) Maintain a current POC list of all ANG Units.
 - (18) Track the status of non-delivery notices and provide support to correct them.
 - (19) Provide input and materials to prepare DMS/AMHS related briefings for the ANG.
 - (20) Assist in maintaining C2 systems and Web pages used to provide project information and status to ANG and AF personnel associated with the systems.
- b. Provide one DOD 8570.01-M IAM-Level I certified Principal Systems Engineer to JP1 to:

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- (1) Provide support and maintain designated classified and unclassified C2 systems hardware and software and perform DMS/AMHS administrative tasks for ANG State Headquarters personnel and JPI accounts in Crystal City and Andrews AFB.
 - (2) Provide System Administration for NT, UNIX, XP and MS Exchange Servers at JPI, ensuring their availability during business hours on normal business days.
 - (3) Perform daily server tape backup of data collected during the duty day.
 - (4) Performs software loads and upgrades for all assigned ANG C2 Automated Data Processing Equipment (ADPE) systems.
 - (5) Direct local activities during and following service outages to minimize loss of mission capability.
 - (6) Establish and maintain user accounts.
 - (7) Perform staff assistance visits to the ANG customers based at JP-I and Andrews AFB.
 - (8) Add, remove and reconfigure workstations connected to SIPRNET.
 - (9) Grant rights and privileges for user accounts.
 - (10) Serve as a technical lead in the deployment of Command and Control Computer systems.
 - (11) Ensure the connectivity of system servers, processors, and workstations.
 - (12) Provide guidance for the Continuity of Operations (COOP) office. Provide support locally and at remote site (currently Site Minuteman) as determined by ANG requirements for Classified C2 Systems for ANG.
 - (13) Maintain a working knowledge of day to day operations within the Program Management
- c. Provide a minimum of two dedicated DOD 8570.01-M IAT-Level II C2 Systems Administrators to ANGRC, ANGCAT, JPI Alternate facility:
- (1) Provide SIPRNET Management and System Administration
 - (a) Coordinate and if necessary initiate correct action with all offices concerned for scheduled and unscheduled outages.
 - (b) Assist remote elements with resolving SIPRNET connectivity issues that can be resolved at the user level.
 - (c) Maintain equipment documents directly related to the SIPRNET circuit (IE: router, KIV-7A, modems etc...)
 - (d) Monitor and Maintain local environment including cleanliness, temperature and ensure system power is stable as established in the equipment manufacturer's specifications and recommended practices.

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- (e) Prepare and maintain a destruction plan to be utilized in the event of an emergency.
 - (f) Ensure security measures are documented and implemented.
 - (g) Assist with the Information Assurance (IA) office to resolve discrepancies with the SIPRNET accreditation
- (2) Provide C2 Classified Systems Management/System Administration
- (a) Maintain all user documents, including requests for accounts, security documents and profile information worksheets.
 - (b) Assist in the update and development of approved C2 classified Information Assurance (IA) procedures as new requirements and applications become available.
 - (c) Maintain documents on equipment including: inventory, maintenance records, accreditation documents and network diagrams for the units.
 - (d) Coordinate and plan for unscheduled outages that would negatively impact the supported units.
 - (e) Develop and implement an effective data backup schedule based on equipment availability and user requirements. Ensures full viable backups are stored in secured location away from primary site.
 - (f) Report and maintain logs on all hardware and software problems.
 - (g) Evaluate and maintain on-site servers to ensure maximum operational performance with minimal outages and impact on mission.
- (3) Install hardware and software replacements, additions, and upgrades for all local SIPRNET servers.
- (a) Initiate actions to replace defective hardware/software.
- (4) Create user accounts for all classified C2 subsystems and configure accounts for access.
- (5) Assist in maintaining the ANG SIPRNET server, including web pages posted by ANGRC/ANGCAT.
- (6) Manage/Administer File and Application Servers
- (7) Troubleshoot workstations, locally and remotely.
- (8) Working in concert with the ANGRC network personnel, develop a classified system restoration plan.
- (9) Assist with planning, developing and administering current and future ANG/AF systems, including, but not limited to:
- (10) Assist with accreditation packages; coordinate with unit to ensure system has received Authority To Operate (ATO) on the SIPRNET
- (11) Manage workstation-naming conventions and configure for access to the domain

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- (12) Implement Trusted Facility Manual (TFM) requirements on all workstations
- (13) Provide guidance and assistance during initial install of software and all upgrades
- (14) Provide guidance and assistance during initial install of hardware and all upgrades
- (15) Ensure workstations have approved connectivity to the SIPRNET
- (16) Maintain and update all user and system documentation
- (17) Ensure outages are reported and logged in a timely manner
- (18) Assist with evolving technological advancements at the supported locations, including new systems and policies, and new procedures for existing/planned systems.
- (19) Assist with troubleshooting and managing local ancillary equipment.
- (20) Assist during and following an emergency condition to minimize loss of mission capabilities
 - (a) Advise users of system and circuit outages, both scheduled and unscheduled
 - (b) Coordinate with local communications unit maintenance and network personnel to troubleshoot circuit outages or communications degradation
- (21) Ensure user accessibility for all classified systems
 - (a) Establish new user accounts for C2 classified systems as requested.
 - (b) Grant appropriate, or additional, rights and privileges to user accounts as necessary for user operations
 - (c) Maintain access permissions list for all C2 classified/unclassified requirements
 - (d) Provide printer rights and access when required
 - (e) Ensure continuity and proper operation of all classified systems
- (22) Check connectivity of the servers and workstations
 - (a) Monitor total system performance to ensure optimal performance
 - (b) Reconfigure equipment and circuits to regain processing capabilities for non-routine equipment malfunctions
 - (c) Maintain system and application configuration parameters
 - (d) Maintain user applications
 - (e) Monitor status and state of each workstation

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- (f) Add, remove, and reconfigure workstations from the network
 - (g) Check the communication status by running the appropriate connectivity tests
- (23) Ensure Communications security
- (a) Routinely change system passwords
 - (b) Ensure system and user passwords are changed immediately when they have been, or may have been, compromised
 - (c) Change passwords for site turnover to another SA
 - (d) Keep users informed of all security risks
 - (e) Ensure anti-virus software is loaded and enabled on all workstations connected to the SIPRNET.
- (24) Perform Routine maintenance
- (a) Maintain all equipment in clean and working condition
 - (b) Order necessary backup media to complete workstation backups.
- (25) Perform System maintenance
- (a) Perform system startups and shutdowns, as required
 - (b) Adhere to off-site storage procedures
 - (c) Routinely test connectivity (ping, nslookup, test messages, etc.)
 - (d) Install operating systems, as required
 - (e) Monitor and manage system disk usage
 - (f) Run disk scan and defragmentation programs when necessary on non-SCSI workstations
 - (g) Troubleshoot system generated error messages in “Event Viewer and Application” logs
- (26) Provide user access to updated training materials. (This does not include hands-on training by the assigned systems administrators or systems engineer).
- (a) Provide users with training materials when received from the servicing MAJCOM, or via the ANG Warrior Network distributive learning broadcasts.
 - (b) Provide system and equipment support to users and trainers for in-house training
 - (c) Be knowledgeable in all user areas to better assist users
- (27) Check E-mail daily (SIPRNET and NIPRNET)

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- (28) Maintain current procedures provided by the local NCC
- (29) Ensure automated system functions operate properly
- (30) Maintain current list of policy directives
- (31) Perform organizational level maintenance per AFI 33-114, Software Management and AFI 33-112, ADPE Management.
- (32) Coordinate equipment repair and management with the local helpdesk to ensure compliance with the government furnished local operating procedures.
- (33) Perform system upgrades (software) as required.
- (34) Manage equipment inventory to ensure compliance with the government furnished management procedures.
- (35) Assist the unit Computer System Security Officer (CSSO) with site type certification and accreditation
 - (a) Assist in the completion of security certification and accreditation at least every 3 years
 - (b) Review security certification documentation to ensure security is properly maintained once a year
 - (c) Formally validate all user access to C2 systems and delete users without valid authorization at the beginning of every quarter.
 - (d) Check security and applications logs for audit/alarm messages once a day
 - (e) Validate username/accounts to ensure proper security settings are correct once a year
 - (f) Verify physical system location with respect to security.
- (36) Comply with DoD, Air Force and ANG system operations and security directives.
- (37) Configure and load cryptographic equipment, as required, per applicable COMSEC guidance/procedures

7. DELIVERABLES

7.1. Reports

- a. The contractor Program Manager shall provide monthly Technical Status Reports and minutes of technical meetings to the government COR/COTR in electronic format (e-mail preferred). Format shall be of the contractor's choosing; however the government reserves the right to recommend changes to the reports format/content.
- b. The contractor Program Manager shall provide a monthly financial status report to the COR/COTR showing a detailed breakdown of contractor staffing status, labor hours expended, labor costs, travel costs and balances remaining.

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- c. The contractor Program Manager shall provide to COR/COTR on a monthly basis a report of contractor contact information for all contractors assigned to the contract.

Contractor system administrator shall provide monthly Unit Status Reports to the COR/COTR detailing changes in hardware, software, and connectivity status and any outstanding issues to be resolved.

8. STAFFING REQUIREMENTS 2010: Minimums as indicated

8.1. Air National Guard Headquarters NGB/A6, Jefferson Plaza One, Arlington, Virginia

- a. (1 FTE) Principal Systems Engineer
- b. (2 FTE) Senior Systems Engineers
- c. (1 FTE) C2 Systems Administrator – JP-1 Alternate Facility (Optional)

8.2. Air National Guard Readiness Center, Andrews AFB, Maryland

- a. (2 FTE) C2 Systems Administrators
- b. (1 FTE) C2 Systems Administrator – JP-1 Alternate Facility (Optional)

9. APPLICABLE DOCUMENTS

The contractor must have a complete understanding of Department of Defense, Air Force (AF) and ANG operational and technical architecture requirements, standards and guidelines (current and future versions)

CJCSI 6731.01	Global Command and Control System Security Manual
DODD 5200.28	Security Requirements for Automated Information Systems
DoD 5010.132.1	Acquisition Management Systems and Data Requirements Control List (AMSDL)
AFSCP 809-7	Configuration Management (to be used for guidance only)
DoD 5220.22M	National Industrial Security Program Operating Manual
AFPD 33-2	Information Protection
AFI 33-101	Command, Control, Communication, and Computer Systems Management Guidance And Responsibilities

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AFPD 24-2	Preparation and Movement of Air Force Material
LL-210-06-02	JDISS Computer System Reference Manual
LL-210-08-02	JDISS Security Concept of Operations
LL-211-01-01	JMCIS Handbook
LL-211-10-01	JMCIS 2.1 System Administrators Guide
LL-211-11-01	JMCIS 2.1 Security Managers Guide
LL-500-102-04	GCCS Version Description Document
LL-500-103-14	GCCS 3.X Implementation Procedures for Automated Systems
LL-500-29-05	GCCS System Administrator Manual for GCCS Version 3.X
LL-500-43-04	GCCS System/Security Implementation Instructions For SSA
LL-500-67-04	GCCS Automated Information System (AIS) Security Plan
TL-199-23-08	TIP Technical Administrators Manual/GCCS System Administrator's Manual
NA-000-00-003	GCCS System Reference Guide
LL-501-11-01	UCCS (AMHS) System Administrator/Operator Guide
LL-518-05-03	GRIS CSCI v2.2 Operators Manual
LL-521-05-01	Airfields Software Installation Plan

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LL-527-02-01	LEGENT System Manager Agent Release 2.1.0 Release and Installation Notes
LL-527-05-01	LEGENT DB Agent for Oracle Release 1.0.0 Notes and Installation Notes
LL-527-07-01	LEGENT DB Agent for Oracle Release 1.0.0 Reference Manual
TL-199-23-08	TIP Technical Administrators Manual/GCCS System Administrator's Manual
NA-000-00-001	Topic Database Administrators Guide V.3.1, Vol. 1
NA-000-00-001	Topic Database Administrators Guide V.3. 1, Vol. 2
NA-000-00-001	Topic Real-Time Administrators Guide V4
NA-000-00-003	GCCS System Reference Guide
NA-000-00-002	ORACLE Database System Administrator Manual
AFI 33-112	Computer Systems Management
AFI 33-113	Managing Air Force Messaging Cent
AFI 33-114	Software Management
AFI 33-115v1,v2 and v3	Network Management and Standard Evaluation Processes
AFI 33-119	Electronic Mail Management and Use
AFI 33-128	Electronic Messaging Registration
AFI 33-277	Fortezza Operational Security

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AFI 33-202	Network and Computer Security
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All C2 classified subsystems employed by the ANG will be accompanied by the proper system level and Certificate to Operate (CTO) documentation (hard or electronic copy), prior to initial installation. This consists of any system administration manuals, user's guides, specific applications user's manuals, software installation procedures, and limited commercial manuals.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	Page 1 of 4
2. AMENDMENT/MODIFICATION NO. 0010	3. EFFECTIVE DATE 03/23/2010	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)		
6. ISSUED BY NDC - Acquisition Services Directorate 381 Elden Street, Suite 4000 Herndon, VA 20170-4817		CODE 00004	7. ADMINISTERED BY (If other than Item 6)		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)				9A. AMENDMENT OF SOLICITATION NO	
NCI INFORMATION SYSTEMS, INC. 11730 PLAZA AMERICA DR STE 700 RESTON, VA 20190-4747				9B. DATED (SEE ITEM 11)	
CODE				FACILITY CODE	
				(X) 10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ07D0004 / N09PD10053	
				(X) 10B. DATED (SEE ITEM 13) 11/28/2008	

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 ACKNOWLEDGMENT 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 Line Item Detail

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

CHECK ONE:	<input type="checkbox"/> 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.
<input type="checkbox"/>	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).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: IAW FAR 52.243-3, CHANGES --TIME AND MATERIALS OR LABOR HOURS (SEP 2000)
<input type="checkbox"/>	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 add DFARS clause 252.239-70D1, Information Assurance Contractor Training and Certification. NCI Information Systems, Inc. will be responsible for obtaining training and certification in accordance with DoD 8570.01-M for all new hires and/or replacement personnel that do not already possess 8570 Certification. The Government will reimburse NCI Information Systems, Inc. for current employees on the task order who require training (to comply with these changes) via a bi-lateral modification, to be processed at a later date.

All other terms and conditions remain unchanged.

Contract Specialist
Adam W. Lowery
(703) 954-6449
adam.lowery@oed.nbc.gov

Except as provided hereon, this contract is subject to the terms and conditions of the contract referenced in Item 9A or 10A as heretofore changed, amended, and in full force and effect.

15A. NAME AND TITLE OF CONTRACTOR Dale E. Bellovich Senior Director of Contracts	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Louis Gilden
15B. CONTRACTOR/OFFEROR Dale E. Bellovich (Signature of person authorized to sign)	16B. United States of America Louis Gilden (Signature of Contracting Officer)
15C. DATE SIGNED 4/7/10	16C. DATE SIGNED 4/16/2010

NSA 7540-01-152-8570
PREVIOUS EDITION
UNUSABLE

STANDARD FORM 30-(REV. 10-03)
Prescribed by GSA FAR (48 CFR)
53.243

Line Item Summary	Document Number N09PD10053/0010	Title Add FY10 Funding (ANG)	Page 2 of 4
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Line Item Number	Description	Delivery Date (Start date to End date)	Quantity	Unit of Issue	Unit Price	Total Cost
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No Changed Line Item Fields

Previous Total: \$29,511,574.60
 Modification Total: \$0.00
 Grand Total: \$29,511,574.60

	Document No. N09PD10053/0010	Document Title Add FY10 Funding (ANG)	Page 3 of 4
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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 SUMMARY OF CHANGES

The free form item DFARS 252.239-7001 has been added.

A.2 DFARS 252.239-7001

INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION (JAN 2008)

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including---

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

(End of clause)

In addition, the contractor is instructed to obtain one of the following certifications required by DoD 8570.01-M in information assurance technical category at level II (IAT II); GSEC; Security+; SCNP or SSCP.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. AMENDMENT/MODIFICATION NO. 0013		3. EFFECTIVE DATE Aug 1, 2010	4. REQUEST/ITER/PURCHASE NO. NO. N/A	5. PROJECT NO. (if applicable) BLSM 62253
6. ISSUED BY COBR		7. ADMINISTERED BY (if other than team lead) See block 6		8. CODE
9. NAME AND ADDRESS OF CONTRACTOR (No., street, county, state and ZIP Code) NCI Information Systems, Inc. DUNS: 620864504 11730 Plaza America Drive TIN: 541522509 Reston, VA 20190				
10A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/>			10B. DATED (SEE ITEM 13) 	
10C. MODIFICATION OF CONTRACT/ORDER NO. WD1Q0207D0064/N09PD10053			10D. DATED (SEE ITEM 13) Nov 26, 2008	
CODE		FACILITY CODE		

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 ACKNOWLEDGMENT 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)
N/A

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 BY THE CONTRACT/ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	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).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: IAW FAR 52.243-3, CHANGE -- TIME & MATERIALS OR LABOR HOURS (SEP 2000)
<input type="checkbox"/>	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 UCI section headings, including solicitation/contract subject matter where feasible)

The purpose of this modification is to add ANG telecom support under subCLIN 1011. All other terms and conditions remain unchanged.

Contract Specialist:
Adam W. Lowery
(703) 964-5449
adam.lowery@aqd.nbc.gov

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

15A. NAME AND TITLE OF CONTRACTOR (Type or print) Dale E. Bellovich Senior Director of Contracts	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) LOUIS GOLDEN CONTRACTING OFFICER
15B. CONTRACTOR/OFFEROR <i>Dale E. Bellovich</i> (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA <i>Louis Golden</i> (Signature of Contracting Officer)
15C. DATE SIGNED 6 Aug 2010	15D. DATE SIGNED 9 Aug 10

NSA 7540-01-452-8072
Previous edition unusable

STANDARD FORM 30 (REV. 10-81)
Prescribed by GSA FPMR (48 CFR) 53.113

The Statement of Work titled "Telephone Support for the Air National Guard Readiness Center/Headquarters" is hereby incorporated under subCLIN 1011.

CONTRACT VALUE

The total contract value for this task order is unchanged and remains \$182,535,906.60. The total contract value for Option Period I is unchanged and remains \$25,613,665.00.

CONTRACT FUNDING

The total contract funding for Option Period I is unchanged and remains \$16,169,507.00.

CLIN	DESCRIPTION	Option Period I Ceiling (NTE)	Option Period I Funding	
1001	ARNG NCR DOJM Support	(b)(4)		
1002	ARNG EPC - Core Support			
1003	ARNG ODC and Travel			
1004	ARNG Government Directed Initiatives (Optional)			
1006	ARNG Software Engineering Support (Optional)			
1007	ARNG Web Services Support (Optional)			
1008	ARNG EPC - 24x7 Support (Optional)			
1009	ANG NCR Operational Support			
1010	ANG ODC and Travel			
1011	ANG Government Directed Initiatives (Optional)			
1014	Oracle DBA Support and Dimensions Configuration Management			
TOTALS:			\$25,613,665.00	\$16,169,507.00

//////////////////////////////////////END//////////////////////////////////////

STATEMENT OF WORK FOR TELEPHONE SUPPORT FOR THE AIR NATIONAL
GUARD READINESS CENTER/HEADQUARTERS

1. SCOPE:

- 1.1. This Statement of Work (SOW) establishes and defines the responsibilities for one primary contracted company to provide full-time telephone and related peripheral support. Responsibilities include maintaining and repairing various pieces of telecommunications equipment comprising telephones and related peripheral equipment to support the Air National Guard Readiness Center. Contract period will include a (1) year base with (4) option years.
- 1.2. The work site is the Air National Guard Readiness Center at Andrews Air Force Base, Maryland. Telecommunications capability must remain in operational status 24 hours a day, 7 days a week. Additional operational support for special exercises, emergencies, and contingency operational support shall be at the discretion of the Telecommunication Government Representatives.

2. SPECIFICATION GUIDELINES:

- 2.1. All work must be performed in conjunction with this SOW, in accordance with appropriate Government regulations, and use accepted telecommunication industry standards.

3. QUALITY CONTROL:

- 3.1. Quality Control will be monitored throughout the contract. Upon request, the Contractor will provide the Government their Quality Control Plan for review/approval. The Contractor's performance will be measured against the Service Level Agreements (SLAs) described in Attachment E of this contract in addition to monitoring the requirements defined in the Performance Work Statement

4. OPERATING REQUIREMENTS:

- 4.1. The contractor shall provide on-site personnel at the specified locations having the skills, certifications, and qualifications defined in paragraph section 11, Communications Maintenance. The contractor is required to provide telephone support as necessary that will not exceed 12 hours per day maximum, standard core duty hours are normally 07:00 to 16:00, Monday thru Friday.

5. SECURITY:

- 5.1. Security Clearances: The contractor shall ensure that employees identified under this Statement of Work have valid **Secret** Clearances. All documentation of clearances will be coordinated with the COR and processed with the ANGR Security Officers. A DD form 254 shall be completed by the government for contractor access into controlled areas.

6. GENERAL SECURITY REQUIREMENTS:

- 6.1. Services required under this contract will be restricted to unclassified and unclassified sensitive data. During and after performance of the contract all records

will be maintained in accordance with applicable guidance and regulations and material of the Department of Defense. All DoD and contract related records will not be disseminated, destroyed, or otherwise disposed of without prior written consent of the Telecommunication Government Representatives.

7. DOCUMENTATION REQUIREMENTS:

- 7.1. The contractor shall provide all installation and maintenance records as required by Telecommunications Government Representatives. Contractor(s) shall document daily records of time spent on service calls, work orders, Preventive Maintenance Inspections (PMI) activities, using the existing Remedy system as well as CIPS(WOMS) or Government Direction. The records shall include contractor work appointments and any PTO time taken, and time spent on communication projects. The on-site contractor(s) shall forward weekly activity reports to Telecommunication Government Representatives COB each Friday. Activity reports shall be kept on file with the government to provide a cumulative log of maintenance critical events for the telecommunication operations and man-power allocated to these operations.
- 7.2. The contractor shall use government databases and linecard database for providing a records history of all telecommunication maintenance activities, telephone adds, moves, changes, and service call events.

8. DELIVERABLES:

- 8.1. Unless otherwise noted, the original document shall be provided only to the Government COTR Representative. A copy of each transmittal letter shall be provided to the Contracting Officer (NGB-AQC-S).
- 8.2. All telecommunication material required for the purpose of installations, repair of existing or new communication services to support the Air National Guard Readiness Center must be Government Furnished Equipment (GFE).

9. FACILITIES:

- 9.1. The Government shall provide adequate workspace including heat, light, ventilation, and electrical services for contract maintenance personnel. The government allows contractor access to all government printers, scanners, copiers, faxes to conduct official government business.
- 9.2. The Government will provide refuse and custodial services.

10. SPECIFIC REQUIREMENTS:

- 10.1. The ANG customers shall use the ANGRC LAN Tier 1 user's helpdesk to report, track, and generate weekly service reports for all telecommunication related service calls at the Air National Guard Readiness Center. It is the responsibility of each contractor to open, close, and hold all telecommunication service call requirements using the ANGRC LAN Tier 1 helpdesk for telecommunication repairs.
- 10.2. All communication requirements for new telecommunication services shall be processed through ANGRC Telephone Communication Officer (TCO's) using Work Order Management Systems (WOMS) for workload management. ANG TCO's will

then disseminate work orders to the proper government agencies or contractors. The contractor shall follow all ANGRC policies and guidelines for telecommunication requests, service, and repair of existing services.

- 10.3. The Telephone System resources are the responsibility of the Government Telecommunication Representatives. Prioritization of work requests will be coordinated with and approved by the Government Representative.
- 10.4. The Government shall maintain an adequate inventory of test instruments, and provide tool kits (GFE) to the contractor necessary to properly maintaining equipment. The government will determine if tools are lost or misplaced by completing an annual tool kit inventory is completed. If inventory shows that tools are lost or misplaced then it is the responsibility of the contractor to replace the tool(s). It also is the responsibility of the contractor to safe guard tool kits and to return each tool kit to the government if they are no longer in use.
- 10.5. All contractors are required to access communication service calls and work order databases via the ANGRC LAN network. All contract technicians must complete the Information Assurance Awareness training prior to accessing the ANGRC LAN network, and follow all Government LAN regulations and security policies.
- 10.6. It's the responsibility of the government to sign out a government desktop computer to each on-site technician, and the technicians responsible for safeguard of their computer. All ANGRC government computers shall remain the property of the government and can be seized at anytime with no notice by the government.
The contractor shall maintain an automated log and all appropriate records, drawings, diagrams, documentation, and data. All products will become the property of the government.

11. COMMUNICATIONS MAINTENANCE

- 11.1. Remedial Maintenance: Government Telecommunication Representatives shall determine the Principal Period of Maintenance (PPM). If the remedial maintenance required to any communication systems which must be removed from service, then the Telecommunication Government Representatives may request that the contractor perform maintenance after or before normal core hours (Section 4)
- 11.2. The contractor shall be responsible to the Government for operation, maintenance, and repair of telecommunications equipment, services, and components.

12. ANGRC Telecommunication Support. Specifically to support Air National Guard requirements at Andrews AFB, the contractor shall assist with the maintenance of the facilities telecommunication systems. The communication system consists of the telephonic equipment associated with Air National Guard Readiness Center (ANGRC) located at Andrews AFB. Personnel must have course certification in the following:

- 12.1. Introduction to Meridian SL-100 Course 0509FEN (Hands-on)
- 12.2. Meridian SL-100 Maintenance
- 12.3. Meridian SL-100 SERVORD 0506AEN
- 12.4. Meridian SL-100 Translations 0500AEN
- 12.5. Meridian SL-100 Advanced Translations Applications 0508TEN CD-ROM

- 12.6. Meridian SL-100 ACD 0541AEN
- 12.7. Windows 2007 Server Administration Orientation Course
- 12.8. Callware Voicemail Certified Network Telephony Engineer (CNTE)
- 12.9. Z-Band Video Distribution Installers Certification course
- 12.10. BICSI Institute, Course TE300 Technician Level Training
- 12.11. Certification. (Experience or coursework may be substituted at the discretion of the Government)
- 12.12. Nortel/Avaya Application Server (AS 5300) Unified Communication
- 12.13. Tandberg Video Teleconference Systems (model C-60 & MXP 6000, Tandberg Management Suite)

12.14. Information Assurance Contractor Training and Certification

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including:

(1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

Contractor shall obtain any one of the certification required by DoD 8570.01-M in information assurance technical category at level II (IAT II); GSEC; Security+; SCNP or SSCP.

12.15. All maintenance and training activities shall be included in the contract at no additional cost to the government under this contract at anytime during the life of this contract.

12.16. Maintenance shall include installation, removal, repair of Nortel DMS-100/AS 5300 telephone subsets, rectifiers, battery backup units, associated programming of telecommunications digital and analog lines and or equipment. Fabrication and termination of all voice or data circuits, copper and fiber core cables, and associated hardware.

12.17. Maintenance activities include the following: Nortel DMS-100 remote, Nortel AS5300, rectifiers, battery backup units, Nortel OC-3, Nortel terminals devices, fiber optic network, copper plant, grounding and bonding networks and subsystems,

circuit services (DSN & Commercial), Callegra voice mail 6.14 Windows 2007, Z-Band CATV distribution system, Digital Satellite Systems (DSS's), all facility CATV drops, Maintain operational readiness all commercial, toll free, and DSN circuits, phone lines, maintain all digital/analog subsets (secure and non-secure), Video Teleconference (VTC) Distribution system (PRI's-Commercial and DSN access to all VTC endpoints), Dialogic Notification System, Operational circuit check for the Siemens Communicator systems and operational checks for DRSN.

- 12.18. Contractor must be certified, knowledgeable, and able to maintain, remove, install, repair, and perform preventive maintenance inspections for the following communications equipment and services.

Structured Premises Cabling Systems

Entrance facilities, backbone, horizontal, work areas

Equipment rooms, telecommunications rooms

Cross-connects—main, intermediate, horizontal

Standards, Codes, and Methodologies

ANSI/TIA/EIA-568-B, 569-B, 570-A, 606-A, 607-A

ANSI/NECA/BICSI-568

ANSI/TIA/EIA-526-7 and 14-A

National Electrical Codes

National Fire Protection Code

TDMM and NDRM

Plans and Specifications

Blueprints

Construction specifications

Communication Media

Twisted-pair—UTP, ScTP, STP-A

Color code

Categories of cables—5-6*

Coaxial

Optical fiber cables—singlemode and multimode*

Connectors

UTP, STP-A, ScTP, coaxial, optical fiber

Connector pin configurations

Color codes

Transmission

Analog/digital service subsets

Communication UPS

Grounding, Bonding, and Electrical Protection

- Installation
- Design
- Building and earth grounds

LAN backbone

- Physical topologies
- Ethernet and token-ring cabling only
- Components of a LAN

Safety

- Hazardous environments
- Personal protective equipment
- Common safety practices
- Keep all work areas clean
- First Aid and CPR certifications through ANGR

Professionalism

- Customer relations
- Clearly communicate to customers
- Professional appearance

Preparation for Installation

- Space and pathway design
- Developing a job plan
- Performing a site survey
- Building closets
- Installing grounding infrastructure
- Installing support system infrastructure
- Preparing work area outlet locations

Pulling Cable

- Pulling backbone and horizontal twisted-pair cable
- Pulling optical fiber cable

Firestopping

- New and existing communication cabling penetrations

Cable Terminations

- Terminate ScTP, STP-A
- Pretermination functions—forming, dressing, fanning, and labeling cables
- Copper cable termination UTP (Avaya, Krone, BIX, 110, 66)
- Copper crimp, coaxial, and optical fiber cable termination

Splicing Cables

- Copper

- Optical fiber

- Cabling

- Copper cable

- Optical fiber cable using a light source, power meter, and OTDR

- Cable Troubleshooting

- Copper cables

- Optical fiber cables

- Retrofits and System Upgrades

- Identify and record active circuits

- Perform all telecommunication system cutovers

- Miscellaneous Duties

- Administrative tasks

- Document all test results

- Document all as-builts

13. Diagnostic Maintenance Routines.

13.1 The contractor shall be responsible for furnishing and maintaining a complete set of current diagnostic maintenance routines normally used for the testing and repairing of all communication services, equipment, and components.

13.2 The contractor shall perform Preventive Maintenance Inspections (PMI's) inspections and troubleshooting to ensure the continued performance and operational aspects of telecommunication operations are met. The contractor shall develop, conduct schedules of telecommunications PMI's for the following systems and services. Completed PMI's must be documented and discrepancies reported to the Telecommunication Government Representatives within 2 days after completion of PMI.

13.3 Preventative Maintenance Inspections activities include the following: All Nortel DMS-100 remote, Nortel AS 5300, rectifiers, battery backup units, Nortel OC-3, Nortel terminals devices, fiber optic network, copper plant, grounding and bonding networks and subsystems, circuit services (DSN & Commercial), Callegra voice mail 6.14 Windows 2007, Z-Band CATV distribution system, Digital Satellite Systems (DSS's), all facility CATV drops, Maintain operational readiness all commercial, toll free, and DSN circuits, phone lines, maintain all digital analog subsets (secure and non-secure), Video Teleconference (VTC) Distribution system (PRI's-Commercial and DSN access to all VTC endpoints), Tandberg management Suite, Dialogic Notification System, Operational circuit check Siemens Communicator services, operational check the DRSN services

13.4 Perform Preventative Maintenance Inspections for all of the following communications equipment, services.

Structured Premises Cabling Systems

Entrance facilities, backbone, horizontal, work areas

Equipment rooms, telecommunications rooms

Cross-connects—main, intermediate, horizontal

Communication Media

Twisted-pair—UTP, ScTP, STP-A

Categories of cables—5-6*

Coaxial

Optical fiber cables—singlemode and multimode*

Connectors

Emerging technologies

UTP, STP-A, ScTP, coaxial, optical fiber

Connector pin configurations

Transmission

DC Power supplies

Analog/digital signals

Grounding, Bonding, and Electrical Protection

Building and earth grounds

Firestopping

Existing communication cabling penetrations

PMI's on cable Terminations

Terminate ScTP, STP-A

Copper cable termination UTP (Avata, Krone, BIX, 110, 66)

Copper crimp, coaxial, and optical fiber cable termination

Cable PMI's

Copper fiber

Optical fiber

Cabling

Copper cable

14. CONTINGENCY OPERATIONS:

14.1. The contractor is required to report at the user's location for maintenance possible in the event of contingencies or emergency disruption of communication service, but generally no longer than one hour after notification. Notification for after hours dispatch response will be made by the Telecommunication Government Representatives 24 hours /7 days per week. It's the responsibility of the contractor to provide cellular phones and services to their on-site contractors for communication with their company and for stand-by purposes.

14.2. The Telecommunications Government Representatives may contact the contractor to conduct service calls or standby after normal duty hours in some cases. The contractor's help desk located in the ANGRC shall serve as the primary interface with the user community for service calls. The contractor will provide updated data as it changes in order for the Telecommunications Government Representatives to contact telecommunication technicians 24 hours a day coverage contract provided cell phones and home numbers.

14.3. Approval authority for additional off duty maintenance activities (scheduled or unscheduled), and emergency repairs will be at the discretion of Telecommunication Government Representatives.

15. PERSONNEL REQUIREMENTS:

15.1. Security Clearances: The contractor shall ensure that employees identified under this Statement of Work have a Secret Clearance. All documentation of clearances shall be coordinated with the COTR and ANGRC Security Officer.

16 TRAINING:

16.1. The contractor shall provide formal training for personnel on new equipment and applications at no additional cost to the government. The contractor shall provide temporary employees with the same qualifications: incumbent during the

period of time when an employee is absent from work longer than three weeks at no additional charge. Contractor employees shall receive a maximum of 40 hours additional training per year at no additional cost to the government. The contractor shall agree upon the source and level of training and Telecommunication Government Representatives at the time the training requirement is identified.

17 QUALITY INSPECTIONS:

17.1. The Telecommunication Government Representatives will meet with on-site contractors to sign off as the final approving authority for each maintenance inspection that was completed by the contractor.

18 Designation of Contracting Officer's Representative (COTR) for this contract is:

Carlo Fanelli, YC-02, DAF
Attn: NGB/A6S Chief, Staff Communications Division
3500 Fetchet Ave
Andrews AFB, MD 20762-5157
(301) 836-8880
Email: Carlo.Fanelli@ang.af.mil

19 Designation of Telecommunication Government Representatives for this contract is:

John Gilroy, USAF, MSgt
Attn: NGB/A6SM Telecommunications Superintendent
3500 Fetchet Ave
Andrew AFB, MD 20762-5157
(301) 836-8786
E-mail: John.Gilroy@ANG.AF.MIL

Terry Little, USAF, MSgt
Attn: NGB/A6SM Maintenance Supervisor
3500 Fetchet Ave
Andrew AFB, MD 20762-5157
(301) 836-8786
E-mail: Terry.Little@ANG.AF.MIL

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 7
2. AMENDMENT/MODIFICATION NO. 0036	3. EFFECTIVE DATE 06/01/2013	4. REQUISITION/PURCHASE REQ. NO. 0040093559	5. PROJECT NO. (If applicable)
6. ISSUED BY Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11	7. ADMINISTERED BY (If other than Item 6) DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) NCI INFORMATION SYSTEMS, INC. Attn: ATTN Government POC 11730 PLAZA AMERICA DRIVE RESTON VA 20190-4764		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11)	
CODE 0070209962	FACILITY CODE	10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ07D0004 N09PD10053 10B. DATED (SEE ITEM 13) 09/24/2011	

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: \$301,291.00

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.
	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)
X	Bilateral, FAR 52.243-3 Time-and-Materials or Labor-Hours (SEP 2000)

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 bilateral modification is the following.

1) Exercise Optional CLIN 4007 ARNG Web Services Support, and provide incremental FY13 funding in the amount of \$301,291.00 for current Option Year IV (October 1, 2012 through September 30, 2013) using funding document MIPR3ENBCIMZ17 in order to accept and fully fund NCI proposal number 13121-r4 dated July 9, 2013 titled "ARNG Web Services Support" for the current Option Year IV. Also, realign Task Order ceilings as follows.

a) Option Year IV (October 1, 2012 - September 30, 2013)
i. No changes. The ceiling for CLIN 4007 ARNG Web Services Support is unchanged at \$713,926.00. The overall ceiling for Option Year IV is unchanged at \$26,709,158.00.
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) Matthew O'Brien Senior Director of Contracts	15B. CONTRACTOR/OFFEROR 	15C. DATE SIGNED 07/10/2013	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Louis Gilden	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED 7/17/2013
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NAME OF OFFEROR OR CONTRACTOR
NCI INFORMATION SYSTEMS, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>b) Option Year V (October 1, 2013 - September 30, 2014)</p> <p>i. Increase the ceiling for CLIN 5007 ARNG Web Services Support by (b)(4) from (b)(4) to (b)(4)</p> <p>ii. Decrease the ceiling for CLIN 5006 ARNG Software Engineering Support by (b)(4) from (b)(4) to (b)(4)</p> <p>iii. The overall ceiling for Option Year V is unchanged at (b)(4)</p> <p>c) Option Year VI (October 1, 2014 - September 30, 2015)</p> <p>i. Increase the ceiling for CLIN 6007 ARNG Web Services Support by (b)(4) from (b)(4) to (b)(4)</p> <p>ii. Decrease the ceiling for CLIN 6006 ARNG Software Engineering Support by (b)(4) from (b)(4) to (b)(4)</p> <p>iii. The overall ceiling for Option Year VI is unchanged at (b)(4)</p> <p>2) Incorporate the labor category and hourly labor rates for Web Software Developer - Senior from NCI's ITES-2S contract W91QZ-07-D004 P00003 dated September 19, 2008 as follows.</p> <p>a) Web Software Developer - Senior - Labor Category Description: Under general direction, designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.</p> <p>b) Web Software Developer - Senior - Labor Rates at Government Site</p> <p>i. Option Year IV (10/01/2012 - 09/30/2013) @ (b)(4) Hour</p> <p>ii. Option Year V (10/01/2013 - 09/30/2014) @ Continued ...</p>				

NAME OF OFFEROR OR CONTRACTOR
NCI INFORMATION SYSTEMS, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>(b)(4) Hour iii. Option Year VI (10/01/2014 - 09/30/2015) @ (b)(4) Hour</p> <p>The total ceiling for this Task Order including all Option Years is unchanged at (b)(4)</p> <p>All other terms and conditions remain unchanged. Delivery: 09/30/2013 Payment Terms: ACCP Delivery Location Code: 0008718777 See Attached Schedule See Attached Schedule See Attached Schedule CO 80235 US</p> <p>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.NPA58.13ANGZ17 PR Acct Assign Line: 01 FOB: Destination Period of Performance: 10/01/2012 to 09/30/2013</p> <p>Add Item 00450 as follows:</p>				
00450	<p>MIPR3ENBCIM217 POP: 10/1/2012 - 9/30/13 T&M NTE \$301,291.00</p>				301,291.00

Pages 4-7 comprise only a list of modifications that have no relevance to items requested. The list is repeated in the FOIA response.

E. A. [Signature]
Contracting Officer

**National Capital Region
Information Technology Support
Solicitation # 20661**

Section B – Supplies or Services and Prices/Costs

Supplies or Services and Prices/Costs

1 PRICING OVERVIEW

This is a service solicitation for the Army National Guard (ARNG), Air National Guard (ANG), other DOD organizations, and US Government agencies utilizing Time and Materials (T&M) for core and T&M and/or Firm Fixed Price (FFP) for optional services. Pursuant to Federal Acquisition Regulation (FAR) Subpart 37.6, performance-based contracting techniques will be applied under this task order to the maximum extent practicable.

Expected Period of Performance (POP):

Base Year: October 1, 2008 – September 30, 2009

Option Year 1: October 1, 2009 – September 30, 2010

Option Year 2: October 1, 2010 – September 30, 2011

Option Year 3: October 1, 2011 – September 30, 2012

Option Year 4: October 1, 2012 – September 30, 2013

Option Year 5: October 1, 2013 – September 30, 2014

Option Year 6: October 1, 2014 – September 30, 2015

2 LABOR AND OTHER DIRECT COST

2.1 Labor

The task order proposal shall identify labor categories in accordance with the ITES-2S contract labor categories. The offeror shall identify the number of hours per labor category required for performance of this task order.

The task order proposal shall be priced in accordance with the labor rates set forth in the offeror's ITES-2S contract. The ITES-2S offerors may propose ITES-2S labor rates that are lower than those established in the ITES-2S contract. The contractor shall fully explain the basis for proposing lower rates.

2.2 Other Direct Costs Including Travel

The offeror shall identify and itemize all Other Direct Costs (ODCs) in the price proposal submission.

For travel expenditures, the offeror shall identify in their price proposal the airfare and/or local mileage, per diem rates by total days, lodging, number of trips, and number of employees traveling.

3 TASK ORDER LINE ITEM NUMBERS STRUCTURE

All prices shall conform to the format defined herein. Additional price elements not included in the defined format are not permitted. Any services, material, or supplies required in the performance of this task order for, which a price is not specifically

identified in the price tables will be considered to be included in the price of another item or provided at no charge to the Government. The contractor may waive any task order price in the future at any time.

For T&M, the Government will not reimburse the contractor for labor hours not delivered.

Also, the Government will not reimburse the contractor for ODCs and Travel not delivered and/or exceeding the ordered pool amount. All costs have to be authorized by the Government in advance.

The task order services, as defined in the Performance Work Statement (PWS), will be organized in the following CLINs:

Army National Guard CLINs only

CLIN 0001: ARNG NCR Director of Information Management (DOIM) Support

CLIN 0002: ARNG Enterprise Processing Center (EPC) – Core Support

CLIN 0003: ARNG Other Direct Costs and Travel

CLIN 0004: ARNG Government Directed Initiatives (optional)

CLIN 0005: ARNG Video Classroom Support (optional)

CLIN 0006: ARNG Software Engineering Support (optional)

CLIN 0007: ARNG Web Services Support (optional)

CLIN 0008: ARNG Enterprise Processing Center (EPC) – 24x7 Support (optional)

Air National Guard CLINs only

CLIN 0009: ANG NCR Operational Support

CLIN 0010: ANG Other Direct Costs and Travel

CLIN 0011: ANG Government Directed Initiatives (optional)

Army and Air National Guard Transition CLINs

CLIN 0012: ARNG and ANG Transition

CLIN 0013: ARNG and ANG Other Direct Costs for Transition

4 CLIN DETAILS

4.1 CLIN 0001 – ARNG NCR DOIM Support

CLIN Contract Type: T&M

Description: Perform services required for ARNG NCR DOIM Support in accordance with the discrete elements as addressed in the PWS Sections 2 and 3.

The support shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0001.

4.2 CLIN 0002 – ARNG Enterprise Processing Center (EPC) – Core Support

CLIN Contract Type: T&M

Description: Perform services required for ARNG EPC Core Support in accordance with the discrete elements as addressed in the PWS Sections 2. 4, and 4.1.

The support shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0002.

4.3 CLIN 0003 – ARNG Other Direct Costs and Travel

CLIN Contract Type: T&M

Description: The Government is reserving this CLIN for specific purposes and is restricting its use. The Government prohibits use of CLIN 0003 – ARNG Other Direct Costs (ODC) and Travel as a primary means to implement the task order. The Government’s restriction only permits the contractor to use CLIN 0003 – ARNG ODC and Travel for unusual or one-time expenditures and travel. The Government requires the contractor to use CLINs 0001, 0002, and 0004 - 0008 for costs that are directly chargeable.

The Government expects the contractor to account for incidental costs in a burden factor, e.g. overhead rate, and not to itemize or price them separately in CLIN 0003 – ARNG Other Direct Costs. The Ordering Contracting Officer (OCO) shall determine the allowability of ODCs in accordance with subpart 31.2 of the Federal Acquisition Regulation (FAR) in effect on the date of this task order and with the limitations and restrictions as specified above. The contractor shall present a detailed list of all ODC items, item pricing, and a basis of estimate for each price. All travel in support of this task order shall be in accordance with the Joint Travel Regulations (JTR). No other charges of any type shall be applied to travel.

Equipment, software, and materials acquired by the contractor with Government funds, for performance of this task order, are the property of the Government.

The Government will not reimburse the contractor for Other Direct Costs and Travel not delivered and/or exceeding the ordered pool amount, or not authorized.

4.4 CLIN 0004 – ARNG Government Directed Initiatives (optional)

CLIN Contract Type: FFP or T&M

Description: ARNG Government Directed Initiatives are those activities, in accordance with the discrete elements as addressed in the PWS Sections 2 and 9, which are outside scope of the activities defined in other ARNG CLINs. When requested by the Government or when the contractor feels that there is a need for improvement or change, the contractor shall submit a formal project proposal, including scope, activities, schedule, deliverables, and success criteria required for each initiative to the Government for review. No work shall be initiated prior to the Government’s written approval to proceed.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0004.

Partial payment of FFP Contract Line Item Numbers (CLINs) may be negotiated based on the completion of contractually specified milestones.

For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.5 CLIN 0005 – ARNG Video Classroom Support (optional)

CLIN Contract Type: FFP or T&M

Description: Perform services required for ARNG Video Classroom Support in accordance with the discrete elements as addressed in the PWS Sections 2 and 5.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0005.

Partial payment of FFP Contract Line Item Numbers (CLINs) may be negotiated based on the completion of contractually specified milestones.

For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.6 CLIN 0006 – ARNG Software Engineering Support (optional)

CLIN Contract Type: FFP or T&M

Description: Perform services required for ARNG Software Engineering support in accordance with the discrete elements as addressed in the PWS Sections 2 and 6.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0006.

Partial payment of FFP Contract Line Item Numbers (CLINs) may be negotiated based on the completion of contractually specified milestones.

For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.7 CLIN 0007 – ARNG Web Services (optional)

CLIN Contract Type: FFP or T&M

Description: Perform services required for ARNG Web Services support in accordance with the discrete elements as addressed in the PWS Sections 2 and 7.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0007.

Partial payment of FFP Contract Line Item Numbers (CLINs) may be negotiated based on the completion of contractually specified milestones.

Source Selection Sensitive

For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.8 CLIN 0008 – ARNG Enterprise Processing Center (EPC) – 24x7 Support (optional)

CLIN Contract Type: T&M

Description: Extend the services already provided under CLIN 0002 from the core (600 to 1800 Monday through Friday) to 24x7 coverage hours. This CLIN is an extension from EPC Core support (CLIN 0002) Additional details can be found in sections 2, 4, and 4.2 of the PWS.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0008.

4.9 CLIN 0009 – ANG Operational Support

CLIN Contract Type: T&M

Description: Perform services required for Air National Guard Operational support in accordance with the discrete elements as addressed in the PWS Sections 2 and 8

The support shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0009.

4.10 CLIN 0010 – ANG Other Direct Costs and Travel

CLIN Contract Type: T&M

Description: The Government is reserving this CLIN for specific purposes and is restricting its use. The Government prohibits use of CLIN 0010 – ANG Other Direct Costs (ODC) and Travel as a primary means to implement the task order. The Government's restriction only permits the contractor to use CLIN 0010 – ANG ODC and Travel for unusual or one-time expenditures and travel. The Government requires the contractor to use CLIN 0009 for costs that are directly chargeable.

The Government expects the contractor to account for incidental costs in a burden factor, e.g. overhead rate, and not to itemize or price them separately in CLIN 0010 – ANG Other Direct Costs. The OCO will determine the allowability of ODCs in accordance with subpart 31.2 of the Federal Acquisition Regulation (FAR) in effect on the date of this task order and with the limitations and restrictions as specified above. The contractor shall present a detailed list of all ODC items, item pricing, and a basis of estimate for each price. All travel in support of this task order shall be in accordance with the Joint Travel Regulations (JTR). No other charges of any type shall be applied to travel.

Equipment, software, and materials acquired by the contractor with Government funds, for performance of this task order, are the property of the Government.

The Government will not reimburse the contractor for Other Direct Costs and Travel not delivered and/or exceeding the ordered pool amount.

4.11 CLIN 0011 – ANG Government Directed Initiatives (optional)

CLIN Contract Type: FFP or T&M

Description: ANG Government Directed Initiatives are those activities, in accordance with the discrete elements as addressed in the PWS Sections 2 and 9, which are outside scope of the activities defined in other ARN CLINs. When requested by the Government or when the contractor feels that there is a need for improvement or change, the contractor shall submit a formal project proposal, including scope, activities, schedule, deliverables, and success criteria required for each initiative to the Government for review. No work shall be initiated prior to the Government's approval to proceed.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0011.

Partial payment of FFP Contract Line Item Numbers (CLINs) may be negotiated based on the completion of contractually specified milestones.

For T&M, the Government will not reimburse the contractor for labor hours not delivered.

This is an optional CLIN exercised solely at the discretion of the Government.

4.12 CLIN 0012 – ARNG and ANG Transition (To take place during the first 90 days of the base period)

CLIN Contract Type: T&M

Description: Perform services required for Army and Air National Guard transition in accordance with the discrete elements as addressed in the PWS.

The support rates shall be based only on the fully burdened labor rates set forth in the contract. Subcontractor charges shall be included in CLIN 0012.

CLIN 0012 – ARNG and ANG Transition is to be used for the Transition Period only.

4.13 CLIN 0013 – ARNG and ANG Other Direct Costs for Transition

CLIN Contract Type: T&M

Description: The Government is reserving this CLIN for specific purposes and is restricting its use. The Government prohibits use of CLIN 0013 – ARNG and ANG Other Direct Costs for Transition as a primary means to implement the task order. The Government's restriction only permits the contractor to use CLIN 0013 – ARNG and ANG Other Direct Costs for Transition for unusual or one-time expenditures and travel.

The Government expects the contractor to account for incidental costs in a burden factor, e.g. overhead rate, and not to itemize or price them separately in CLIN 0013 – ARNG and ANG Other Direct Costs for Transition. The OCO will determine the allowability of ODCs in accordance with subpart 31.2 of the Federal Acquisition Regulation (FAR) in effect on the date of this task order and with the limitations and restrictions as specified above. The contractor shall present a detailed list of all ODC items, item pricing, and a basis of estimate for each price. All travel in support of this task order shall be in accordance with the Joint Travel Regulations (JTR). No other charges of any type shall be applied to travel.

Equipment, software, and materials acquired by the contractor with Government funds, for performance of this task order, are the property of the Government.

The Government will not reimburse the contractor for Other Direct Costs and Travel not delivered and/or exceeding the ordered pool amount.

CLIN 0013 – ARNG and ANG Other Direct Costs for Transition is to be used for the Transition Period only.

5 CLIN AND PRICE TABLES

The Instructions to the Offerors solicitation document and the pricing / CLIN tables provided in the solicitation Attachment 1 shall be used when responding with the price proposal for this task order.

National Capital Region Information Technology Support Solicitation # 20661

Section F - Deliverables

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SUBMISSION REQUIREMENTS

The following table lists the requirements for providing plans, technical documentation, and reports to the Government. The Contractor must obtain the Government's approval (in writing) prior to making any changes to the requirements.

Many deliverables require Government approval before they can be implemented. The Government reserves the right to take up to ten working days to review any deliverable that must have Government approval. During that time period, the Government will either provide the Contractor with documented approval or return the document, with comments, for revision by the Contractor. The Contractor will make the changes requested by the Government or engage in a discussion about the deliverable with the Government managers. Whenever the Contractor provides a revised document, the Government will have another ten working day period to review it.

Please note that not all deliverables are required by both clients (ARNG and ANG). Upon award of the task order, the Government will work out the details of these deliverables with the Contractor.

Table 1. Deliverables Submission Requirements

Item	For Details, See Section	Submission	Update Requirements	Medium
Availability Management Plan	2.1	Draft plan within 60 calendar days after task order award. Revised plan 15 calendar days after Government comments. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations or service level requirements.	Softcopy, Hardcopy
Asset and Configuration Management Plan	2.2	Due 30 calendar days prior to transition completion. Provide revised configuration management plan within 15 calendar days after receiving Government comments. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations, or service level requirements.	Softcopy, Hardcopy
Capacity Management Plan	2.3	Draft plan within 180 calendar days after task order award. Revised plan 15 calendar days after Government comments. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations, or service level requirements.	Softcopy, Hardcopy
Change Management Plan	2.4	Draft due 60 days after Task Order award. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations, or service level requirements.	Softcopy, Hardcopy
COOP	2.5	Draft plan within 120 calendar days after task order award. Revised plan 15 calendar days after Government comments. Government approval is required prior to implementation.	Update within 20 calendar days of changes to the operations, or service level requirements.	Softcopy, Hardcopy

Item	For Details, See Section	Submission	Update Requirements	Medium
Contractor Security Plan	2.6	Draft with proposal. Provide revised security plan within 15 calendar days after receiving Government comments. Government approval is required prior to implementation.	Update trigger: Yearly	Softcopy, Hardcopy
Optimization Plans	2.7	A baseline document is due within 180 calendar days after task order award. Thereafter, submit as part of an ongoing effort to improve operations or as required by the Government.	Update trigger: As changes in the operations or requirements dictate.	Softcopy, Hardcopy
Program Management Plan	2.8	Draft with proposal in accordance with the solicitation Instructions To Offerors document. Provide revised program management plan within 15 calendar days after receiving Government comments. Government approval is required prior to implementation.	Update trigger: Yearly	Softcopy, Hardcopy
Risk Management Plans	2.9	Draft is due 180 calendar days after task order award. Revised version due 15 calendar days after Government comments. Government approval is required prior to implementation.	Update trigger: Yearly or as changes in the operations dictate.	Softcopy, Hardcopy
Security Test and Evaluation Plans	2.10	First draft is due 60 calendar days before system re-accreditation is due. Government approval is required prior to implementation.	Update trigger: As required for systems security re-accreditation.	Softcopy, Hardcopy
Asset Management Report	3.1	First report within 5 calendar days after first baseline configuration implemented.	Update Trigger: Quarterly	Softcopy, Hardcopy

Item	For Details, See Section	Submission	Update Requirements	Medium
Daily System Status Report	3.2	Beginning 2 nd month after task order award.	Daily	Softcopy, Hardcopy
Monthly Program Status Report	3.3	Monthly. The first report is due at the end of the first month after task order award.	Update Trigger: Monthly	Softcopy, Hardcopy
Security Incident Report	3.4	Individual incident report, 24 Hours after incident. Monthly summary report: First report due at first monthly report after transition complete.	Update Trigger: Report incidents as required	Softcopy, Hardcopy
Service Level and Self-Assessment Report	3.5	First report due three months after the end of the transition period.	Update trigger: Quarterly	Softcopy, Hardcopy
Weekly Program Status Briefings	3.6	Beginning 2 nd month after task order award. Group lead briefings due one business day prior to status meeting	Weekly	Softcopy, Hardcopy
Policies and Procedures	4.1	90 calendar days after task order award. Government approval is required prior to the implementation of any policy or procedure.	Update trigger: As required by associated changes	Softcopy, Hardcopy
Systems Documentation	4.2	90 calendar days after task order award. Government approval is required prior to implementation.	Update trigger: As system design and other information changes.	Softcopy, Hardcopy
Training Documentation	4.3	As needed based on training schedule	As needed	Softcopy, hardcopy

1. REQUIREMENTS FOR PLANS

The required contents for plans deliverables are provided in the following paragraphs. The completeness of any deliverable will be evaluated by the Government.

1.1. Availability Management Plan

The Availability Management Plan shall define the repeatable processes to be followed by Contractor and Government staff to ensure that the assets under the contractor's management are accessible and operable by authorized users, according to the Service Level Agreements and Objectives (SLAs and SLOs).

The Availability Management Plan shall:

1. Lay out the organizational structure that will support availability planning by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
3. Document the process for planning and accomplishing repairs, upgrades, maintenance, or replacements. The process description must also:
 - a. Establish maintenance windows.
 - b. Define the process to be followed for notifying Government, Contractor managers, and end-users when maintenance must be performed outside of the established maintenance windows.
 - c. Define the process to be followed for notifying Government, Contractor managers, and end-users when scheduled maintenance exceeds the time allotted by the maintenance windows.

1.2. Asset and Configuration Management Plan

The Asset and Configuration Management Plan shall document the organization and procedures that will be followed to ensure asset items are inventoried, tracked, and regularly audited.

An asset can be a physical asset, such as a router or server, cable plant diagram, equipment rack layout, or equipment schematic. The following information must be present for each item:

- Identifying information, including asset type, name, version, and unique identifier.
- Operational status, i.e., in-service or retired.

- Identity of, and contact information for, the party responsible for maintaining custody of the item
- Identity of, and contact information for, the party responsible for updating or revising the item.
- Present location information, including building, office, rack, etc.
- For networking hardware, networking software, and applications: operational configuration information (settings, versions, and required patches and upgrades) and where this information is maintained, in the event it must be reloaded.
- Information that designates the asset as either CFE or GFE.
- Quantity of each unique hardware item and number of software licenses for each unique COTS item.
- Warranty, system maintenance, and support agreement information, especially the length of the agreement, begin date, end date, and the points of contact.

The Configuration Management Plan shall:

1. Lay out the organizational structure that will support configuration management by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Identify groups responsible for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
3. Provide operational details for the information requirements laid out above by:
 - a. Naming and defining the required data elements
 - b. Identifying the source of each data element
 - c. Specifying data entry and data validation rules.
4. Document the process for populating and maintaining the information in the configuration management database; this part of the plan must address configuration management process relationships with change management and maintenance processes.
5. Document requirements for internal control and audit of data.

1.3. Capacity Management Plan

The Capacity Management plan shall document cost-effective and repeatable processes to be followed by Contractor and Government staff to monitor and control IT assets and services so they are scaled to handle capacity requests at performance levels specified by the SLAs.

The Capacity Management Plan shall:

1. Lay out the organizational structure that will support capacity planning by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.

2. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
3. Identify Contractor and Government points of contact for each system within the scope of the plan.
4. Define system and service performance indicators that will be used to identify under-utilized and over-utilized assets and services.
5. Define the process and schedule for gathering capacity management data and tracking the performance of hardware, software, and services to detect and mitigate potential problems before they manifest themselves as service problems.
6. Document the method for communicating capacity management information in a way that supports proactive system management.

1.4. Change Management Plan

The Change Management Plan shall document cost-effective and repeatable processes that will be followed by the Government and Contractor staff in order to introduce changes to the production environment. This plan shall be based on and supplement the existing Government change management plans and processes.

The Change Management Plan shall:

1. Address the following change situations:
 - a. Introduction of a new asset
 - b. Upgrade, modification, or retirement of an existing asset
 - d. Introduction of a new service
 - e. Upgrade, modification, or retirement of an existing service
2. Lay out the organizational structure that will support change management process. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff and processes. Identify dependence on other processes and organizations.
3. Describe interaction with the existing change management authorities, including the following processes:
 - a. Presentation of a change request
 - b. Obtaining approval
 - c. Implementing change

- d. Updating asset and configuration management systems
4. Describe the process for notifying the end-users about the changes.
5. Describe the process of mitigating risk associated with introduction of a change into the production environment.

1.5. Continuity of Operations Plans (COOP)

This deliverable shall document the approach for identifying and sustaining business critical operations in an event of partial or full loss of operational capabilities at the ARNGRC and ANGRC.

Each COOP shall:

1. Map business critical operations to hardware and software elements that directly support those operations.
2. Specify emergency conditions for business critical operations.
3. Document failover, emergency response, and recovery procedures
4. Lay out the organizational structure that will support service continuity planning by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
5. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.
6. Describe the method or methods for identifying and classifying risks to business critical operations.
7. Include information about how the COOP sites will support service continuity.

1.6. Contractor Security Plan

The Contractor Security Plan shall document the organization and procedures that will be followed to ensure personnel and system security comply with all applicable Government regulations. At a minimum, the Contractor Security Plan shall:

1. Lay out the organizational structure that will support security planning by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.

3. Identify measures to ensure compliance with all appropriate Federal, DoD, Army and ARNG, and Air Force and ANG procedures, and security requirements for personnel, and physical security.
4. Identify measures to ensure compliance with all appropriate Federal, DoD, Army and ARNG, Air Force and ANG IT policies, procedures, and security requirements for computer access and hardening guidelines.
5. Identify procedures and techniques that support best commercial and Government practices for securing against unauthorized access and threats.

1.7. Optimization Plans

The Optimization Plans shall be used by the Contractor to recommend changes and projects. These plans can apply to system enhancements, hardware or software modernization, process changes, and changes to the offered services.

Each Optimization Plan shall:

1. Present project requirements, reason for implementation, measurable project success criteria, and project deliverables.
3. Present an order of magnitude cost for completing the project, including a managerial view of cost elements and assumptions relating to cost and budget estimates.
4. Report the results of feasibility studies, change impact assessments, and risk analyses.
5. Report the benefits both, financial or non-financial.
6. Include a work breakdown structure that defines work activities for creating and implementing deliverables and for coordination and communication, site preparation, equipment acquisition and installation, system testing, and training.
7. Schedule activities at the second tier of the work breakdown structure and map key dependencies (if the project is approved by the Government, the project plan for the effort will contain the rest of the details).
8. When an optimization plan recommends technology refreshment or new technology, the plan must also:
 - a. Define and report on different ways to accomplish a business objective besides developing or modifying an automated solution.
 - b. Report the results of an evaluation of technology alternatives.
 - c. Report how the technology refreshment supports or is affected by current or upcoming DOD, Army and ARNG, Air Force and ANG directives.
 - d. Report whether the solution will rely on COTS hardware and software; if not, the plan should justify the recommendation not to use COTS products.

- e. Include activities relating to end-of-life notification and disposal in accordance with applicable directives.

The Contractor shall deliver the Baseline Optimization Plan. This Plan shall present the Contractor's assessment of the current IT infrastructure and the strategy for evolving it to meet the changing needs of the NCR. The plan should take into account resource, process and technology factors.

1.8. Program Management Plan

The Program Management Plan shall present the plan for managing the program and outline the steps needed to ensure that the services provided by the Contractor to the Government are of sufficient quality to meet current and future program goals, and are delivered in a cost effective manner. This plan shall address two phases: Phase 1 shall include tasks associated with taking over the operations from the current Contractor and Phase 2 shall address tasks required to provide ongoing Operations and Maintenance support in a costly manner that meets the SLAs. This plan must also include the Contractor's Quality Control measures and plans to apply them. A draft of this plan shall be submitted as part of the proposal.

The PMP shall include the following information:

Phase 1 of the PMP shall address the management of Task Order transition and service initiation, i.e., the incoming transition period, as well as the end-of-contract transition to a successor Contractor, and shall include, at a minimum, the following:

1. Approach for managing the transition from the current Contractor.
2. How the Offeror will work with the current support Contractor to facilitate the transition of both services and Government Furnished Property (GFP) from the current Contractor.
3. A list of all Government dependencies and assumptions for Government resources to be used during the transition(s).
4. Technology and information transfer processes and procedures among the various organizations (Contractor, Government, vendors, etc.)
5. Transition issues and risks and how the Offeror shall manage them.
6. Price and schedule risks, if anticipated, and their likely impacts on affected personnel.
7. Transition schedule that includes, at a minimum: specific tasks to be performed and the resources assigned to them; task dependencies and relationships; proposed task duration; and major milestones, including the deliverable milestones specified in the Deliverables document.
8. A phase-out plan in accordance with FAR 52.237-3, "Continuation of Services."

Phase 2 of the draft PMP shall address the management of the on-going operations:

1. Management approach to providing required services.

2. Management approach to formulating and enforcing work and quality standards, establishing schedules, reviewing work in progress, and managing personnel, including Subcontractors.
3. Management approach to tracking and controlling costs.
4. Methodology and tools for planning, forecasting, budgeting, accounting for, tracking, and reporting on the Task Order budget and expenditures.
5. Approach to improving service and operating more efficiently, including proactive, ITIL-compliant service enhancements and problem avoidance.
6. Approach to managing teaming relationships with any and all Subcontractors and/or partners.
7. Approach to maintaining relationship with other Contractor operating within the NCR.
8. Management structure, organization, and roles and responsibilities for key personnel.
9. Risk management process, including risks identified in this proposal and actions to manage them through acceptance, avoidance, mitigation, or elimination.
10. Service Level Agreement (SLA) management and SLA reporting methods.

The Quality Assurance (QA) approach shall discuss the following:

1. Address Contractor deliverables, standards of acceptance, and interactions between the Contractor and the Government to ensure effective communication and quality assurance.
2. Demonstrate the Offeror's approach to meeting the SLAs.
3. Discuss the Offeror's methodology and staffing responsibilities for identifying deficiencies in the quality of services performed before the level of performance is unacceptable.

1.9. Risk Management Plans

The Risk Management Plans shall document controls that the Contractor will use to minimize risk to the operations. The plan shall address the risks associated with changes to the existing infrastructure, introduction of new elements into the infrastructure as well as external factors, such as technology trends and changing business environment.

The Risk Management Plan shall:

1. Lay out the organizational structure that will support risk management by identifying planning responsibilities, mapping them to Contractor staff, identifying Government staff dependencies, and presenting the schedule for performing and completing this work.
2. Define personnel responsibilities for executing the plan and monitoring performance, map these responsibilities to Contractor staff, and identify interfaces to Government staff.

3. Present repeatable process for identifying risk and minimizing its impact.

1.10. Security Test and Evaluation Plans

To support system re-accreditation (every three years), all security technical controls must be tested. The Contractor shall develop a Security Test and Evaluation (ST&E) Plan that addresses the requirements in National Institute of Science and Technology (NIST) SP 800-53 for a High Impact System and the appropriate DoD, Army/ARNG, or Air Force/ANG information system security testing requirements. The contractor should anticipate preparing two ST&E Test Plans and supporting the resulting testing activities during the life of this task order.

System Test Plans must be signed-off by system owners, Contractor, and Government managers before they are implemented. Every ST&E test plan shall include the following information:

1. The identity of the test manager.
2. Contact information for the test manager.
3. The requirements, steps, and personnel responsibilities for coordination and communication, site preparation, equipment acquisition and installation, and test participant training.
4. The activities, schedule, and personnel for performing the tests.
5. Defined test steps, expected outcomes for each test step, and requirements for data collection and reporting the results of performed tests.
6. Contingencies to stop tests and back out when problems are encountered.

2. REQUIREMENTS FOR REPORTS

2.1. Asset Management Report

The Asset Management Report shall provide exception information about the status and disposition of assets (Government and Contractor-owned) being managed by the contractor. The report should be based on the information available from the Government-provided asset management system as well as from other sources. The contractor shall develop this report to highlight the items that need the attention of the Government. The information should include both physical (servers, laptops, cell phones, etc.) and logical assets (software, licenses, etc.). Specifically, the report shall identify assets that fall into one of the following categories:

- Unused
- Warranty about to expire
- Needs expansion, change, or replacement
- Needs to be refreshed
- Needs to be retired
- Needs to be moved

The information about each asset should contain the following:

- Asset id
- Status
- Asset type
- Manufacturer
- Current usage
- Location
- Responsible party

2.2. Daily System Status Report

The Daily System Status Report is an informal means of communicating information about:

- System performance
- Status of current and upcoming events and activities
- Events that may have impact on the operation

The exact format and execution of this report will be determined through discussion with the Government personnel. The Contractor should anticipate two such reports, one for the ARNG and one for the ANG client.

2.3. Monthly Program Status Report

This report is also known as the Interim Progress Report (IPR). The report shall present the following information:

Service Level Management

The Contractor shall report on system performance against the SLAs and SLOs. For each instance of SLA under-performance, document the following:

1. Summary information about performance that was *Below Expectations*, including impact on the operations and end-users.
2. Details about the root cause or findings from troubleshooting efforts.
3. Details of Contractor efforts to improve performance.
4. An evaluation of the risk to future operations posed by the event.

Availability Management

The Contractor shall provide the information about the actual versus scheduled availability of all critical systems. If availability falls below the expected values, the report should address reasons and plans to bring the availability to acceptable levels.

Capacity Management

The Contractor shall provide the capacity information for the critical operational components. If capacity falls below the expected values, the report should address reasons and plans to bring the capacity to acceptable levels.

Trouble Ticket Summary

The Contractor shall summarize trends in trouble ticket activity, such as:

1. The number of trouble tickets closed during the report period by severity levels
2. The average resolution times of trouble tickets by severity levels
3. Trending information comparing current trouble ticket volumes and characteristics with the previous month
4. Trending information comparing current trouble ticket volumes with the last 12 months
5. Trending analysis and expectations for the future

Help Desk Summary

The Contractor shall summarize the Help Desk activity for the month, including:

1. The number of trouble/requests calls received at the help desk
2. Call abandoned rate
3. Average Speed to Answer
4. Average talk time
5. Comparison of current month's activities with the last 12 months and associated analysis

Change Management

The Contractor shall provide the following information.

1. The number of scheduled and emergency changes performed during the month and their impact on the operations.
2. Trending information concerning numbers of changes performed over the last 12 months.
3. Recommendations.

Maintenance

The Contractor shall provide the maintenance summary information.

Other Contractor Activities

Report on the following items.

1. Analysis of the results of the end-users satisfaction survey.
2. Critical program management problems or issues: items with the potential to cause problems.
3. Other information the Contractor considers important.
4. Invoice data including ODCs and travel.

The exact format and execution of this report will be determined through discussion with the Government personnel. The Contractor should anticipate two such reports, one for the ARNG and one for the ANG.

2.4. Security Incident Report

Security incidents shall be reported to appropriate Government Point of Contact (POC) in accordance with the SLAs. The requirement to provide the Security Incident Report is in addition to SLA reporting.

The Security Incident Report shall document information about security incidents and threats to the infrastructure within four hours of discovery. When all of the information required by this report is not available, the Contractor will provide an updated report within 24 hours of the incident and provide updated reports every 24 hours thereafter, until all information has been provided. The final report must be clearly marked as being the last report for a unique security incident.

Each Security Incident Report must address:

1. Event description, including details about impact on the operation.
2. Security incident event date and time.
3. Services affected.
4. Date and time the Government was notified about the security incident.
5. Information on how event was detected.
6. Remedial action taken.
7. Root cause analysis for future prevention of similar incidents.
8. Action taken to correct the situation that caused the security incident and prevent recurrence of similar incidents.
9. Recommended action to prevent recurrence of similar incidents, especially when there is a Government interface to approve one or more recommended actions.

2.5. Service Level and Self-Assessment Report

The Service Level and Self-Assessment Report shall be developed and presented by the Contractor. This report shall document, for the previous reporting period, the Contractor's performance against the established SLAs and SLOs. This is a self-assessment of the Contractor's performance for that period, and a written expression of the Contractor's desire, if any, to brief the Government.

The written deliverable shall not exceed five pages, and the briefing shall not exceed 30 minutes. The self-evaluation will be used in evaluating the Contractor's performance. The written assessment of the Contractor's performance throughout the evaluation period will also contain information that may be reasonably expected to assist the Government in evaluating the Contractor's performance. Specifically, the Contractor will make available underlying statistics and performance measurement parameters data that is the basis for the Contractor's self-assessment.

2.6. Weekly System Status Report

The Weekly System Status Report shall provide information about the current state of the operations as well as planned activities. This report information shall be structured into the following sections.

Service Level Management

The Contractor shall report on system performance against the SLAs. Where SLAs are not being met, the report should provide reasons for failures and mitigation strategy.

Incidents and Problems

This section shall address summary trouble tickets (volume, types, etc.) reported and worked on during the week. Of particular importance is information concerning high priority tickets and issues and their root causes.

Changes

This section shall address any changes that were performed during the week as well as their impact on the operations:

Maintenance

This section shall address maintenance activities:

1. List of successful maintenance events.
2. List of unsuccessful maintenance events, including:
 - Reason for inability to successfully complete the maintenance activities
 - Plans for completing these activities
3. Impact of the maintenance activities on the end-users.
4. Plans for next reporting period.

Issues

This section shall address any issues that the Contractor feels should be brought to the Government's attention. This discussion should address suggestions for resolution

Plans

This section shall address plans for the near future and their impact on the operation.

The exact format and execution of this report will be determined through discussion with the Government personnel. The Contractor should anticipate two such reports, one for the ARNG and one for the ANG.

3. REQUIREMENTS FOR OTHER DELIVERABLES

3.1. Policies and Procedures

Policies and Procedures shall specify guidelines and cost-effective and repeatable practices to be followed by ARNG/ANG and Contractor staff for day-to-day and other scheduled operations. Every policy and procedure document must include information for three critical areas. First, it must lay out the organizational structure that will perform the work. Next, it must define procedures to be followed to successfully perform the tasks including means of documenting the work and its results. Finally, it must document the requirements for communicating relevant information (including updates, escalations) to Contractor and Government staff in a timely fashion.

Standard operating policies and procedures must be developed for these areas:

1. Help Desk and On-site Support, including trouble ticket creation, updates, resolution
2. Local Area Network Management, including networking infrastructure, servers and client machines
3. Project management
4. Move, Add, and Change
5. Information security
6. Physical security
7. End-user support documents such as “how to” documentation to assist end-users of information systems and applications
8. Troubleshooting, maintenance, administration, configuration updates, backup and recovery, etc. procedures
9. Concept of Operations (CONOPS) – description of the Contractor’s operations and management activities

The Contractor shall develop these plans and procedures and update them as operations change.

3.2. Systems Documentation

The Contractor shall create and enter updates, revisions, modifications, and edits to system documentation. The documents shall be updated following any change.

3.3. Training Documentation

The Contractor shall develop and deliver training materials to successfully execute training requirements.

**National Capital Region
Information Technology Support
Solicitation # 20661**

Attachment J-1: Price / CLIN Table Formats

Attachment 1: Price / CLIN Table Formats

The offeror shall provide all pricing for the Operations Support and Contract Line Item Numbers (CLIN) in the following table formats specified below.

Operations Support Price Table Formats

For tables 1 – 12 below, the offeror shall itemize individual labor rates and unit prices for all proposed labor and other direct costs such as equipment, software, supplies, materials and travel. The offeror shall not provide bundled prices for any proposed tasks or items. Table titles define if costs are to be presented in constant- or then-year dollars. Pricing shall be provided for the base period and all option periods.

The offeror shall also clearly link the prices / costs identified in the following price tables to Tables 13 through 14 – CLIN Summary identified within the Section called **CLIN Summary Tables Format**.

Tables 1 – 12 are to be provided in Volume IV, Tab E.1.

**Tables 1 -12
Operations Support**

TABLE NUMBER	DESCRIPTION	WBS LEVEL / LEVEL OF DETAIL	OTHER
1	Fully Burdened Labor Rates by Labor Category, Month, and Government Fiscal Year		
2	Labor Hours by Labor Category by Month by Government Fiscal Year		
3	Labor Hours by WBS Element by Month by Government Fiscal Year		
4	Transition Costs by Month for both Labor and ODCs—Then Year Dollars	Lowest WBS Level Used	
5	Price of Equipment, COTS Hardware, COTS Software, Materials, Supplies, and Other Direct Costs by Month by Government Fiscal Year—Constant Year Dollars	Supporting data see Note 1.	Date Acquired
6	Price of Equipment, COTS Hardware, COTS Software, Materials, Supplies, and Other Direct Costs by Month by Government Fiscal Year—Then Year Dollars	Supporting data see Note 1.	Date Acquired
7	Travel Costs by Month by Government Fiscal Year—Constant Year Dollars	Supporting data see Note 2.	Date of Travel
8	Travel Costs by Month by Government Fiscal Year—Then Year Dollars	Supporting data see Note 2.	Date of Travel
9	Cost by WBS Element—Constant Year Dollars	Lowest WBS Level Used	
10	Cost by WBS Element—Then Year Dollars	Lowest WBS Level Used	

TABLE NUMBER	DESCRIPTION	WBS LEVEL / LEVEL OF DETAIL	OTHER
11	Cost by WBS Element by Month by Government Fiscal Year—Constant Year Dollars	Lowest WBS Level Used	
12	Cost by WBS Element by Month by Government Fiscal Year—Then Year Dollars	Lowest WBS Level Used	

Note 1: Supporting data for Hardware, Software, and other items prices if specific costs included in the WBS. Include maintenance prices separately. Provide unit prices, associated part numbers, manufacturers, descriptions, and quantity at minimum.

Note 2: Supporting data for travel costs. Provide purpose, number of trips, origin and destination, duration, date of travel, and travelers per trip at minimum.

Additional Notes:

- a) Government Fiscal Year start 1 October.
- b) It is important to note that the above tables shall clearly differentiate the prices / costs between Army and Air Guard.

CLIN Summary Tables Format

Tables 13 through 14 – CLIN Summary Tables shall be used to provide the monthly recurring charge and total price for the CLINs associated with the Operations Support for each period of performance.

The prices are to be then-year dollars.

Tables 13 through 14 are to be provided in Volume IV, Tab E.2.

Table 13 – CLIN Summary Table
Monthly Recurring Charge by CLIN
Period of Performance – FYXX

CLIN	20XX			20XX									Total
	Month												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
0001 - ARNG NCR Director of Information Management (DOIM) Support													
0002 - ARNG Enterprise Processing Center (EPC) – Core Support													
0003 - ARNG Other Direct Costs and Travel													
0008 - ARNG Enterprise Processing Center (EPC) – 24x7 Support (optional)													
0009 - ANG NCR Operational Support													
0010 - ANG Other Direct Costs and Travel													
Total													
Grand Total													

Table 14 – CLIN Summary Table

Total Charge by CLIN

For All Periods of Performance

CLIN	Transition Period	Base Period	Option Period X
0001 - ARNG NCR Director of Information Management (DOIM) Support	N/A		
0002 - ARNG Enterprise Processing Center (EPC) – Core Support	N/A		
0003 - ARNG Other Direct Costs and Travel	N/A		
0008 - ARNG Enterprise Processing Center (EPC) – 24x7 Support (optional)	N/A		
0009 - ANG NCR Operational Support	N/A		
0010 - ANG Other Direct Costs and Travel	N/A		
0012 - ARNG and ANG Transition		N/A	N/A
0013 - ARNG and ANG Other Direct Costs for Transition		N/A	N/A
Total			
Grand Total			

SUPPORT SERVICE LEVEL OBJECTIVES

SOLICITATION # 20661

Service Level Objectives

This section details the Service Level Objectives (SLO) corresponding to the operational metrics that are to be measured and reported by the Contractor. The Service Level Objectives (SLOs) define the objectives that the Government wishes to achieve for service delivery and support. The tables indicate the supported organization to which the SLO applies. Not all SLOs will be reported by the Contractor; however, the Contractor shall be prepared to report on all of them. Some key Service Level Objectives (SLO) have been selected to be used as Service Level Agreements (SLA).

Response, Repair Times and Customer Satisfaction

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
1	Help Desk Resolution Rate	90% of the problems resolved during initial contact either remotely or on-site assistance	To maintain efficiency of operations		X
2	Incident Response Time	Respond to affected customer within 15 minutes of ticket creation with either resolution or an update 100% of the time (95% acceptable).	To maintain efficiency of operations	X	X
3	User Generated Ticket Response Time	Respond to customer within 20 minutes of receipt of customer generated request for help with either a priority designation and status or resolution of the request (other than Help Desk generated tickets) 100% of the time (95% acceptable)	To maintain efficiency of operations	X	X
4	Resolve and Close Trouble Tickets and Service Requests	1 hour for business critical, 8 hour for urgent, 2 business days for normal and 4 business days for low priority tickets (2 hour for Very Important Person tickets) 100% of the time (95% acceptable)	To maintain efficiency of operations	X	X
5	Customer Update Frequency	Update customers on ticket resolution status every 15 minutes for business critical, 1 hour for urgent, 8 hours for normal/low criticality	To ensure appropriate notification of organizations supported	X	X

Source Selection Sensitive

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
6	Help Desk Average Speed to Answer	93% of all calls answered by an analyst (non-automated response) within 20 seconds (during normal hours of operation)	To maintain efficiency of operations		X
7	Help Desk Call Abandonment Rate	Call abandonment rate less than or equal to 5%	To maintain efficiency of operations		X
8	Root Cause Closure	80% of all trouble tickets have a root cause identified within 30 days of initial report	To maintain efficiency of operations	X	X
9	Known Issue Assurance	No more than 5% of all trouble tickets reported within a 30 day period are caused by an existing know error (previously identified root cause)	To maintain efficiency of operations	X	X
10	Time to Detect a Network Incident	5 minutes to detect, proactively document and begin working issues with the LAN and MAN network infrastructure including for example routers, switches, firewalls and servers	To maintain efficiency of operations	X	X
11	Notification Criteria for Scheduled Maintenance and/or Outage	Notifications sent to affected stakeholders no less than 48 hours prior to scheduled outage. (Assumes maintenance and changes comply with National Threat condition rules and other Government rules)	To ensure appropriate notification of organizations supported	X	X
12	Maintenance Support	100% of the scheduled maintenance is performed during agreed-upon maintenance window; 99% of the time the maintenance is completed within the agreed-upon maintenance window	To ensure maintenance does not disrupt services during core hours	X	X
13	Notification Criteria for Unscheduled Outages	Within 15 minutes (electronic) and 30 minutes (voice) of failure or outage condition	To ensure constant monitoring of network and appropriate notification of organizations supported	X	X
14	Satisfaction Survey	90% approval rating with a 10% or more response rate	To ensure customer satisfaction with services provided	X	X

Source Selection Sensitive

Operational Support Performance

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
15	Network Availability	99.9% uptime [9 hours downtime per year] - not including scheduled downtime	To ensure availability of LAN and MAN service	X	X
16	Server Restoration	Within 24 hours	To ensure expeditious restoration of servers due to accidental loss of hardware and/or media failure	X	X
17	Document/file Restoration	Within 2 hours of notification of need	To ensure expeditious restoration of backed-up documents/files	X	X
18	Server/Database/File Back-ups	Weekly full back-up stored at off-site location. Incremental back-ups daily as appropriate for services such as Email.	To ensure service continuity	X	X
19	Email Availability	Available 99.9% of the time minus scheduled maintenance	To ensure availability of service	X	X
20	Email Capacity	Free disk space should be greater than 20% of disk capacity.	To ensure availability of service	X	X
21	AD Service Availability	Active Directory service is available 99.9% of the time minus scheduled maintenance	To ensure availability of service	X	X
22	Mission Support Server Availability	Mission Support servers are available 98% of the time minus scheduled maintenance	To ensure availability of service	X	X

Source Selection Sensitive

Business Support

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
23	Computer Warranty Coverage Notification	Notify appropriate Government personnel a minimum of six (6) months prior to expiration of service or warranty coverage 100% of the time	To ensure all computers are properly covered by warranty or service agreements		X
24	COOP Planning	Perform COOP exercise and review COOP plan at a minimum once a year	To ensure service continuity	X	X

Security Operations Performance

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
25	Security Incident Response Time	Report security incidents (failures and breaches) within 15 minutes to the Government	To minimize security risks	X	X
26	Security Incident Escalation Time	Detect and report malicious/unauthorized activity up the CERT chain (e.g. local CERT to ANGNOSC or ACERT or AFNOSC) within 2 hours of detection	To minimize security risks	X	X
27	Security Event Detection Performance	Detection goal of 99.9% of all network security events (indicative of anomalous or malicious or violation activity against critical systems) within 4 hours of security event initiation.	To minimize security risks	X	X
28	Security Event Analysis Performance	Analysis of 90% of detected security events initiated within 4 hours of event detection and closed within 24 hours. (Closure of reports based on priority and classification.)	To minimize security risks and provide timely and accurate analysis of security detected security events	X	X
29	Security Incident Management Performance	Appropriate reaction and containment of 99.9% of detected security incidents per Government rules and regulations	To minimize security risks	X	X

Source Selection Sensitive

SLO #	SLO Item	SLO Success Measure	Reasoning	ARNG Required	ANG Required
30	Security System Maintenance Performance	Update IDS systems, virus signature updates and firewall rule sets as released by vendors or advisories within 5 business days after Government approval, 99.999% of the time as a goal.	To minimize security risks	X	X
31	Security Audit/Vulnerability Assessment Performance	Goal of 100% high vulnerabilities reduction or documented exemption or document extension by compliance date	To minimize security risks	X	X

Source Selection Sensitive

National Capital Region Information Technology Support Solicitation # 20661

Attachment 4: Service Level Agreements

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1. BASIS FOR SERVICE LEVEL AGREEMENTS

The Army National Guard (ARNG) is soliciting Contractor support in order to support ongoing IT operations. The Contractor’s performance will be measured against the Service Level Agreements (SLAs) described in this document in addition to monitoring the Service Level Objectives (SLO) defined in the Performance Work Statement.

This document details a subset of key Service Level Objectives (SLO) that have been selected to be used as Service Level Agreements (SLA). The Contractor shall comply with all SLAs defined herein.

The SLAs were selected to emphasize particular performance areas such as Response, Repair Times and Customer Satisfaction, Operational Support Performance, and Security Operations Performance.

1.1. Applicability

The Government will evaluate the Contractor’s performance using the measures described in this document. The table below indicates the supported organization to which the SLA applies.

SLA #	SLA Title	ARNG Required	ANG Required
1	Help Desk Resolution Rate		X
2	Help Desk Average Speed to Answer		X
3	Help Desk Call Abandonment Rate		X
4	Incident Response Time	X	X
5	Resolve and Close Trouble Tickets and Service Requests	X	X
6	Notification Criteria for Scheduled Maintenance or Planned Outage	X	X
7	Notification Criteria for Unscheduled Outages	X	X
8	Network Availability	X	X
9	Email Availability	X	X
10	AD Service Availability	X	X
11	Mission Support Server Availability	X	X
12	Security Incident Response Time	X	X
13	Security Event Analysis	X	X

Source Selection Sensitive

	Performance		
14	Security Incident Management Performance	X	X
15	Security System Maintenance Performance	X	X
16	Security Audit/Vulnerability Assessment Performance	X	X

2. SERVICE LEVEL AGREEMENTS

Service Description. Facilitate and enable customer service desk, networking, communications, and access to networked applications. The Contractor shall deliver each service in accordance with the Performance Work Statement (PWS) of this solicitation. Related deliverables are specified in the Deliverable document of this solicitation. The Contractor performance standards are tailored for the type of service being provided.

Contractor Responsibilities. The Government will assume the Contractor is responsible for any failure to meet an availability SLA unless the Contractor provides proof and briefs the circumstances that absolve them of responsibility at the Monthly Performance Report. The Contractor shall ensure that scheduled upgrades, modifications, and non-emergency configuration changes are performed outside of normal duty day periods or during scheduled and announced outage periods. When the Contractor performs touch labor service, the end-user or end-users will be kept fully informed of status orders. The Contractor shall also alert the appropriate Government personnel and end-users about any staff changes with a real or potential impact on service delivery. The Contractor shall notify the Government about access requirements in a timely manner.

Government Responsibilities. To facilitate service performance, especially in regards to a service disruption or service outage, the end-user will make devices, closets, wiring systems, circuits, and other supporting hardware and software accessible to the authorized Contractor personnel. Government representatives will be available to assist service support staff during pre-arranged service periods. The Contractor shall notify the Government in writing about access requirements. The notification can be via memo or email and must be received by an authorized Government enterprise manager in a timely manner because there will be occasions when Government to Government coordination to grant access will be necessary. The Government will acknowledge the Contractor's request, take action to provide access, and notify the Contractor in writing when access has been coordinated and approved.

2.1. Help Desk Resolution Rate

- A. SLA ID: 1.
- B. Key Performance Indicator. The percent of problems and requests reported to the Help Desk that were resolved (either closed or successfully addressed) during the initial contact with the end user. The first contact may include direct on-site ad-hoc contact that is documented after the fact.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 90% of problems resolved during initial contact	< 90% of problems resolved during initial contact

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.2. Help Desk Average Speed to Answer

- A. SLA ID: 2.
- B. Key Performance Indicator. The percentage of calls received at the Help Desk that were answered by agents within 20 seconds (during normal hours of operation).
- C. Performance Standards

Meets Expectations	Below Expectations
> = 93% answered by agents within 20 seconds	< 93% answered by agents within 20 seconds

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: Automatic Call Distribution system.

2.3. Help Desk Call Abandon Rate

- A. SLA ID: 3.

B. Key Performance Indicator. The percentage of calls that were abandoned while in queue.

C. Performance Standards

Meets Expectations	Below Expectations
< = 5% calls are abandoned while waiting in queue	> 5% calls are abandoned while waiting in queue

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Automatic Call Distribution system.

2.4. Incident Response Time

A. SLA ID: 4.

B. Key Performance Indicator. Time from the incident ticket creation or escalation from Tier I Help desk to the contact (either phone or in-person) with the end-user(s) to communicate resolution status.

C. Performance Standards

Meets Expectations	Below Expectations
< 15 minutes	< = 15 minutes

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.5. Resolve and Close Trouble Tickets and Service Requests – Business Critical

A. SLA ID: 5-1.

B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.

C. Performance Standards

Meets Expectations	Below Expectations
--------------------	--------------------

Source Selection Sensitive

< = 1 hour	> 1 hour
------------	----------

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.6. Resolve and Close Trouble Tickets and Service Requests – Urgent

- A. SLA ID: 5-2.
- B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.
- C. Performance Standards

Meets Expectations	Below Expectations
< = 8 hours	> 8 hours

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.7. Resolve and Close Trouble Tickets and Service Requests – Normal

- A. SLA ID: 5-3.
- B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.
- C. Performance Standards

Meets Expectations	Below Expectations
< = 2 business days	> 2 business days

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.8. Resolve and Close Trouble Tickets and Service Requests – Low

- A. SLA ID: 5-4.
- B. Key Performance Indicator. The average time difference from when a problem was either detected or reported to the time when it was resolved. Resolved implies that full functionality was restored.
- C. Performance Standards

Meets Expectations	Below Expectations
< = 4 business days	> 4 business days

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: Trouble Ticketing System and other operational tools as necessary.

2.9. Notification Criteria for Scheduled Maintenance and/or Outage

- A. SLA ID: 6.
- B. Key Performance Indicator. The time difference from when a notification is sent to the stakeholders and the start of the event.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 48 hours during business days	< 48 hours during business days

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.10. Notification Criteria for Unscheduled Outages

- A. SLA ID: 7.
- B. Key Performance Indicator. The time difference from when an event is identified to when a notification is sent to the stakeholders of the event.
- C. Performance Standards

Meets Expectations	Below Expectations
< = 15 minutes	> 15 minutes

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.11. Network Availability

- A. SLA ID: 8.
- B. Key Performance Indicator: The percentage of time that the LAN and MAN infrastructure is available to end users.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 99.9% (excluding scheduled maintenance)	< 99.9% (excluding scheduled maintenance)

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.12. Email Availability

- A. SLA ID: 9.
- B. Key Performance Indicator: The percentage of time that the email service is fully accessible to all authorized end-users.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 99.9% (excluding scheduled maintenance)	< 99.9% (excluding scheduled maintenance)

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.

- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.13. Active Directory Availability

- A. SLA ID: 10.
- B. Key Performance Indicator: The percentage of time that the Active Directory service is fully accessible to the authorized end-users.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 98% (excluding scheduled maintenance)	< 98% (excluding scheduled maintenance)

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.14. Mission Support Servers Availability

- A. SLA ID: 11.
- B. Key Performance Indicator: The percentage of time that the mission support servers are fully accessible to the authorized end-users.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 98% (excluding scheduled maintenance)	< 98% (excluding scheduled maintenance)

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.15. Security Incident Response Time

- A. SLA ID: 12.

B. Key Performance Indicator: The time difference from when an event is identified to when a notification is sent to the appropriate Government personnel.

C. Performance Standards

Meets Expectations	Below Expectations
< = 15 minutes	> 15 minutes

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.16. Security Event Analysis Performance

A. SLA ID: 13.

B. Key Performance Indicator: The percentage of time that the analysis of detected security events is initiated and closed as measured from event detection. The closure is based on priority and classification.

C. Performance Standards

Meets Expectations	Below Expectations
> = 90% of all detected security events had analysis initiated within 4 hours of detection and closure within 24 hours	< 90% of all detected security events had analysis initiated within 4 hours of detection and closure within 24 hours

D. Who Measures: Contractor.

E. Measurement Frequency: Monthly.

F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.17. Security Incident Management Performance

A. SLA ID: 14.

B. Key Performance Indicator: The percentage of time that appropriate reaction and containment of detected security incidents is performed per Government rules and regulations.

C. Performance Standards

Source Selection Sensitive

Meets Expectations	Below Expectations
> = 99.9% of all detected security events	< 99.9% of all detected security events

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.18. Security System Maintenance Performance

- A. SLA ID: 15.
- B. Key Performance Indicator: The percentage of time that IDS systems updates, virus signature updates and firewall rule sets updates are implemented on time as measured from the time an update is released by vendors or advisories and approved by the Government to successful implementation.
- C. Performance Standards

Meets Expectations	Below Expectations
> = 99% of all security updates are implemented within 5 business days	< 99% of all security updates are implemented within 5 business days

- D. Who Measures: Contractor.
- E. Measurement Frequency: Monthly.
- F. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

2.19. Security Audit/Vulnerability Assessment Performance

- G. SLA ID: 16.
- H. Key Performance Indicator: The percentage of time that high vulnerabilities are removed by the compliance date or have documented approved exemption or extensions. The definition of high vulnerabilities will be agreed upon by the Government and Contractor after task order award.
- I. Performance Standards

Meets Expectations	Below Expectations
--------------------	--------------------

> = 85% of all high security vulnerabilities are removed by the compliance date or have documented approved exemption or extensions

< 85% of all high security vulnerabilities are removed by the compliance date or have documented approved exemption or extensions

- J. Who Measures: Contractor.
- K. Measurement Frequency: Monthly.
- L. Data Source: The data source will be agreed upon by the Government and Contractor after task order award.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1 CONTRACT ID CODE	PAGE OF PAGES 1 1	
2 AMENDMENT/MODIFICATION NO. Amendment # 0002	3 EFFECTIVE DATE See Block 16C	4 REQUISITION/PURCHASE REQ NO		5. PROJECT NO (If applicable) BIS # 54522	
6 ISSUED BY National Business Center / Acquisition Services Directorate 381 Elden Street, Ste. 4000 Herndon, VA 20170		CODE	7 ADMINISTERED BY (If other than Item 6) Sharon Hallinan Sharon.Hallinan@aqd.nbc.gov Voice: 703-964-3698		CODE
8 NAME AND ADDRESS OF CONTRACTOR (No Street county, State and ZIP Code)			(4)	9A AMENDMENT OF SOLICITATION NO 20661	
			X	9B. DATED (SEE ITEM 11) April 4, 2008	
				10A. MODIFICATION OF CONTRACT/ORDER NO.	
				10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE			

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 one (1) copy 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 ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA 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 data specified.

12 ACCOUNTING AND APPROPRIATION DATA (If required)

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

(4) 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).
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 1 copy 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 amendment is to:

1. Incorporate updated solicitation documents (Sections: B, C, J1, L, M) into the subject solicitation.
2. Incorporate attached Questions and Answers into the subject solicitation.
3. Delete CLIN X005 "ARNG Video Classroom Support" from the subject solicitation.
4. Stipulate a date/time deadline for additional Questions of May 16th 2008, 5:00 p.m. Eastern.

Except as provided herein, all terms and conditions of the document referenced in Item 9A 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) SHARON HALLINAN	
15B CONTRACTOR/OFFEROR	15C DATE SIGNED	16B UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 14 May 08

NCR Questions and Answers
Solicitation # 20661
Amendment # 2

92) Question:

Reference Amendment 1, Section J Attachment 1, and Section L.8.9(h)2

- Section J Attachment 1 states: “The Government provides the following pricing guidance. There are six CLINs identified as Optional throughout the base period and 7 option periods, they are: CLIN X004, CLIN X005, CLIN X006, CLIN X007, CLIN X008 and CLIN X011 (where X varies with the period of performance from 0 in the base period to 7 in option period 7). The optional CLINs should represent approximately one-third (1/3) of the total task order price. The non-optional CLINs should represent approximately two thirds (2/3) of the total task order price.”

By this guidance, the optional CLINs should represent approximately **50%** of the non-optional CLINs (one-third of the total task order price divided by two-thirds of the total task order price).

- Section L.8.9(h)2 states: “The annual cost for five optional CLINs (excluding CLIN 8) represents approximately **69%** of the annual cost of the non-optional CLINs.”

As currently stated, the two sets of guidance are contradictory, both logically and mathematically. Please provide the necessary clarification(s) for Section J Attachment 1 and/or Section L.8.9(h)2) to reconcile this discrepancy.

Answer: The reference in Section J-1 has been deleted by Amendment 2.

93) Question:

Reference Amendment 1, Section L, Para 6.3.7 (Tab C.7)

The amendment states “The Offeror shall provide its approved Small Business Subcontracting Plan that was incorporated into the ITES-2S prime contract.”

Section L, Para 3.2.2 sets the page limits for the Management Volume at 60 pages and excludes resumes, cover sheets, table of contents tab dividers and glossaries from the page count, but nothing else. The inclusion of the Small Business Subcontracting Plan, in our case – 18 pages -- represents nearly a third of the allocated Management Volume page count.

Respectfully request that either the Small Business Subcontracting Plan be excluded from the page count or that the page count for the Management Volume be increased to 80 pages.

Answer: Section L.6.3.7 has been changed as indicated in the paragraph below. The Government is no longer requesting the offeror's already approved ITES-2S Small Business Subcontracting Plan, but rather how the offeror is going to implement this plan in meeting the requirements of the subject solicitation. Additionally, Section M 2.3.2.8 Subfactor 2.8 – Small Business Subcontracting Plan, has been updated accordingly.

“The offeror shall explain to the Government how it will implement its already approved ITES-2S Small Business Subcontracting Plan to meet the requirements of the subject solicitation, e.g., the names and brief description of the subcontractors to be used, socio-economic status, the tasks to be subcontracted, etc.”

94) Question:

Reference: RFP PWS Section 5. Video Classroom Support (ARNG Optional Item)

This section states that there are currently about 350 installations, including 20 multi-purpose classrooms within the NCR. Furthermore, this section requests support for the classrooms within the NCR. Is it correct to assume that this requirement is only for support of the 20 NCR classrooms?

Answer: CLIN X005 has been removed (marked RESERVED) from this solicitation. Note: CLIN X005 was removed at the Government's discretion to adjust the scope to NCR specific tasks. The services, as described in PWS Section 3.14 “Video Conferencing Operations Services”, remain.

95) Question:

Reference: RFP Section L, 6.3.8 Tab C.8 Project Management Plan.

This section instructs offerors to provide a Project Management Plan, which addresses the requirements identified in the Deliverables section of this solicitation. However, the Deliverables section discusses a Program Management Plan which would be a Plan that is much more comprehensive than a standard Project Management Plan (and usually contains at ~50+ pages of information), (reference Section F, Section 2.8). Is it correct to assume that the Government is asking for a Project Management Plan as stated in Section L, which will be executed under the auspices of an overarching Program Management Plan?

Answer: Sections L and M have been amended to reflect “Program Management Plan” rather than “Project Management Plan”.

96) Question:

In order that we properly price the proposal I respectfully request clarification as to the government's expectation for transition period for this task.

Is transition to start July 1 with 90 transition period from the incumbent and expectation of full staffing on October 1 (beginning of base period), or will transition begin October 1 for a 90 period with expectation to be fully staffed after the transition period.

I noted in Section B the description of CLIN 0012 indicates transition is first 90 days of base period. In beginning of Section B it indicates base period begins October 1, 2008.

If transition begins October 1, does the government wish to have full staffing after 90 days or at the beginning of the transition period?

Answer: The Government intends the transition to start on or about October 1, 2008. The offeror shall plan on using this transition period to ramp up their support to full operational status. The contractor shall have all the required personnel on site, operating the NCR system at the conclusion of the transition period.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1 CONTRACT ID CODE	PAGE OF PAGES 1 1
2 AMENDMENT/MODIFICATION NO Amendment # 0003	3 EFFECTIVE DATE See Block 16C	4 REQUISITION/PURCHASE REQ. NO	5 PROJECT NO (If applicable) BIS # 54522		
6 ISSUED BY National Business Center / Acquisition Services Directorate 381 Elden Street, Ste. 4000 Herndon, VA 20170		7 ADMINISTERED BY (If other than Item 6) Sharon Hallinan Sharon.Hallinan@aqd.nbc.gov Voice: 703-964-3698	CODE		
8 NAME AND ADDRESS OF CONTRACTOR (No Street, county, State and ZIP Code)				(+)	9A AMENDMENT OF SOLICITATION NO 20661
				X	9B DATED (SEE ITEM 11) April 4, 2008
					10A MODIFICATION OF CONTRACT/ORDER NO
					10B DATED (SEE ITEM 13)
CODE	FACILITY CODE				

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 one (1) copy 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 ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA 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 data specified.

12 ACCOUNTING AND APPROPRIATION DATA (If required)

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

(4)	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)
	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 1 copy 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 amendment is to:

1. Incorporate the attached Questions and Answers into the subject solicitation.
2. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item 9A 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) SHARON HALLINAN		
15B CONTRACTOR/OFFEROR	15C DATE SIGNED	16B UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C DATE SIGNED 19 May 08
(Signature of person authorized to sign)			

**NCR Questions and Answers
Solicitation # 20661
Amendment # 3**

97) Question:

What are the configuration management databases used by the ARNG and the ANG?

Answer: Neither ARNG, nor ANG use a standardized tool for configuration management. The existing configuration management data is contained in separate, internally-developed system based on MS Excel, Access, Visio and other MS tools. After award, these will be provided to the contractor.

98) Question:

Regarding RFP Section 8.3.7, for planning purposes, please provide the destination for the referenced 50 trips or provide a plug amount.

Answer: Reference Amendment # 2, Section L 8.3.7;

“For planning purposes only, offerors shall assume 50 trips and one overnight stay per trip for the entire proposal. The locations cannot be identified at this time. The Government will not be providing a NTE dollar amount to cover travel estimates.”

99) Question:

Please confirm, for the purposes of evaluation and pricing, that the new contract award and transition start date are both October 1, 2008 and that full operational capability should be achieved on or no later than 1/1/2009 (assumes the incumbent contractor will be provided a three month extension.) If these dates are not correct, please provide alternative dates to be used for contract award and for full operational capability.

Answer: Reference Amendment # 2, Questions and Answers;

“The Government intends the transition to start on or about October 1, 2008. The offeror shall plan on using this transition period to ramp up their support to full operational status. The contractor shall have all the required personnel on site, operating the NCR system at the conclusion of the transition period.”

100) Question:

Regarding RFP Section 3.2.2, request that the government exclude the Project Management Plan (PMP) and the Contractor Security Plan from the 60 page management volume limit.

Answer: Cannot accommodate this request at this time.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1 CONTRACT ID CODE	PAGE OF PAGES 1 1
2 AMENDMENT/MODIFICATION NO Amendment # 0004	3 EFFECTIVE DATE See Block 16C	4 REQUISITION/PURCHASE REQ NO		5 PROJECT NO (If applicable) BIS # 54522	
6 ISSUED BY National Business Center / Acquisition Services Directorate 381 Elden Street, Ste. 4000 Herndon, VA 20170		CODE	7 ADMINISTERED BY (If other than Item 6) Sharon Hallinan Sharon.Hallinan@aqd.nbc.gov Voice: 703-964-3698		CODE
8 NAME AND ADDRESS OF CONTRACTOR (No Street, county, State and ZIP Code)				(4) 9A AMENDMENT OF SOLICITATION NO 20661	X 9B DATED (SEE ITEM 11) April 4, 2008
				10A MODIFICATION OF CONTRACT/ORDER NO	
				10B DATED (SEE ITEM 13)	
CODE	FACILITY CODE				

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 one (1) copy 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 ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA 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 data specified.

12 ACCOUNTING AND APPROPRIATION DATA (If required)

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	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 1 copy 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 amendment is to:

1. Delete Option Period # 7 and update sections B, J1 and L accordingly.
2. Incorporate Questions and Answers for Questions 101 and 102 into the subject solicitation.

All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item 9A 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) SHARON HALLINAN		
15B CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B UNITED STATES OF AMERICA BY 	16C. DATE SIGNED 31 May 08
<small>(Signature of person authorized to sign)</small>		<small>(Signature of Contracting Officer)</small>	

Request

Request Confirmation Screen

*Amendment
#4*

RFP(s) have been sent to the following vendor(s):

- ITES-2S APPTIS, INC. (W91QUZ-06-D-0014)
- ITES-2S BAE (W91QUZ-07-D-0003)
- ITES-2S BOOZ ALLEN HAMILTON, INC. (W91QUZ-06-D-0019)
- ITES-2S CACI ISS, INC. (W91QUZ-06-D-0020)
- ITES-2S CSC (W91QUZ-06-D-0018)
- ITES-2S EDS (W91QUZ-06-D-0013)
- ITES-2S GENERAL DYNAMICS (W91QUZ-06-D-0012)
- ITES-2S IBM (W91QUZ-06-D-0010)
- ITES-2S LOCKHEED MARTIN (W91QUZ-06-D-0017)
- ITES-2S MULTIMAX, INC. (W91QUZ-07-D-0001)
- ITES-2S NCI INFORMATION SYSTEMS (W91QUZ-07-D-0004)
- ITES-2S NORTHROP GRUMMAN (W91QUZ-07-D-0005)
- ITES-2S PRAGMATICS, INC. (W91QUZ-07-D-0002)
- ITES-2S QSS GROUP, INC. (W91QUZ-06-D-0011)
- ITES-2S SCIENCE APPLICATIONS INTERNATIONAL CORPORATION (W91QUZ-06-D-0016)
- ITES-2S STG, INC. (W91QUZ-06-D-0015)

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NCR Questions and Answers
Solicitation # 20661
Amendment # 4

101) Question:

We hereby request an extension to the due date for NCR IT Support Solicitation # 20661, as well as, clarification regarding the pricing guidance provided in Amendment 2 to the RFP as explained below.

Amendment # 2 provided clarification of pricing requirements and those requirements are extensive, requiring a great amount of work and coordination. Further, the Government's intent is not clear regarding Option Period 7. Our ITES-2S contract goes until mid April 2015. The comment on page 1 of Section B, Para 1 Pricing Overview Option Period 7, states "option Period 7 ends 6 months after the expiration of the ITES-2S IDIQ contract" but actually it "Begins" six months after the expiration of the contract. We are not certain as to the intent regarding escalation for the Option Period 7.

Answer: At this time, the Government cannot accommodate the request for proposal due date extension.

After consulting with the ITES-2S CO, it was verified that the CHESSE website was incorrect and that the true end date for all master ID/IQ contracts is 13 April 2015 instead of 19 December 2015. As a result and through Amendment # 4, Option Period # 7 and all related references have been deleted. Furthermore, according to the ITES-2S CO, the rates from 13 April 2015 through the end of the TO POP of 30 September 2015, rates should not be escalated but should remain the same as in the last year POP of the ITES-2S master contract.

102) Question:

Amendment 1 contained an attachment with answers to vendor questions. Those questions were numbered 1 through 91. Amendment 2 had no answers to questions included as an attachment or posted to the CHESSE web site. Amendment 3 had another set of answers to questions. However, those questions and answers were numbered 97 through 100. It appears as though vendors have not received the answers to questions 92 through 96. Can the Government please determine whether there were answers to questions that were overlooked or acknowledge that the second set of questions and answers should be renumbered?

Answer: Amendment # 2 had questions 92 through 96 which were uploaded along with the rest of the attachments. They have been re-uploaded.