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Section B - Supplies or Services and Prices/Costs

- B.) The industry partner shall furnish the necessary personnel, travel and items on a nonpersonal service basis in accordance with Section C, Requirements document, and all attachments.
- B.2 This contract is an indefinite delivery/ indefinite quantity contract. Task orders will be executed to contract for work under this contract. CLINs 0001, 0002, 0201, 0202, 0301, 0302, 0401, 0402, 0501 and 0502, will be funded at the basic contract level each ordering period not to exceed 12-months in duration. These CLINs however, will also have the capability to have a task order executed in part (some subclins) or in full (all subclins) for services considered outside of the normal operations and will be funded at the task order level as required.

B.3 The exceptions to CLIN 0001 pricing are

1 February

- 2003, PPBES-MIS support will begin I October 2002, and Mission Planning support will begin 1 April 2003. Pricing for these areas should be provided in the proper CLINs for the ordering period applicable.
- B.4 The minimum amount guaranteed under this contract is the total accepted or negotiated amount for the CLIN 0001 value.
- B.5 This contract has five basic ordering periods with four potential term incentive extensions plus one option for any transitioning efforts in the future.
- B.6 Only the Contracting Officer may execute CLINs 0010, 0210, 0310, 0410, and 0510 (CLINs 0610, 0710, 0810 and 0910 if executed in accordance with the Award Term Plan and funding is available) for technology refreshment requirements. Written approval will be obtained from the Chief Information Officer (CIO) prior to execution. The Government reserves the right to issue delivery orders for these CLINs without an initiated plan by the industry partner as long as CIO approval has been granted.
- B.7 The term incentive periods will only be executed if all criteria are met as stated in the Award Term Incentive Plan and funding is available. These CLINs will be established at NTE with some flexibility for negotiations (see Section H provisions).
- B.8 The option (CLINs 1000 and 1001) is strictly for any transitioning as required by the Government.

First Period - 1 April 2002 through 31 March 2003

CLIN	Item Description	QTY		UP		EP
0001	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network (WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for future IT requirements, architectures, and information assurance measures IAW Section C, 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1, 3.2.1, 3.3.2, 3.3.3, 3.1.9 and Appendices A-E.					NSP
0001AA	Overall Program Management of the SOF Information Technology Enterprise effort as defined in Section C.	10	Months	178,299.60	5	1,782,996.00
0001AB	Systems Administration Services	10	Months	744,847.60	\$	7,448,476.00
0001AC	Information Assurance Services	10	Months	152,744.50	5	1,527,445.00
0001AD	Configuration Management Support Services	10	Months	75,557.00	\$	755,570.00
0001AE	Help Desk Support	10	Months	170,472.20	\$	1,704,722.00
0001AF	System Integration and Testing	10	Months	444,990.30	S	4,449,903.00
0001AG	Disaster Recovery	10	Months	24,277.40	\$	242,774.00
0002	Travel in support of CLIN 0001 and 0003	1	Lot		s	Not To Exceed 500,000.00
0003	Surge capability for CLIN 0001 on a level of effort basis using Section J, Attachment (2).		Priced at Task (Onder Level		
0004			Friced at Task (Dinder Level		
0005	Contingency operations for CLIN 0001 for after normal duty hours as specified in the task order using, Section I, Attachment (3).		Priced at Task (Order Level		
0006	Infrastructure support services – Design, engineer, install and maintain the voice, video, and data infrastructure and upgrades in coordination with the Government IAW Section C, 3.1.4, 3.1.6, 3.1.7 and Appendices A-E		Priced at Task (Deder Level		
0006AA	Voice					
0006AB	Videa					
0006AC	Data					
0007	Hardware and software - Support services for all hardware and desktop software; configuration, installation, upgrades, integration, training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3, 3.4.1, 3.4.2, 3.4.3 and Appendices A-E		Priced at Tests (Order Level		
0007AA	Hardware maintenance support					
0007AB	Desktop support					
0007AC	Training					
0007AD	Web Development					
0007AE	Database Development					
0007AF	Application Development					
0007AG	Repair parts	1	Lot		\$	Not To Exceed 500,000.00
8000	Transmission Security – Provide for the engineering, designing, integration, and administration of the network encryption and security solutions in accordance with Government guidelines and regulations and IAW Section C, 3.3.2, 3.3.3, 3.5.2 and Appendices A-E		Priced at Tast	t Order Level		
0009	Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5					
0010	Technology refreshment (Note B.6) of hardware/software IAW Section C, 33.1		Priced at Tast	k Order Level		
0011	Travel in support of task orders awarded	1	Lot		\$	Not To Exceed 1,000,000.00
0012	Transition Period	1	Job		\$	460,847.00

Second Period - 1 April 2003 through 31 March 2004

CLIN	Item Description	QTY		UP	EP
0201	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network (WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for future IT requirements, architectures, and information assurance measures IAW Section C, 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1, 3.2.1, 3.3.2, 3.3.3, 3.1.9 and Appendices A-E				NSP
0201AA	Overall Program Management of the SOF Information Technology Enterprise effort as defined in Section C.	12	Months	161,569.83	\$ 1,938,838.00
0201AB	Systems Administration Services	12	Months	841,347.33	\$ 10,096,168.00
0201AC	Information Assurance Services	12	Months	145,504.00	\$ 1,746,048.00
0201AD	Configuration Management Support Services	12	Months	72,823.75	\$ 873,885.00
0201AE	Help Desk Support	12	Months	159,069.33	\$ 1,908,832.00
0201AF	System Integration and Testing	12	Months	444,033.33	\$ 5,328,400.00
0201AG	Disaster Recovery	12	Months	18,821.00	\$ 225,852.00
	Source Productiy			10,021.00	Not To Exceed
0202	Travel in support of CLIN 0201 and 0203	1	Lot		\$ 550,000.00
0203	Surge capability for CLIN 0201 on a Level of Effort basis using Section J. Attachment (2).		Priced at Tack C	Arder Level	330,000.00
0204		E	riced at Task C	order Level	
0205	Contingency operations for CLIN 0201 for after normal duty hours as specified in the task order using Section J. Attachment (3)	F	Ticed at Task C	order Level	
0206	Infrastructure support services – Design, engineer, install and maintain the voice, video, and data infrastructure and upgrades in coordination with the Government IAW Section C, 3.3.4, 3.1.6, 3.1.7 and Appendices A-E	,	Priced at Tesk C	Order Level	
0205AA	Voice				
0206AB	Video				
0206AC	Data				
0207	Hardware and software - Support services for all hardware and desktop software; configuration, installation, upgrades, integration, training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3, 3.4.1, 3.4.2, 3.4.3 and Appendices A-E		Priced at Tas	k Order Level	
0207AA	Hardware maintenance support				
0207AB	Desktop support				
0207AC	Training				
0207AD	Web Development				
0207AE	Database Development		/ /		
0207AF	Application Development				
0207AG	Repair parts	I	Lot		Not To Exceed \$ 750,000.00
0208	Transmission Security - Provide for the engineering, designing, integration, and administration of the network encryption and security solutions in accordance with Government guidelines and regulations and IAW Section C, 3.3.2, 3.3.3, 3.5.2 and Appendices A-E		Priced at Task		
0209	Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5		INCOME OF TASK	Calour De Fot	-
0210	Technology refreshment (Note B.6) of hardware/software IAW Section C, 3.3.1		Priced at Task	Order Level	
	2752411 29 212.1		L P		Not To Exceed

Third Period - 1 April 2004 through 31 March 2005

CLIN	Item Description	QTY		UP	EP
0301	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network (WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for future IT requirements, architectures, and information assurance measures IAW Section C., 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1, 3.2.1, 3.3.2, 3.3.3, 3.1.9 and Appendices A-B				NSP
03DIAA	Overall Program Management of the SOF Information Technology Enterprise effort as defined in Section C.	12	Months	165,952,25	\$ 1,991,427.00
0301AB	Systems Administration Services	12	Months	845,908.41	\$ 10,150,901.00
0301AC	Information Assurance Services	12	Months	150,268.83	\$ 1,803,226.00
0301AD	Configuration Management Support Services	12	Months	75,938.42	\$ 911,261.00
0301AE	Help Desk Support	12	Months	163,768.83	\$ 1,965,226.00
0301AF	System Integration and Testing	12	Months	449,386.08	\$ 5,392,633.00
0301AG	Disaster Recovery	12	Months	18,311.91	\$ 219,743.00
0302	Travel in support of CLIN 0301 and 0303	1	Lot		Not To Exceed \$ 600,000.00
0303	Surge capability for CLIN 0301 on a Level of Effort basis using Section J. Attachment (2).	7	riced at Task C	Order Level	
0304		,	viced at Task C	irder Level	
0 305	Contingency operations for CLIN 0301 for after normal duty hours as specified in the task order using Section J, Attachment (3).	E	riced at Task C	Order Level	
0306	Infrastructure support services – Design, engineer, install and maintain the voice, video, and data infrastructure and upgrades in coordination with the Government IAW Section C, 3.1.4, 3.1.6, 3.1.7 and Appendices A-E.	Priced at Test Order Level			
0306AA	Voice	1			
0306AB	Video				
0306AC	Duta				
0307	Hardware and software - Support services for all hardware and desktop software; configuration, installation, upgrades, integration, training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3, 3.4.1, 3.4.2, 3.4.3 and Appendices A-E		Priced of Task	Order Level	,
0307AA	Hardware maintenance support	-			
0307AB	Desktop support				
0307AC	Training				
0307AD	Web Development				
0307AE	Datzhase Development				
0307AF	Application Development		7 .		N T. 75
0307AG	Repair parts	1	Lot		Not To Exceed \$775,000.00
0308	Transmission Security – Provide for the engineering, designing, integration, and administration of the network encryption and security solutions in accordance with Government guidelines and regulations and IAW Section C, 3.3.2, 3.3.3, 3.5.2 and Appendices A-E		Priced at Task Priced at Task	I	
0309	Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5		Ericipa de l'ASR	Order Devel	
0310	Technology refreshment (Note B.6) of hardware/software JAW Section C, 3.3.1		Priced at Task	Order Level	
0311	Travel in support of task orders awarded	1	Lot		Not To Exceed \$1,000,000.00

Fourth Period - 1 April 2005 through 31 March 2006

CLIN	Item Description	QTY		UP	EP	
0401	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network (WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for future IT requirements, architectures, and information assurance measures IAW Section C, 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1.3.2.1, 3.3.2, 3.3.3, 3.1.9 and Appendices A-B				NSP	
0401AA	Overall Program Management of the SOF Information Technology Enterprise effort as defined in Section C.	12	Months	170,364.75	\$ 2,044,377	.00
0401AB	Systems Administration Services	12	Months	840,872.15	\$ 10,090,466	
0401AC	Information Assurance Services	12	Months	155,176.25	\$ 1,862,115	
0401AD	Configuration Management Support Services	12	Months	71,350.75	\$ 856,209	
0401AE	Help Desk Support	12	Months	168,590.83	\$ 2,023,090	
0401AF	System Integration and Testing	12	Months	453,341.50	\$ 5,440,098	
0401 AG	Disaster Recovery	12	Months	16,879.16	\$ 202,550	
0402	Travel in support of CLIN 0401 and 0403	1	Lot		Not To Exces \$ 650,000	ed
0403	Surge capability for CLIN 0401 on a level of effort basis using Section J. Attachment (2).		Priced at Task	Order Level		
0404			Priced at Task	Order Level		
0405	Contingency operations for CLIN 0401 for after normal duty hours as specified in the task order using Section I, Attachment (3).		Priced at Task (Order Cevel		
0406	Infrastructure support services – Design, engineer, install and maintain the voice, video, and data infrastructure and upgrades in coordination with the Government IAW Section C, 3.1.4, 3.1.6, 3.1.7 and Appendices A-E		Priced at Task	Order Level		
0406AA	Voice					
0406AB	Video				e-construction in	
0406AC	Data	1				$\overline{}$
0407	Hardware and software - Support services for all hardware and desktop software; configuration, installation, upgrades, integration, training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3, 3.4.1, 3.4.2, 3.4.3 and Appendices A-E		Priced ut Tas	k Order Level	2 20	
0407AA	Hardware maintenance support					7,22
0407AB	Desktop support					
0407AC	Training					
0407AD	Web Development					
0407AE	Database Development				1000	Panel I
0407AF	Application Development					
0407AG	Repair parts	1	Lot		Not To Exce \$ 800,000	
0408	Transmission Security – Provide for the engineering, designing, integration, and administration of the network encryption and security solutions in accordance with Government guidelines and regulations and IAW Section C, 3.3.2, 3.3.3, 3.5.2 and Appendices A-E		1	c Order Level		
0409	Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5		1 1			
0410	Technology refreshment (Note B.6) of hardware/software IAW Section C, 3.3.1		Priced at Task	Order Level		
041 i	Travel in support of task orders awarded	1	Lot		Not To Exce \$ 1,000,000	

Fifth Period - 1 April 2006 through 31 March 2007

CLIN	Item Description	QTY		UP	EP
0501	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network (WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for future IT requirements, architectures, and information assurance measures IAW Section C, 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1, 3.2.1, 3.3.2, 3.3.3, 3.1.9 and Appendices A-E		li.		NSP
0501AA	Overall Program Management of the SOF Information Technology Enterprise effort as defined in Section C.	12	Months	174.816.25	\$ 2,097,795.00
0501AB	Systems Administration Services	12	Months	821,690.08	\$ 9.860.281.00
0501AC	Information Assurance Services	12	Months	160,234.41	\$ 1,922,813.00
0501 AD	Configuration Management Support Services	12	Months	74,526.25	\$ 894,315.00
0501AE	Help Desk Support	12	Months	153,211.66	\$ 1,838,540.00
0501AF	System Integration and Testing	12	Months	451,007.33	\$ 5,412,088.00
0501AG	Disaster Recovery	12	Months	17,356.91	\$ 208,283.00
0502	Travel in support of CLJN 0501 and 0503	1	Lot	11,550.71	Not to Exceed \$ 700,000.00
0 503	Surge capability for CLIN 0501 on a level of effort basis using Section I, Attachment (2).		Priced at Task	Order Level	7 /25/250/5
0504			Priced at Task (Order Level	
0505	Contingency operations for CLIN 0501 for after normal duty hours as specified in the task order using Section J, Attachment (3).		Priced at Task (Order Lovel	
0506	Infrastructure support services – Design, engineer, install and maintain the voice, video, and data infrastructure and upgrades in coordination with the Government IAW Section C, 3.1.4, 3.1.6, 3.1.7 and Appendices A-E		Priced 41 Task	Order Level	
0506AA	Voice				
0506AB	Video				
0506AC	Date				
0507	Hardware and software - Support services for all hardware and desktop software; configuration, installation, upgrades, integration, training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3, 3.4.1, 3.4.2, 3.4.3 and Appendices A-E		Priced of Task O	rder Level	
0507AA	Hardware maintenance support				
0507AB	Desktop support				
0507AC	Training				
0507AD	Web Development				
0507AE	Database Development				
0507AF	Application Development				
0507AG	Repair parts	1	Lot		Not To Exceed \$ 825,000.00
0508	Transmission Security – Provide for the engineering, designing, integration, and administration of the network encryption and security solutions in accordance with Government guidelines and regulations and IAW Section C, 3.3.2, 3.3.3, 3.5.2 and Appendices A-E		Priced at Task	1	
0509	Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5				
0510	Technology refreshment (Note B.6) of hardware/software IAW Section C, 3.3.1		Priced at Task	Order Lével	
0531	Travel in support of task orders awarded	1	Loi		Not To Exceed

Term Incentive Period One - 1 April 2007 through 31 March 2008

CLIN	Item Description	QTY		UP	EP
0601	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network (WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for future IT requirements, architectures, and information assurance measures IAW Section C, 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1, 3.2.1,				NSP
0601AA	3.3.2, 3.3.3, 3.1.9 and Appendices A-E Overall Program Management of the SOF Information Technology	l			
0601AB	Enterprise effort as defined in Section C. Systems Administration Services	12	Months	179,311.75	\$ 2,151,741.00
0601AC	Information Assurance Services	12	Months	770,518.41	\$ 9,246,221.00
0601AC		12	111011111111111111111111111111111111111	165,442.75	\$ 1,985,313.00
0601AD	Configuration Management Support Services	12	Months	77,864.33	\$ 934,372.00
0601AE	Help Desk Support	12	Months	150,131.00	\$ 1,801,572.00
	System Integration and Testing	12	Months	450,700.41	\$ 5,408,405.00
DA1090	Disaster Recovery	12	Months	17,845.25	\$ 214,143.00
0602	Travel in support of CLIN 0601 and 0603	ı	Lot		Not To Exceed \$ 750,000.00
0603	Surge capability for CLIN 0601 on a level of effort basis using Section I. Attachment (2).		Priced at Task	Order Level)
0604			Priced at Task	Order Level	
0605	Contingency operations for CLIN 0601 for after normal duty hours as specified in the task order using Section I, Attachment (3).		Priced at Tasi	Order Level	
0606	Infrastructure support services — Design, engineer, install and maintain the voice, video, and data infrastructure and upgrades in coordination with the Government JAW Section C, 3.1.4, 3.1.6, 3.1.7 and Appendices A-E		Priced at Task	Order Level	
0606AA	Voice				
0606AB	Video				
0606AC	Data				7,000
0 607	Hardware and software - Support services for all hardware and desktop software; configuration, installation, upgrades, integration, training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3, 3.4.1, 3.4.2, 3.4.3 and Appendices A-B		Priced at Tasi	à Order Level	
0607AA	Hardware maintenance support				
0607AB	Desktop support				3
0607AC	Training				
0607AID	Web Development				
0607AE	Database Development				
0607AF	Application Development				
0607AG	Repair parts	1	Loz		Not To Exceed \$ 850,000.00
0608	Transmission Security - Provide for the engineering, designing, integration, and administration of the network encryption and security solutions IAW Government guidelines and regulations and IAW Section C, 3.3.2, 3.3.3, 3.5.2 and Appendices A-E		Priced at Tax	k Order Leve)	
0609	Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5		Prior d at Tue	k Order Level	
0610	Technology refreshment (Note B.6) of hardware/software IAW Section C, 3.3.1			k Order Level	
0611	Travel in support of task orders awarded	1	Lot		Not to Exceed

Term Incentive Period Two - 1 April 2008 through 31 March 2009

CLIN	Item Description	QTY		UP	1	EP
0701	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network					
	(WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for					
	future IT requirements, architectures, and information assurance					
	measures IAW Section C, 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1, 3.2.1,					0.0000
96 F90 (AND 178 FF T	3.3.2, 3.3.3, 3.1.9 and Appendices A-E					NSP
0701AA	Overall Program Management of the SOF Information Technology			200		
	Enterprise effort as defined in Section C.	12	Months	183,856.25	\$	2,206,275.00
0701AB	Systems Administration Services	12	Months	748,541.08	\$	8,982,493.00
0701AC	Information Assurance Services	12	Months	153,392.58	\$	1,840,711.00
0701AD	Configuration Management Support Services	12	Months	81,374.75	\$	976,497.00
0701AE	Help Desk Support	12	Months	124,673.00	\$	1,496,076.00
0701AP	System Integration and Testing	12	Months	446,656.25	\$	5,359,875.00
0701 AG	Disaster Recovery	12	Months	18,343.33	\$	220,120.00
0702	Travel in support of CLIN 0701 and 0703	1	Lot			Not To Exceed
		1			\$	800,000.00
0703	Surge capability for CLIN 0701 on a level of effort basis using Section J. Attachment (2).		Priced at Task	Order Level		
0704			Priced at Tusk	Order Level		
0705	Contingency operations for CLIN 0701 for after normal duty hours as specified in the task order using Section J. Attachment (3).		Priced at Task	Order Level		
0706	Infrastructure support services – Design, engineer, install and maintain the voice, video, and data infrastructure and upgrades in coordination with the Government IAW Section C, 3.1.4, 3.1.6, 3.1.7		Priced at Task	Order Level		
	and Appendices A-E					
0706AA	Voice					
0706AB	Video					
0706AC	Data					
0707	Hardware and software - Support services for all hardware and desktop software; configuration, installation, upgrades, integration.		Bricad at T	ask Order Level		
	training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3, 3.4.1, 3.4.2, 3.4.3 and Appendices A-E		11000 01 11			
0707AA	Hardware maintenance support	 	-		-	
0707AB	Desktop support	-			_	
0707AC	Training	-		_	_	
0707AD	Web Development				-	
0707AE	Database Development	-			_	
0707AF	Application Development	-			_	
0707AG	Repair parts	1	Lot			Not To Exceed
0.0.7.0	repair pars	١,	201		1 3	875,000.00
0708	Transmission Security - Provide for the engineering, designing,	1				0/2/00/00
	integration, and administration of the network encryption and security solutions IAW Government guidelines and regulations and		Priced & Tas)	t Order Level		
0709	IAW Section C, 3.3.2, 3.3.3, 3.5.2 and Appendices A-E Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5	-				-
0710		-	Priced at Task	c Order Level	-	
0/10	Technology refreshment (Note B.6) of hardware/software IAW Section C, 3.3.1		Priced at Test	c Order Level	1	
0711	Travel in support of task orders awarded	I	Lou			Not To Exceed

Term Incentive Period Three - 1 April 2009 through 31 March 2010

CLIN	Item Description	QTY		UP	EP
0801	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network (WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for future IT requirements, architectures, and information assurance measures IAW Section C, 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1, 3.2.1, 3.3.2, 3.3.3, 3.1.9 and Appendices A-E				NSP
0801AA	Overall Program Management of the SOF Information Technology Enterprise effort as defined in Section C.	12	Months	188,435.75	\$ 2,261,229.00
0801AB	Systems Administration Services	12	Months	752,508.58	\$ 9,030,103.00
D801AC	Information Assurance Services	12	Months	145,767.00	\$ 1,749,204.00
0801AD	Configuration Management Support Services	12	Months	61,978.91	\$ 743,747.00
0801AE	Help Desk Support	12	Months	92,452.66	\$ 1,109,432.00
0801AF	System Integration and Testing	12	Months	422.833.00	\$ 5,073,996.00
0801AG	Disaster Recovery	12	Months	18.851.41	\$ 226,217.00
0802	Travel in support of CLIN 0801 and 0803	1	Lot		Not to Exceed \$ 850,000.00
0803	Surge capability for CLIN 0801 on a level of effort basis using Section J. Attachment (2).		Priced at Task	Order J.evel	0 000,000
0804	70 15 15 15 15 15 15 15 15 15 15 15 15 15		Priced at Task	Order Cavel	
0805	Contingency operations for CLIN 0801 for after normal duty hours as specified in the task order using Section J. Attachment (3).		Priced at Task	Order (Level	
0806	Infrastructure support services – Design, engineer, install and maintain the voice, video, and data infrastructure and upgrades in coordination with the Government IAW Section C, 3.1.4, 3.1.6, 3.1.7 and Appendices A-E		Priced or Tush	Order Level	
0806AA	Voice	1			
0806AB	Video				
0806AC	Date	1			
0807	Hardware and software - Support services for all hardware and desktop software: configuration, installation, upgrades, integration, training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3. 3.4.1, 3.4.2, 3.4.3 and Appendices A-E.		Priced at T.	ask Order Level	
0807AA	Hardware maintenance support				
0807AB	Desktop support				
0807AC	Training				
0807AD	Web Development				
0807AE	Database Development				
0807AF	Application Development				
0807AG	Repair parts	1	Lot		Not To Exceed \$ 900.000.00
8080	Transmission Security – Provide for the engineering, designing, integration, and administration of the network encryption and security solutions in accordance with Government guidelines and regulations and IAW Section C, 3.3.2, 3.3.3.3.5.2 and Appendix A-E			sk Order Level	
0809	Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5				
0810	Technology refreshment (Note B.6) of hardware/software IAW Section C, 3.3.1		Priced at Ta	sk Order Level	
0811	Travel in support of task orders awarded	1	Lot		Not To Exceed \$ 1,000,000.00



0901	Item Description	QTY		UP	EP
	Enterprise Support Services for Local Area Network (LAN)/Metropolitan Area Network (MAN) and Wide Area Network (NAN)				
	(WAN) - Provide recommendations, planning, integration, and engineering support of the development and documentation for				
	future IT requirements, architectures, and information assurance				NSP
	measures IAW Section C, 3.1.1-3.1.3, 3.3.1, 3.3.4, 3.5.1, 3.6.1, 3.2.1.				
	3.3.2, 3.3.3, 3.1.9 and Appendices A-E				
0901AA	Overall Program Management of the SOF Information Technology Enterprise effort as defined in Section C.		Marcha	102 709 00	
0001 A D		12	Months	193,398.00	\$ 2,320,776.00
0901AB 0901AC	Systems Administration Services Information Assurance Services	12	Months	728,501.91	\$ 8,742,023.00
		12	Months	129,385.16	\$ 1,552,622.00
0901AD 0901AE	Configuration Management Support Services	12	Months	64,401.58	\$ 772,819.00
	Help Desk Support	12	Months	87,288.16	\$ 1,047,458.00
0901AF	System Integration and Testing	12	Months	372,610.08	\$ 4,471,321.00
0901AG	Disaster Recovery	12	Months	19,446.83	\$ 233,362.00
0902	Travel in support of CLIN 0901 and 0903	1	Lot		Not To Exceed \$ 900,000.00
0903	Surge capability for CLIN 0901 on a level of effort basis using Section J, Attachment (2).		Priced at Ts	sk Order Level	
0984			Priced at Tas	uk Order Level	
	A MAKE A COLOR OF THE STREET BATTERS				
0905	Contingency operations for CLIN 0901 for after normal duty hours as specified in the task order using Section J. Attachment (3).		Priced at Tas	sk Order Level	
0906	Infrastructure support services – Design, engineer, install and maintain the voice, video, and data infrastructure and apprades in coordination with the Government IAW Section C, 3.1.4, 3.1.6, 3.1.7 and Appendices A-B		Priced at Ta	sit Order Level	
0906AA	Voice				
0906AB	Video				
0906AC	Data				
0907	Hardware and software - Support services for all hardware and				
	desktop software; configuration, installation, upgrades, integration, training, and maintenance of desktops, portable computing devices, and their approved peripherals IAW Section C, 3.1.8, 3.2.2, 3.2.3, 3.4.1, 3.4.2, 3.4.3 and Appendices A-E		Priced at	 Tusk Order Level	
0907AA	Hardware maintenance support				
0907AB	Desktop support				
0907AC	Training				
0907AD	Web Development				
0907AE	Database Development	-			
0907AF	Application Development				
0907AG	Repair parts	1	Lot		Not to Exceed
908	Tuesday's Complete Day 14. Control of the 1				\$ 925,000.00
1 7900	Transmission Security – Provide for the engineering, designing, integration, and administration of the network encryption and security solutions IAW Government guidelines and regulations and IAW Section C, 3.3.2, 3.3.3, 3.5.2 and Appendices A-E		Priced at I	isk Order Level	
0909	Deployment support as required IAW Section C, 3.1.1, 3.1.2, 3.1.5		Priced at 1	ask Order Level	5
0910	Technology refreshment (Note B.6) of hardware/software IAW Section C, 3.3.1		Priced at T	ask Order Level	
	Travel in support of task orders awarded	1		LOT	Not to Exceed

Optional Transitioning Period -Three month period beginning day after last date of final ordering period or term incentive period, whichever is later (Reference Section H, Paragraph H.26).

CLIN	Item Description	QTY	UP	EP
1000	Transitioning CLIN - If exercised this option will be for transitioning services back to the Government or industry partner based on competition.	1	Job	\$4,911,957.00*
1001	Travel for transitioning (CLIN 1000)	1	Lot	Not to Exceed \$ 250,000.00

^{*}This amount is for the transitioning of the FFP CLIN 0x01 support. This amount does not include transitioning of any Task Orders under the Contract T&M CLINs active at the end of Contract that the Government may require.



United States Special Operations Command (USSOCOM) Enterprise Information Technology Contract (EITC) Requirements Document

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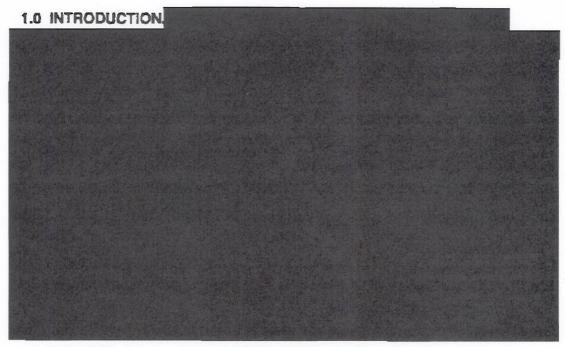
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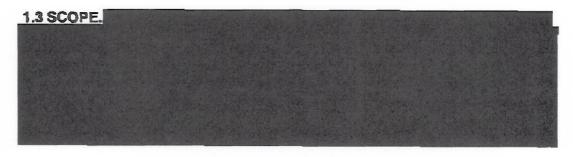
United States Special Operations Command (USSOCOM)

Enterprise Information Technology Contract (EITC)

Requirements Document



- 1.1 PURPOSE. The purpose of this Requirements Document is to define the support required for all elements of USSOCOM in all aspects of the IT enterprise.
- 1.2 OBJECTIVE. The objectives of this contract are to: 1) achieve Command-wide Interoperability for all aspects of the IT enterprise, 2) establish standardized operations, 3) increase overall performance and communications, 4) reduce costs, 5) provide a single point of contact for the overall management of the IT enterprise, and 6) manage technology refreshment for the SOF enterprise. The cultural impact to SOF must be minimal at the outset but change is expected throughout the contract life. The implementation of an enterprise wide concept will properly focus the Command's program to achieve improvements. Most notably, this concept will provide complete visibility for the Command Chief Information Officer in terms of where limited Major Force Program (MFP) 11 dollars are applied for Information Technology. It will provide specific visibility into areas where duplication occurs and offer opportunities for cost savings. An enterprise approach for the IT contract will give a "Big Picture" of total asset visibility and allow Commander in Chief Special Operations Command (CINCSOC) and SOF Commanders to make better and more informed decisions.



The scope of this contract includes the planning, management, and operation and maintenance (O&M) of all garrison and deployed Wide Area Networks (WAN), Metropolitan Area Networks (MAN), Local Area Networks (LAN), and the communication and network infrastructures for data, voice, and video. This contract includes the O&M, development, integration, testing, training, and customer support for all desktops, portable computing devices, applications, messaging systems, databases, and web services used by SOF. This contract also includes information assurance, transmission, and communication security requirements, requirements management, configuration management, hardware maintenance, and disaster recovery. The general support functions for this contract are defined in Section 3. The specific support requirements and locations are identified in appendices A through E. Note that not all locations require all services.

2.0 APPLICABLE DOCUMENTS. The applicable documents for this contract include, but are not limited to, those listed below. The contractor will be expected to comply with all DoD requirements including specific service and agency regulations. The contractor shall use the latest version of the applicable document. Documents listed are unclassified unless otherwise noted.

Document Reference Number (if any)	Document Title
AFSOCI 33-201	AFSOC Communication Security for Information Systems (Networks) Processing at the Sensitive Unclassified (SU) Level
AFSOCI 33-302	NATO Classified Handling Procedures
AFSOC) 33-303	AFSOC Web Procedures
AFSOC HQ Operating Instruction (HOI) 32-1	Fire Protection
AFSOC HOI 33-2	HQ AFSOC LAN Security Procedures
AFSOC HOI 31-2	Emry Procedures to HQ AFSOC Building
AFSOC HOI 31-401	Shredding Procedures for HQ AFSOC
AFI 33-211 Hurlburt Field Supplement	Communication Security (COMSEC) User Requirements
Huriburt Field Instruction 33-115	Hurtburt Field Network Control Center
Hurlburt Field Instruction 33-129	Base Network Web Server Management and Publishing
AFI 33-104, AFSOC Supplement	Base Level Planning and Implementation
AFI 33-114, AFSOC Supplement	Software Management
AFI 33-115, AFSOC Supplement	Networks Management
AFI 33-322, AFSOC Supplement	Records Program Management
AFI 33-332, AFSOC Supplement	Air Force Privacy Act
USSOCOM 70-1	Acquisition Management System Policy
U\$\$0COM 380-3	Information Assurance Program
USSOCOM 380-1	Information Security Program

USSOCOM 25-10	Telecommunications
USSOCOM 25-11	Wireless Telecommunications
USSOCOM Policy Memo 00-05	USSOCOM DoD Red Switch Network System Instructions
USSOCOM Policy Mema 00-07	Computer Hardware/Software Entry/Exit Policy
USSOCOM Policy Memo 01-12	Control, Passage, and Usage of Portable Electronic Devices within Headquarters, United States Special Operations Command
USSOCOM Policy Memo 01-14	GCCS User Account Procedures
USSOCOM Policy Memo 99-13	Personal Use of Federal Telecommunications
	C4LAS Concept of Operations
	SOF-IV Concept of Operations
	TACLAN Concept of Operations
	VTC Concept of Operations
	SIM Concept of Operations
	Department of Defense Intelligence Information Systems
	(DoDIIS) Enterprise Management Strategy (DEMS)
	DoDIIS Enterprise Transition Methodology (DETM)
	DoDIIS Instructions
USASOC Reg 25-70	Information Management: Automation - ASOCNet Security
USASOC Reg 25-72	Information Management: Automation - ASOCWeb
USASOC Reg 380-3	Malicious Software
USASOC PAM 25-1	Information Management: Management of Subdisciplines – Information Technology Requirements Validation and Procurement
USASOC Policy 5-00	Information System Security Monitoring
USASOC Policy 07-01	Procedure for Government and Employee-Owned Electronic Equipment and Devices Entering or Exiting USASOC HQ Sullding
USASOC Policy 09-01	Acquisition Process for Portable Electronic Devices (PEDs) and Wireless Portable Digital Assistants (PDAs)
USASOC Policy 14-01	Personally Owned Computers/IT Devices Policy
USASOC Policy 15-01	USASOC Wireless Technologies Policy
USASOC Policy 17-01	Foreign National Access to USASOC Automated Information Systems (AIS) Policy
USASOC Policy 22-01	USASOC STAMIS Training and Certification Policy
USASOC Policy 26-99	Automated Message Handling System (AMHS)
USASOC Policy 40-99	Use of Government-Owned or Leased Information Mission Area Resources
US Army Reg 25-1	Information Management: The Army Information Resources Management Program
US Army Reg 310-25	Dictionary of US Army Terms
US Army Reg 310-50	Authorized Abbreviations, Brevity Codes, and Acronyms
US Army Reg 380-5	Department of the Army Information Security Program
US Army Reg 380-19	Information Systems Security
US Army Reg 380-53	Information Systems Security Monitoring
US Army Reg 735-5	Policies and Procedures for Property Accountability

3.0 REQUIREMENTS. The contractor shall provide services defined in this section. This section, appendices A through E, and the SLAs in attachment 1 define the basic functions required upon award of the contract. The site unique functional support requirements are defined in appendices A through E. Specific as-is system information and governing directives, policies, and procedures are identified in the bidder's library. In addition to the basic support contract, individual task orders may be issued within the function areas defined in this section.

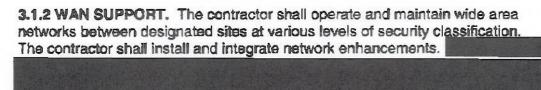
3.1 INFORMATION TECHNOLOGY SYSTEMS SUPPORT.

- 3.1.1 LAN/MAN SUPPORT. The contractor shall operate and maintain local and metropolitan (Campus) area networks at sites designated in Appendices A-E at various levels of security classification in accordance with DoD regulations and site procedures. The contractor shall recommend, install, and integrate network enhancements. The contractor shall ensure full interoperability and a seamless connection between all internal and external systems. Support will apply to garrison and deployed systems, remote network systems, and legacy systems. The following paragraphs define the LAN/MAN support required.
 - a. Provide communication support to all garrison and deployed users on the LANs/MANs, to include remote access users, to maintain reliable operational status.
 - b. Provide the support to interconnect geographically co-located Local Area Networks and Metropolitan Network attached devices.
 - c. Provide system administration support for all MAN/LAN servers (network, mail, web, database, application, etc.) to maintain reliable operational status.
 - d. Provide support to address the specific mission requirements of each site, with regard to security, functionality, classification, performance (such as latency within the MAN boundary and packet loss), survivability (including fault tolerance), interoperability, network management, and total bandwidth available to accommodate surge requirements.
 - e. Plan, conduct, test, and document system/maintenance upgrades for LAN/MAN hardware, firmware, and software (e.g., servers, switches, routers, and back-up equipment), to include information protection measures. Coordinate with vendors to apply vendor-supplied corrections to operating systems and applications on application servers. Implement new operating systems, applications, and system updates to systems/software applications as applicable.
 - Provide daily, weekly, and monthly back-ups of core data and network servers and restoration of data. Transfer back-ups to off-site storage in accordance with site standard operating procedures (SOPs).
 - g. Coordinate planned upgrades and outages in accordance with Site SOPs.
 - h. Provide system administrator support after normal working hours. Site specific requirements are defined in appendices A through E.
 - i. Manage user accounts, system policies and profiles. Maintain host



tables (printers, workstations, servers, etc.) on enterprise servers.

- j. Coordinate with the Government on administration activities with external organizations (Defense Information Systems Agency (DISA), National Security Agency (NSA), National Imagery and Mapping Agency (NIMA), etc.) to ensure compliance and interoperability with external systems and the Global Information Grid (GIG).
- k. Provide maintenance and connectivity to all required legacy systems and applications.
- I. Coordinate with the Information Assurance/Information Systems Security Officer (ISSO) staffs to implement and enforce network security measures. Provide technical support to DISA and other government agencies to improve network security.
- m. Provide expertise and technical assistance to remote system administrators at component locations worldwide. Support exercises and deployments, remote or deployed, while maintaining the basic garrison support requirements.
- n. Collect, analyze and provide network statistics (e.g., central processing unit (CPU) utilization, memory utilization, hard drive space, application usage, and bandwidth utilization) for the government.
- o. Based on the data collected, provide white paper recommendations to improve overall performance to the government.



remote network systems, and legacy systems in accordance with Defense Information Technology Security Certification Accreditation Procedures (DITSCAP) and other DoD and agency directives. The following paragraphs define the WAN support required.

a. Provide support for maintaining reliable connectivity for the existing wide area network (WAN) between geographically separated users/devices. Provide support to maintain reliable connectivity between all SOF and DISN users via applicable networks (NIPRNET,



- b. Provide connection to external networks to include, but not limited to, NIPRNET Defense Research Engineering Network (DREN), DSN, Public Switched Telephone Network (PSTN), the Internet,
- c. Operate and maintain all WAN communications equipment to include, but not limited to, Asynchronous Transfer Mode (ATM), IDNX, Routers, switches, and network management tools/platforms.
- d. Provide problem resolution to the WAN and the SOF enterprise as a whole. Problem resolution may include repairing, replacing, or coordinating with vendors.
- e. Plan, conduct, test, document, and implement system/maintenance upgrades for WAN hardware, firmware and software (e.g., servers, hubs, routers, and back-up equipment). Coordinate planned and unplanned upgrades and outages in accordance with Site Standard Operating Procedures (SOPs).
- f. Support exercises and deployments as required. Support exercises and deployments, remote or deployed, while maintaining the basic garrison support requirements. Provide engineering and maintenance for all
- g. Provide detailed reports on network performance, utilization, and reliability to the government.
- h. Based on the data collected, provide white paper recommendations to improve overall performance to the government.
- 3.1.3 NETWORK MANAGEMENT SUPPORT. The EITC shall monitor the overall network, resolve enterprise system faults and implement approved security policies and procedures. The following paragraphs define the enterprise management support required.
 - a. Provide customer technical assistance for solving enterprise problems
 24 hours x 7 days a week.
 - b. Monitor the overall network, resolve enterprise system faults, implement approved security policies and procedures, perform real-time bandwidth load management, and manage enterprise-wide performance.
- 3.1.4 INFRASTRUCTURE SUPPORT. The contractor shall design, implement, and maintain the voice, video, and data infrastructure and upgrades in

coordination with the government. The contractor shall document the initial IT requirements and participate in the infrastructure design process at directed sites. The following paragraphs define the infrastructure support required.

- a. Provide support to maintain the enterprise infrastructure for data, video, and voice networks connecting all SOF sites. Coordinate voice requirements with the service level communication support.
- Insure full interoperability and seamless interface across the SOF enterprise and between the SOF enterprise and all external systems to the enterprise.
- c. Provide problem resolution to all sections of the SOF enterprise and the enterprise as a whole. Problem resolution may include repairing, replacing or coordinating with vendors.
- d. Design, coordinate, test, install, document, and maintain all infrastructure components (e.g., cable, circuits, fiber, pipe, conduit, etc.).
- Manage connectivity with tactical systems to include future mission planning systems and architectures.
- **3.1.5 DEPLOYED COMMUNICATIONS SUPPORT.** The contractor may deploy, operate, and maintain deployed communications devices as required by the government. The following paragraph defines the deployed communications support required.

Provide necessary services required for sustaining the transmission and/or communication path between geographically separated users/devices (e.g., satellite, leased lines, wireless, etc.). Support access from tactical sites back to garrison based sites.

- **3.1.6 VOICE SUPPORT.** The contractor shall configure, test, install, upgrade, and maintain SOF managed voice infrastructures either garrison or deployed for all levels of classification in accordance with applicable DoD regulations. The following paragraphs define the voice support required.
 - a. Provide the installation, testing, operation, maintenance, and management of designated voice communications systems and associated equipment (e.g., PSTN, DSN, VOIP, etc.). Coordinate telephone requirements with the service level communication support.
 - b. Provide all services required to sustain the existing voice communications systems between geographically separated users/devices.

- 3.1.7 VIDEO SUPPORT. The contractor shall configure, install, upgrade, maintain, and operate video infrastructures, either garrison or deployed, for all levels of security classification. The contractor shall ensure full interoperability and a seamless connection between all internal and external systems to include, but not limited to, DVS-G, NIPRNET, The following paragraphs define the video support required.
 - a. Provide the installation, operation, maintenance, and management of video communications systems and associated equipment (e.g., VTC, desktop VTC, video streaming etc.).
 - b. Provide all services required to sustain the existing video communications systems between geographically separated users/devices.
 - c. Perform VTC conference scheduling.
 - Manage and maintain infrastructure to provide high bandwidth capacities for passing near real time video.
- 3.1.8 HARDWARE MAINTENANCE SUPPORT. The contractor shall maintain all SOF WAN/MAN/LAN garrison and deployable hardware to include communication and network devices and network servers. The following paragraphs define the hardware maintenance support required.
 - Maintain all SOF hardware resources to include, but not limited to, communication and network devices and network servers.
 - Maintain and report statistics on failure rates using industry standards on a monthly basis.
 - c. Provide repair parts for corrective action within designated response times in accordance with site procedures.
- 3.1.9 DISASTER RECOVERY SUPPORT. The contractor shall define, document, and execute catastrophic failure recovery procedures. The following paragraphs define the disaster recovery support required.
 - a. Plan, document, and execute catastrophic failure and disaster recovery procedures (Hurricane, ECU/HVAC, Power, etc.).
 - b. Draft, finalize, and maintain a communications annex to the Continuity of Operations Plan for approval by the Government.

3.2 CUSTOMER SUPPORT.



- 3.2.1 HELP DESK SUPPORT. Provide technical assistance, troubleshooting, and support to IT systems for all levels of classification. The following paragraphs define the customer support/help desk support required.
 - a. Provide customer technical assistance for solving problems. Specific support requirements are identified in the site appendices.
 - b. Log, track, process trouble calls, correct problems, and provide status feedback to users.
 - c. Provide telephonic, on-line, and/or in-person troubleshooting and technical support.
 - d. Coordinate status of trouble tickets with other maintenance sections.
 - e. Coordinate and schedule IT asset downtime in accordance with site procedures.
 - f. First level of troubleshooting must have experience or training equivalent on the use of Command standard office automation products.
 - g. Provide detailed reports on problem occurrences and resolution methods in a readable formal for the government.
- 3.2.2 DESKTOP SUPPORT. The contractor shall provide support for the configuration (software and hardware), installation, upgrades, integration, and maintenance of desktops, portable computing devices, and their approved peripherals. This support shall include LAN based and stand-alone computers in accordance with established configuration management and security procedures. The following paragraphs define the desktop support required.
 - a. Configure and manage customer workstation and portable computing devices and peripherals.
 - b. Provide problem resolution to all desktop workstations and portable computing devices and peripherals. Problem resolution may include repairing, replacing, coordinating with vendors, or assumption of functionality by a redundant system.
 - c. Insure full interoperability and seamless interface of desktops, portable computing devices, and their approved peripherals to LANs/MANs.
 - d. Provide hardware and software updates and upgrades to desktop workstations, portable computing devices, and peripherals.
 - e. Maintain and report statistics on failure rates using industry standards

on a monthly basis.

- f. Provide support for moves, additions, and changes that are directed by the government.
- 3.2.3 TRAINING SUPPORT. The contractor shall analyze, recommend, prepare, and implement appropriate training for IT services, devices and applications as directed by the Government. The following paragraphs define the training support required.
 - a. Analyze, identify, document and implement the form of training most effective and efficient for customers and administrators.
 - Schedule user-training requirements and maintain training records for all users.

3.3 PLANNING AND ENGINEERING SUPPORT.

- 3.3.1 ENTERPRISE INFORMATION TECHNOLOGY PLANNING SUPPORT. The contractor shall provide recommendations, planning, integration, and engineering in support of the development and documentation of future IT requirements and architectures. The following paragraphs define the enterprise information technology planning support required.
 - a. Provide planning, engineering, documentation, and implementation support for future IT functionality. Maintain a technology refreshment plan for the SOF enterprise.
 - b. Manage enterprise and site level IT requirements. Produce cost and time estimates of IT infrastructure requirements.
 - c. Recommend network upgrades to support telecommunications requirements.
 - d. Develop and maintain a garrison and deployed IP addressing schemes for all networks.
 - e. Develop and maintain command architectures (operational, system, technical, etc.) to include graphically documenting all WAN/MAN/LAN architectures/topologies.
- 3.3.2 SOF INTEGRATION FACILITY (SIF) SUPPORT. The contractor shall provide planning, support documentation, testing, integration, and version upgrades of enterprise infrastructure, hardware, and software. The following paragraphs define the system integration and testing support required.

- a. The contractor shall maintain a quality management system that meets the requirements specified by the International Standards Organization (ISO) 9001: 2000. Maintenance of the quality plan includes identifying the gaps that exist between the ISO standard and SIF current processes. The contractor shall prepare and implement additional processes and procedures to insure a total quality management organization that supports the SOF Information Enterprise with quality information Technology products and services.
- b. The contractor shall manage projects based on the principals of the Project Management Institute (PMI), the industry standard for project management training and certification. Project management shall address Integration Management, Scope Management, Time Management, Cost Management, Quality Management, Human Resource Management, Communications Management, Risk Management, and Procurement Management.
- c. The contractor shall perform research, writing, revising, and editing of technical documentation developed and used by technical personnel. The contractor shall maintain the official SIF web site and publish written material to the web site.
- d. The contractor shall maintain total accountability of all automated information systems (AIS) equipment assigned to the SIF. The contractor shall track new hardware, software and license purchases and demonstrate ties to projects in the Project Management Plan (PMP). The contractor shall control all documentation and media produced by the SIF and delivered to the operational SIE.
- e. The contractor shall manage and control the development and test environments to insure all products produced are developed in an environment that mirrors the operational SIE environment as closely as economically feasible. The contractor shall manage the configuration of all project versions within the SIF.
- f. The contractor shall propose solutions to meet change requests that maintain interoperability with the SIE and DoD Global Information Grid (GIG). The contractor shall test prior to deployment, and coordinate system, product, and service roll outs with the Government to facilitate implementation and to minimize impact to users.
- g. The contractor shall develop interoperability test plans and procedures for all modifications of the operational SIE baseline. The contractor shall verify that interoperability is intact upon completion of the modification, and provide for interoperability monitoring during fielding. The Interoperability Test plan shall provide for a series of mechanisms that

detect unacceptable trends in performance that indicate that the software and hardware installed, component settings, and/or procedures are not in compliance, and must be corrected to support interoperability.

- h. The contractor shall support various Program Managers with fielding tested and approved solutions. Releases shall be automated and deployed and monitored remotely as much as possible. The contractor shall be required to support hardware/software deployments to any SOF location when an automated process is not possible.
- 3.3.3 Site Integration Support. Individual SOF sites may require support for service and site unique integration activities. All integration functions performed at SOF sites will be coordinated with the SIF and conducted in accordance with applicable service, SIF, and industry standards. The following paragraphs define the site support required.
 - a. Plan, develop, migrate, test and integrate service and site unique hardware and software in accordance with applicable service, SIF, and industry standards.
 - b. Document all steps necessary in the integration of service and site unique hardware and software (e.g., acceptance testing, development procedures, migration procedures, and test procedures.) in accordance with applicable service, SIF, and industry standards.
- 3.3.4 System Integration Management (SIM) Support. The contractor shall provide program management support for systems integration, as outlined in the following paragraphs.
 - a. The Contractor shall support the enterprise program management effort by providing Command Control, Communications, and Computer Information Surveillance, and Reconnaissance (C4ISR) systems integration management expertise in support of intelligence, automation, communication, mission planning, and information technology programs. This program management support includes the innovative establishment and management of organizational processes designed to monitor migration systems for managerial-level integration of new functionality into Information Technology (IT) architectures. This support has as its objective the provision of Government visibility into program schedules, performance, and risk to facilitate deliberate planning and decisions.
 - b. The Contractor shall develop and maintain the USSOCOM Department of Defense Intelligence Information System (DoDIIS) Site Transition Plan (STP) using the standards in the DoDIIS Enterprise Transition Methodology (DETM). The Contractor shall draft or review associated documentation for enterprise plans and programs. Efforts shall include

documentation review of alternative systems and the identification/analysis of programmatic and technical issues. The Contractor shall prepare or review briefings, memoranda, and documents as required.

c. The Contractor shall support planning conferences, In-Progress Reviews, Managers Group Meetings, technical exchange meetings, and demonstrations of functional capability.

3.4 APPLICATION DEVELOPMENT AND SUPPORT.

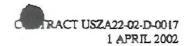
- 3.4.1 WEB DEVELOPMENT AND SUPPORT. The contractor shall support the development, migration, testing, documentation, integration, and maintenance of government off-the-shelf (GOTS) / contractor off-the-shelf (COTS) web based software, applications, and content in accordance with applicable DoD regulations. The following paragraphs define the web development and support required.
 - a. Maintain all web servers, manage web security requirements, and serve as the web technical focal point.
 - b. Develop, migrate, test, document, integrate and maintain web-based software and applications (Cold Fusion, Visual Basics, Shell, Java, Perl, JavaScript, C/C++, etc.).
 - c. Provide customers with support for the creation of web pages to include graphics integral to the documents.
 - d. Manage user files and directory structures on web servers to ensure appropriate operation and isolation of separate application areas and maintenance of links.
- 3.4.2 DATABASE DEVELOPMENT AND SUPPORT. The contractor shall support the development, migration, testing, documentation, integration, and maintenance of current and legacy GOTS/COTS databases, database software, applications, and content in accordance with applicable DoD regulations. The following paragraphs define the database development and support required.
 - a. Develop, migrate, test, document, integrate, and maintain databases, applications, stored procedures, and associated reports and forms.
 - Provide system administration for database servers.
 - Provide consulting services to users on database development.
- 3.4.3 APPLICATION DEVELOPMENT AND SUPPORT. The contractor shall

support the development, migration, testing, documentation, integration, and maintenance of current and legacy GOTS/COTS software and applications in accordance with applicable DoD regulations. The following paragraphs define the application development and support required.

- a. Develop, migrate, test, document, integrate, and maintain software and applications.
- b. Provide consulting services to users on application and software development.
- c. Provide maintenance and connectivity to all required legacy systems and applications.

3.5 INFORMATION ASSURANCE SUPPORT.

- 3.5.1 INFORMATION ASSURANCE SUPPORT. The contractor shall support the development, testing, documentation, integration, operation and maintenance of the information assurance infrastructure. The contractor shall assist in the development, maintenance, and implementation of information assurance policies, procedures, certification, and accreditation in accordance with applicable DoD regulations, computer emergency response tearn/information assurance vulnerability alert (CERT/IAVA) notices, and best business practices. The following paragraphs define the information assurance support required.
 - Design and implement a multi-layered architecture and approach for system and network security.
 - b. Respond to network intrusion, virus or malicious code attacks or change of INFOCON.
 - c. Perform vulnerability analysis and network audits.
 - d. Provide security testing of all new or upgraded software or hardware.
 - e. Assist in formulating, updating, and implementation of SOF Enterprise wide information assurance policies and procedures.
 - Assist in the review and/or development of certification and accreditation packages.
- 3.5.2 TRANSMISSION AND COMMUNICATIONS SECURITY SUPPORT. The contractor shall provide for the engineering, designing, integration, and administration of network encryption and security solutions in compliance with the applicable government guidelines and regulations. The following paragraphs



define the transmission and communications security support required.

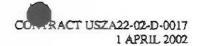
- a. Provide support for CRYPTO administration and re-keying of all encrypted communications devices.
- b. Engineer, design, test, integrate and administer network encryption and security solutions (e.g., PKI, FORTEZZA, Smart Access Card.)

3.6 CONFIGURATION MANAGEMENT SUPPORT.

- 3.6.1 CONFIGURATION MANAGEMENT SUPPORT. Provide and maintain an up-to-date inventory and configuration for all operational infrastructures, hardware, software, and software licenses including warranty information. The following paragraphs define the configuration management support required.
 - a. Provide hardware, firmware, software, and infrastructure configuration management for the information technology enterprise.
 - b. Provide management of operational software licenses.
 - c. Provide management of hardware warranties.
 - d. Provide hardware and software configuration management for SOF and Service information technology programs.

SECTION C – APPENDICES A-E OF ETIC REQUIREMENTS DOCUMENT WITHHELD IN ENTIRETY

(66 PAGES)



SECTION D - PACKAGING AND MARKING

D.1. 5652.247-9000 Packaging & Marking - F.O.B. Destination (1998)

The shipping address, contract number, device number, and any other "MARK FOR" information shall be clearly marked on the outside of all packages shipped under this contract. Information shall be easily identified without opening the package. This information shall also be included on the inside of all packages.

SECTION E - INSPECTION AND ACCEPTANCE

E.1. 52.252-2 Clauses Incorporated By Reference (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

52.246-4	Inspection of Services - Fixed-Price	AUG 1996
52.246-5	Inspection of Services Cost-Reimbursement	APR 1984
52.246-6	InspectionTime-And-Material And Labor-Hour	MAY 2001
252.246-7000	Material Inspection And Receiving Report	DEC 1991

E.2 Government Inspection and Acceptance

Government inspection and acceptance shall be performed by the Government Requiring Activity Official (RAO) designated in each individual task order or by the Contracting Officer Representative (COR) for that area.

E.3 52.245-11 Higher-Level Contract Quality Requirement (FEB 1999)

The Contractor shall comply with the higher-level quality standard below: ISO 9001: 2000, Quality Management Systems — Requirements, or equivalent.

NOTE: Submission of the successful offeror's Quality Control Plan (QCP) due 90 days after contract start date. The Government Quality Assurance Surveillance Plan (QASP) will be developed to assure contractor compliance with a quality system that is compliant with ISO 9001.

** ISO-9001: 2000 certification is not required at contract award. The successful offeror is, however, required to inform the Government if this certification is received during the life of the contract. At that time, ISO-9001 certification will be incorporated into the contract as a requirement.

E.4 5652.246-9001 Material Inspection and Receiving Reports (DD 250) Mailing Addresses (1998)

Material Inspection and Receiving Reports shall be mailed in accordance with DFARS 252.246-7000 to the following addresses:

- (1) One copy RAO Address: Will be delineated on each task order.
- (2) One copy COR Address: Will be defineated on each task order.
- (3) One copy Contracting Address: Will be delineated on each task order.
- (4) One copy Procurement Office:

USSOCOM ATTN: SOAL-KB (EITC Contracting Officer) 7701 Tampa Point Blvd MacDill AFB, FL 33621

(5) One copy Payment Office:

DFAS-Omaha FP PO Box 7020 Bellevue, NE 68005-1920 http://www.dfas.mil/ Phone: 402-232-3168 Fax: 402-232-3468

END OF SECTION E

SECTION F - DELIVERIES OR PERFORMANCE

F.1. 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

52.242-15	Stop-Work Order (Aug 1989) - Alternate I	APR 1984
52.242-17	Government Delay of Work	APR 1984
52.247-34	F.O.B Destination	NOV 1991

F.2 Ordering Periods

The following conditions apply to this requirement:

- (a) Place of delivery will be delineated on each individual task order under FOB destination terms.
- (b) Period of performance for this contract, including the five ordering periods, four award term incentive periods, and transition/phase-out option, shall not exceed 1 April 2002 to 30 June 2011. The transition/phase-out option period is established and can be executed at any time after the contract is set.
- (c) Each ordering period will not exceed 12 months in duration unless sooner terminated under the terms of the contract. Any incentive periods awarded will not exceed 12 months per incentive period.

F.3 Delivery Locations

- (a) Information Technology Services will be performed in accordance with the DD Forms 1423, Contract Data Requirements Lists (CDRLs), and as specified in the individual task order(s).
- (b) The Technology Refreshment CLINs "ship to address" will be defineated in each individual task order.

END OF SECTION F

SECTION G - CONTRACT ADMINISTRATION DATA

G.1. ACCOUNTING AND APPROPRIATION DATA:

ACRN, Accounting Classification Data and Amount to be filled in at contract award and/or in individual task orders.

CONTRACT AWARD

+8.035.060.00

ACRN	THUOMA	REQUSITION NUMBER(S)	ACCOUNTING CLASSIFICATION
AA	\$5,935,560	C4A32020670100 C4A32020700200	9720100,56SF SC2 5254 VECC62 010000 58200 013432 5252700 F25700
AB	\$1,062,300	1J610020700100	9720100.56SF SC2 52SF EXE240 010000 59200 013453 525700 F25700
AC	\$426,100.00	1J610020700100	9720100.56SF SC2 52SF EXE260 010000 59200 013453 525700 F25700
AD	\$491,000,00	1J610020700100	5723400 302 5201 1SN800 040000 59200 31338F 525700 F25700
AE	\$120,000.00	MIPR2MEHB01003	2122020 0000 0 50 5019 432140.00000 25FB 00000 MIPR2MEHB01003 HBSC58 S31007

Funds will be available on 1 Oct 2002 to fund the remaining amounts on CLINs 0001 and 0002.

SEE FUNDING SCHEDULE AT PAGE G-1(A) (Excel Spreadsheet)

G.2. 5652.232-9000 Funding Schedule (1994)	G.2.	5652	232-9000) Fundina	Schedule	(1998)
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	In accordance with FAR 52.232-22 Funds in the amount of \$	have been allotted to cover
	contract performance through	

(b) It is anticipated that additional funds will be obligated in accordance with the following schedule.

G.3. 5652,232-9003 Instructions to Paying Office (1998)

(a) The Contracting Office Point of Contact is:

Contracting Officer
United States Special Operations Command
7701 Tampa Point Bivd.
MacDill AFB, Florida 33621-5323

- (b) The Requiring Activity Official (RAO) will be delineated on each individual task order.
- (c) Payment will be made by the office designated in Block 12 on Standard Form 28, Block 25 on Standard Form 33, or Block 15 on DD form 1155, or otherwise designated paying office. Invoice(s) should be forwarded directly to the designated paying office.
- (d) Payment to the contractor shall be mailed to the following address:



G.3. 5652.232-9004 Distribution of Vouchers/Invoices (1998)

- (a) The contractor shall forward vouchers/invoices to the addresses below in a simultaneous mailing.
 - (1) The original and six (6) copies shall be submitted to Defense Contract Audit Agency (DCAA) office if a cost type contract, or to the Defense Finance Accounting Service (DFAS) office if other than cost contract. The cognizant office address is:

DFAS-Omaha FP PO Box 7020 Bellevus, NE 68005-1920 Phone: 402-232-3168

Fax: 402-232-3468

(2) One electronic copy shall be submitted to:

The Requiring Activity Official and the Contracting Officer Representative as delineated on the individual task orders.

- (3) One electronic copy shall be submitted to the Contracting Officer or the Specialist.
- (b) Contract Completion voucher shall be submitted to the Contracting Officer and a copy to the primary Contracting Officer's Representative (COR) for approval and transmittal to the cognizant disbursing office.

G.4. Award Term

- (a) Award Term Administration: The award term evaluation will be completed on an annual basis. The annual evaluation will be comprised of two successive 6-month "interim" evaluations and be averaged to obtain the "final" annual score. The annual score will be used as the basis for any award term decisions. The first year of the contract will be evaluated on a "transition" basis with the evaluated score not resulting in any award term decision. Award term decisions that affect the period of performance will commence at the end of the first contract year and conclude at the end of contract year five.
- (b) Adjectival Rating: The following rating system will be used for evaluation of Award Term:

Adjectival Rating	Range of Points	Description
Excellent	(100-91)	Of exceptional merit; exemplary performance in a timely, efficient and economical manner; very minor (if any) deficiencies with no adverse effect on overall performance.
Very Good	(90-81)	Very effective performance, fully responsive to contract requirements; contract requirements accomplished in a timely, efficient and economical

manner for the most part; only

minor deficiencies.

Good

(80-71)

Effective performance;

fully responsive to contract requirements; reportable

deficiencies, but with little identifiable effect on overall

performance.

Satisfactory

(70-61)

Meets or slightly exceeds

minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effects on overall performance.

Poor/Unsatisfactory

(less than 61)

Does not meet minimum

acceptable standards in one or more areas; remedial

action required in one or more areas; deficiencles in one or more areas which adversely affect overall

performance.

Award Term Decisions: For the evaluation period at the conclusion of contract year two and three, the Contractor's final annual numerical score must be "81.0" or above to be awarded an additional contract term. For the remaining annual evaluation periods, the Contractor's final annual numerical score must be at least "91.0" to be awarded additional contract terms.

(c). Automatic Re-competition Decision: If the scores given in paragraph (b) are not achieved in any given year, the contract will become "set" (as defined in (a)) at that point. The contract may become "set" for years 3-7; however, the time between the evaluation period when the term is "set" and the end of the period of performance shall not be less than 24 months. The Contractor cannot be awarded an additional award term in any final year of the contract period. In no event will the contract period exceed 9 years with the exception of the transition CLIN 1000 and 1001.

G.5. Payment through Government Purchase Card Program

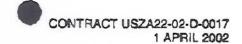
Payment will be made via. U.S. Government Purchase Card or through X DFAS (contractor shall elect desired method of payment)

Payment through Government Purchase Card Program:

- a. Payment by the Government Purchase Card usually occurs within 72 hours of card transaction. Card transaction (payment) will be upon receipt of properly certified invoices or vouchers by the contractor.
- b. For further information see:

http://purchasecard_sarda.army.mil and/or http://www.usband.com/impac/purchase.html

G.6. TASK ORDER COMPLETION. Within ninety (90) days of the completion of task orders, an authorized representative of the contractor shall certify, in writing, to the Contracting Officer that the task order is



completely billed, remaining dollars of said amount can be de-obligated and all deliverables have been received and accepted by the Government. This information will be used for contract closeout.

END OF SECTION G

PART 1, SECTION G, CLAUSE G-1 (CONTINUED) ACCOUNTING AND APPROPRIATION DATA OBLIGATION SUMMARY

CLINSLIN FUNDED TOTAL, 8 713,198,000 6 2,878,390,000 8 610,878,000 8 302,228,000 8 1,773,881,000 8 1,773,881,000 8 97,110,000 8 300,000,000 8 109,458,000 8 8,038,000,000 8 8,038,000,000 8 8,038,000,000 8 8,038,000,000 8	0 F26700 F26700 P26700 O 301003
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ACRN AC. \$ 88.684.00 \$ 97.110.00 \$ 259,306.00 \$ 425,100.00	9720100.68SF SC2 62S4 VECC82 010080 59200 013432 5252700 F25700 9720100.66SF GC2 62S4 VECC82 010080 59200 013432 525700 F25700 9720100.66SF SC2 62SF EXE280 010000 58200 013453 525700 F25700 5723400 302 5201 15N800 040000 58200 31338F 585700 F25700 5722400 302 5201 15N800 040000 58FB 00000 MIPPZMEHB01003 2122020 0000 0 60 5019 432140.00000 25FB 00000 MIPPZMEHB01003
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ACRN AA \$ 713,199.00 \$ 2,970,390.00 \$ 610,978.00 \$ 681,889.00 \$ 647,877.00 \$ 5,935,660.00	882228
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z ====================================	\$5,936,860.00 \$1,062,300.00 \$428,100.00 \$491,000.00 5120,000.00
CLINGLIN 00014A 00014B 0001AB 0001AF 0001AF 00017 00012 TOTALB	4 655 4

PUNDING WILL BE AVAILABLE 01 OCT 2002 TO FULLY FUND CLIN 0001 THROUGH 31 MAR 2003.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1. AUTHORIZED CHANGES ONLY BY CONTRACTING OFFICER. The Contractor shall not comply with any order, direction or request of Government personnel unless it is issued in writing and signed by the Contracting Officer, or is pursuant to specific authority otherwise included as a part of this contract. Except as specified herein, no order, statement, or conduct of Government personnel who visit the Contractor's facilities or in any other manner communicate with Contractor personnel during the performance of this contract shall constitute a change under the Changes clause in Section I. The Contracting Officer is the only person authorized to approve changes to any of the requirements of this contract and notwithstanding provisions contained elsewhere in this contract, this authority remains solely the Contracting Officer's. In the event the Contractor effects any change at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in charges incurred as a result thereof.

H.2. CONTRACTOR IDENTIFICATION.

Contractor employees shall wear a Government-issued badge while in Government facilities. Contractor employees are required to clearly identify themselves as a contractor at all times whether in person or on the telephone. Further, sub-contractors must identify their respective prime contractors.

If a contractor employee leaves the company or moves to a different agency for support under this contract they will be required to "check-out" with their Government representative (COR) and turn their badge into the Security Management Office (SMO) and clear all computer systems to which they have access.

H.3. GOVERNMENT CONTRACTOR RELATIONSHIPS.

The Government and the contractor understand and agree that the services to be delivered under this contract by the contractor to the Government are nonpersonal services. The parties recognize and agree that no employer employee relationships exist or will exist under the contract between the Government and Contractor and/or between the Government and the Contractor's employees. It is, therefore, in the best interest of the Government to afford the parties a full and complete understanding of their respective obligations.

Contractor personnel under this contract shall not:

- be placed in a position where they are appointed or employed by a Federal Officer, or are under the supervision, direction, or evaluation of a Federal Officer, Military or Civilian.
- be placed in a staff or policy making position.
- be placed in a position of command, supervision, administration of control over Military or Civillan Personnel, or personnel of other contractors, or become a part of the Government organization.
- be used for the purpose of avoiding manpower ceilings or other personnel rules and regulations or the Civil Service Commission.
- be used in administration or supervision of military procurement activities.

The services to be performed under this contract do not require the contractor or its employees to exercise personal judgment and discretion on behalf of the Government, but rather the contractor's employees will act and exercise personal judgment and discretion on behalf of the contractor.

Rules, regulations, directions, and requirements issued by command authorities to those under their responsibility for good order, administration, and security are applicable to all personnel who enter the installation, or who travel on Government transportation. This is not to be construed or interpreted to establish any degree of Government control, which is inconsistent with a non-personal service contract.

H.4. WORK PERIOD AND AUTHORIZED HOLIDAYS.

A standard work period is 40 hours per week. Contract performance is in accordance with Section C and includes shift work as necessary to perform this contract. Holidays observed by the Government include:

- January 1st
- 3rd Monday of January

- . 3rd Monday of February
- Last Monday of May
- July 4th
- 1st Monday of September
- 2nd Monday of October
- November 11th
- · 4th Thursday in November
- December 25th

When one of the above designated legal holidays falls on a Sunday, the following Monday will be observed as a legal holiday. When a legal holiday falls on a Saturday, the proceeding Friday is observed as a holiday by U.S. Government Agencies.

H.5. ORDERING PROCEDURES - TASK ORDERS.

Soliciting Task Order Proposals. When the Government has a requirement for services to be performed under this contract, the Contracting Officer will issue a request for task order proposal that will include, but not necessarily be limited to, the following:

- Request for proposal number and/or title;
- Contract Number;
- Statement of Work;
- Instructions to Offerors;
- · Items to be delivered and delivery schedule/performance period; and
- A listing of Government furnished property to be provided to the Contractor, if required.

Urgent Requirements. In the event of an urgent requirement, the Contractor shall provide a written proposal within the timeframe specified by the Contracting Officer in the specified format.

Submission of Proposals. The Contractor's proposal must comply with the Instructions to Offerors included in the request for task order proposal. The Contractor shall have no more than 10 calendar days to submit their proposals, unless a) a longer timeframe is specified in the request for task order proposal, or b) it is an urgent requirement.

H.G. ISSUANCE OF TASK ORDERS.

Upon receipt of the proposal, the Contracting Officer may:

- Issue a task order based upon the proposal furnished;
- Negotiate with the Contractor prior to issuing a task order, or,
- Reject the proposal and cancel the requirement.

Task orders shall be issued on DD Form 1155, Order For Supplies and Services, or similar form.

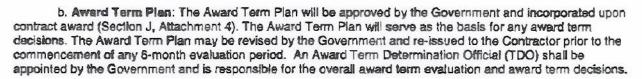
Task orders shall be consecutively numbered, dated, and shall include supporting documents as applicable.

H.7. EXTENSION OF SERVICES.

The Government may require continued performance of any services within the limits and at the rates specified in the last ordering period of the contract including any incentives awarded. This 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 provision by written notice to the Contractor within 90 days prior to contract expiration.

H.S. AWARD TERM.

a. Period of Performance: As described herein, the Government may award up to four one-year incentive terms based on overall contractor performance. The Award Term Plan will provide for evaluation of technical performance and utilize the metrics described in the Performance Requirements Summary to measure technical performance. These additional award term periods will be awarded by the Government based on overall contractor performance as evaluated in accordance with the contract's approved Award Term Plan.



c. Review Process: The Contractor may request an internal review of an annual award term decision. The request shall be submitted in writing to the Contracting Officer within 15 days after notification of the award term decision. The Contracting Office will conduct any award term decision reviews. Decisions by the Contracting Office are considered final.

H.9 RATE ADJUSTMENT FOR POTENTIAL AWARD TERM INCENTIVE PERIODS.

Ninety (90) days before the beginning of the awarded term incentive period, the contractor has the option of submitting a request for adjustment for the appropriate CLIN in Schedule B for that ordering period. Adjustment(s) for incentive periods are determined to be in the best interest of both parties due to the dynamic nature of the IT industry. As with any negotiated action, the contractor shall be required to support any upward or downward adjustments addressed in the request for adjustment. This provision only applies to the incentive term periods.

H.10 AUTHORIZED ORDERING OFFICERS. Only Government Contracting Officers with current warrants issued by the US Special Operations Command, and who have completed EITC Ordering Officer training, are authorized to issue Task Orders under this contract.

H.11 5265.228-9000 REQUIRED INSURANCE (1998)

The kinds and minimum amounts of insurance required in accordance with 52.228-5 "Insurance-Work on a Government Installation" is as follows:

Туре	Amount
Automobile Bodily Injury Liability	\$200,000 per person/\$500,000 per Occurrence
Property Damage Liability	\$20,000 per occurrence
Workers Compensation & Occupational Disease	As required by federal and state statutes
Employer's Liability	\$100,000

H.12 SMALL AND SMALL DISADVANTAGED SUBCONTRACTING REQUIREMENTS SUBCONTRACTING PLAN (MANDATORY) (Minimum 35% Approved by Small Business Administration on 10/3/01)

The contractor's approved subcontracting plan is a material requirement of this contract. The subcontracting levels stated in the approved plan are the *minimum* requirements of the contract. The subcontracting levels in the successful offeror's approved plan exceed the Small Business Administration's minimum requirements and are therefore incorporated into the contract (see table below). The percentages stated in this clause <u>are not goals</u>; they are mandatory requirements. The contractor shall meet these percentages on day one of the EITC contract. The minimum mandatory requirements are a percentage of total contract price and are as follows:

CATEGORY	MINIMUM REQUIREMENT
A. Total small business concerns (including B-E)	40%
B. Small disadvantaged business	5%**
C. Women-Owned Small Business	5%**
D. HUBZone Small Businesses	2%"
E. Disabled Veteran-owned Small Business	1%**

[&]quot;Included in 40%

The firm(s) must be registered in the Central Contractors Registration http://www.ccr2000.com and/or Pro-Net (http://pro-net/sba.gov/pro-net/register.html).

H.13 SMALL AND SMALL DISADVANTAGED SUBCONTRACTING REPORTING REQUIREMENTS (Approved by Small Business Administration 10/3/01)

The contractor shall submit to the KO <u>written notification</u> regarding the replacement or removal of any first, or second tier small business. The notification shall be submitted <u>30 calendar days before the removal/replacement</u> and shall include the rationale for the action.

H.14 CREDIT FOR FAILURE TO MEET THE SMALL AND SMALL DISADVANTAGED BUSINESS CONTRACTING PARTICIPATION PLAN (Approved by Small Business Administration 10/3/01)

The beginning evaluation of small business subcontracting performance will be the first regular Standard Form 294 (Subcontracting Report for Individual Contracts) and Standard Form 295 (Summary Contract Report) submission that occurs after the first six full months from contract award. The Standard Form 294 and a copy of Standard Form 295 showing actual amounts of subcontracted dollars to small and small disadvantaged businesses will be provided to the Contracting Officer.

If the actual amount does not meet the level stated in the approved subcontracting plan, the Government shall be entitled to a reduction on contract price in an amount determined to be equitable under the circumstances by the KO, provided, however, that the reduction for any 6-month period shall not exceed ten percent (10%) of the value of CLIN 0001.

This reporting requirement shall be passed to first tier subcontractors (except small business concerns) by the prime Contractor. When submitting the Standard Form 294 and Standard Form 295 to the prime Contractor, the subcontractors shall submit a copy of the reports to the Contracting Officer. These reports, along with the prime Contractor's report, will be used to ensure the actual subcontracting opportunities meet or exceed the approved subcontracting plan.

H.15 PERIODIC PROGRESS MEETINGS

- a. The Contracting Officer, Program Office, CORs and other government personnel, as appropriate, will meet periodically with the contractor to review the contractor's performance. At these meetings the Contracting Officer will apprise the contractor of how the government views the contractor's performance and the contractor shall apprise the government of problems, if any, being experienced. The contractor shall also notify the Contracting Officer (in writing) of any work being performed, if any, that the contractor considers over and above the requirements of the contract. Appropriate action shall be taken to resolve outstanding issues.
- b. These meetings may be held more frequently during the first year of the contract period, and as needed, but not less than annually thereafter. Progress meeting are anticipated to be held semi-annually; however, the frequency may be reduced if so determined by the government.
- c. The minutes of these meetings will be reduced to writing, signed by the Contracting Officer, and distributed to the functional area and the contractor. Should the contractor not concur with the minutes, the contractor will set out in writing to the Contracting Officer any areas of non-concurrence.

H.16. INCORPORATION OF CONTRACTOR'S PROPOSAL / PRICING TABLE (TABLE-1 and TABLE-2) INTO SCHEDULE 8

a. The government reserves the right to incorporate into this contract, by reference or full text, portions of the successful contractor's proposal submitted in response to this solicitation as revised and supplemented through the date of Final Proposal Revision. The entire proposal will not be incorporated. The Requirements Document and the terms and conditions of this contract take precedence over any ambiguity in the contractor's proposal. Nothing contained in the successful offeror's technical proposal shall constitute a walver to any other requirements of the contract.

- b. In those incorporated areas where the contractor's proposal exceeds the stated requirements, the contractor's proposal is binding and prevails. The contractor is expected and required to adhere to its proposal approach to meeting the contract requirements.
- c. The successful offeror's Table-1 and Table-2 are located in Section J, Attachments 2 and 3. The pricing table shall include the appropriate skill levels with loaded labor rates to perform the non-personal services in accordance with the Requirements Document, Section C, dated 1 Nov 2001.

H.17. TECHNOLOGY REFRESHMENT

Technology refreshment of hardware/software in accordance with Section C, Requirements Document, shall be done on a task order basis with a CLIN ceiling price. The EITC contractor shall submit a Technology Refreshment Plan as requested for approval by the Chief Information Officer (CIO) prior to Contracting Officer execution of CLINs 0010, 0210, 0310, 0410, and 0510 (CLINs 0610, 0710, 0810 and 0910 if executed in accordance with the Award Term Plan and funding is available). An Enterprise Change Request (ECR) is required for all technology refreshment executions. The contractor shall adhere to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(d)). Section 508 requires that the Federal government only acquire electronic and information technology goods and services that provide for access by persons with disabilities. For more information, see www.section508.gov

The Government reserves the right for the CIO to give approval to initiate technology refreshment requirements any time during the performance of this contract, as authorized by the Contracting Officer (see H.1).

H.18. COMPLIANCE WITH APPLICABLE FEDERAL, STATE AND LOCAL REQUIREMENTS INCLUDING OCCIONS PERFORMANCE LOCATIONS

In performing work under this contract, the Contractor shall comply with all applicable federal, state and local statutes, ordinances, laws, and regulations to include those in OCONUS locations. This includes all overseas labor laws.

H.19. LOGISTICS SUPPORT PRIVILEDGES

Approved 30 Jan 98 - USSOCOM Senior Procurement Executive

- a. Logistics Support privileges may be authorized for Contractor personnel in overseas areas with prior approval of the overseas component commander. Authorized logistics support privileges will be within the discretion of the Contracting Officer but in no event will such support exceed that permitted under the Applicable Statue of Forces Agreement (SOFA), or other controlling regulations. Such support may include the following:
 - (1) Commissary (Includes rationed items)
 - (2) AAFES Facility (Military Exchange) (includes rationed items)
 - (3) Military Banking Facility
 - (4) Military Postal Services APO (Personal Mail Only)
 - (5) Petroleum and Oil Products
 - (6) Officer's or UCO/EM Club
 - (7) Armed Forces Recreation Facilities
 - (8) Class VI (Alcoholic beverages, includes rationed items)
 - (9) Customs Exemption
 - (10) Legal Assistance
 - (11) Local government transportation for official Government business (nontactical vehicle)
 - (12) Local Morale/Welfare Recreation Services
 - (13) Mortuary Services
 - (14) Transient Billets
 - (15) POV (privately-owned vehicle) license/registration
- b. The contractor/contractor personnel shall be responsible for the return of all logistics support items (i.e., ID cards, ration cards, POV tags and registration, POV and GOV operator's licenses, etc.) prior to the departure from an overseas area of operation.



Approved 30 Jan 98 by USSOCOM Senior Procurement Executive

- a. In special or unusual situations where the contractor is required to work outside the continential U.S. (OCONUS) locations, a foreign differential rate for OCONUS hires may be authorized by the Contracting Officer. The differential percentage will be applied to the contract rate, Schedule B, of the labor category of the individual being assigned. The assigned contractor personnel must meet all requirements of this contract as far as key personnel and/or resume requirements if applicable. Per diem will not authorized at the same time the cost differential is invoked in the task order.
- b. The Contracting Officer will utilize the U.S. Department of State Indexes of Living Costs Abroad, Quarters Allowances, and Hardship Differentials in effect at time of task order negotiations to determine the applicable differential cost to be authorized.

H.21. REIMBURSEMENT FOR WAR-HAZARD LOSSES

*Approved 30 Jan 98 - USSOCOM Senior Procurement Executive

- (a) Costs for providing employee war-hazard benefits are allowable if the Contractor-
- (1) Submits proof of loss files to support payment or denial of each claim;
- (2) Subject to Contracting Officer approval, makes tump sum final settlement of any open claims and obtains necessary release documents within one year of the expiration or termination of this contract, unless otherwise extended by the Contracting Officer; and
- (3) Provides the Contracting Officer at the time of final settlement of this contract-
- (I) An investigation report and evaluation of any potential claim; and
- (II) An estimate of the dollar amount involved should the potential claim mature.
- (b) The cost of insurance for liabilities reimbursable under this clause is not allowable.
- (c) The Contracting Officer may require the Contractor to assign to the Government all right, title, and interest to any refund, rebate, or recapture arising out of any claim settlements.
- (d) The Contractor agrees to--
- Investigate and promptly notify the Contracting Officer in writing of any occurrence which may give rise to a claim or potential claim, including the estimated amount of the claim;
- (2) Give the Contracting Officer immediate written notice of any suit or action filed which may result in a payment under this clause; and
- (3) Provide assistance to the Government in connection with any third party suit or claim relating to this clause which the Government elects to prosecute or defend in its own behalf.

H.22. 5652,237-9001 Key Personnel Requirements (1998)

- (a) Certain experienced professional and/or technical personnel are essential for successful accomplishment of the work to be performed under this contract. Such personnel are defined as "Key Personnel" and are those persons whose resumes were submitted for evaluation of the proposal. The contractor agrees that such personnel shall not be removed from the contract work or replaced without compliance with the following:
- (1) If one or more of the key personnel, for any reason, becomes or is expected to become unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall, subject to the concurrence of the Contracting Officer or an authorized representative, promptly replace personnel with personnel of equal ability and qualifications.

- (2) All requests for approval of substitutions hereunder must be in writing and provide a detailed explanation of the circumstances necessitating the proposed substitutions. The request must contain a resume for the proposed substitute and any other information requested by the Contracting Officer. The Contracting Officer will promptly notify the contractor of approval or disapproval in writing.
- (b) If the Contracting Officer determines that suitable and timely replacement of Key Personnel who have been reassigned, terminated or have otherwise become unavailable for the contract work is not reasonably forthcoming or that the resultant reduction of productive effort would be so substantial as to impeir successful completion of the contract, the Contracting Officer may terminate the contract for default or for the convenience of the Government, as appropriate, or make an equitable adjustment to the contract to compensate the Government for any resultant delay, loss or damage.
- (c) The follow positions are identified as Key Personnel:

LABOR CATEGORY	POSITION
Project Manager	Site Director
Project Manager	QA and Process Development Manager
Project Manager	Director of Enterprise it Council
Project Manager	Site Director
Project Manager	Deputy Program Manager
Senior IT Manager	Information Assurance Principal
Project Manager	Performance Manager
Project Manager	Business Operations Manager
Program Manager	Program Manager
Project Manager	Site Director
Project Manager	Small Business Advocate
Senior IT Manager	Application Development & Support Principal
Senior IT Manager	Customer Support Principal
Senior IT Manager	Planning Coordinator
Project Manager	Transition Manager
Project Manager	Integration and Test Principal
Project Manager	Site Director
Senior IT Manager	Telecommunications and Network Architect
Project Manager	Enterprise Architect and Planning and Engineering Principal
Project Manager	Performance Measurements Principal
Senior IT Manager	Configuration Management Principal
Senior IT Manager	ITSS Principal
Project Manager	Site Director

- (d) Replacements for these positions require a thirty-day notice to include a proposed substitution, with resume, to the Contracting Officer (KO), or
- (e) When replacement of position is outside the contractor's control, a resume must be submitted to the KO within seven days of the proposed substitution.

H.23. 5652,245-9001 GOVERNMENT FURNISHED PROPERTY

The contractor will be furnished access to government property in order to perform. The title of the equipment will remain with the government. Specific property to be furnished that is not located within the Government facility will be specified in individual task orders. The contractors may be furnished normal office type support to the extent contractor personnel are collocated within the government facilities. This means access to computers, desks, facsimile machines, copy machines, telephones, etc.

H.24. GOVERNMENT FURNISHED INFORMATION

Government furnished information (GFI) will be furnished to the contractors and made available at the time a task order is issued. The contractors will be responsible for analyzing the data and providing expertise to the Government. GFI provided will pertain to the performance effort.

H.25. RESERVED.

H.26. PHASE-OUT SERVICES

- a. Pursuant to Clause 52.237-3, Continuity of Services, the contractor shall, upon the Contracting Officer's written notice, furnish phase-out services for up to three months after the last day of the final ordering period or final incentive term, whichever is later. During the phase-out period, the contractor shall permit non-interference observation of the contract performance by the successor contractor (excluding access to proprietary data or areas). The contractor shall allow the successor to use an "over the shoulder" method to assist in developing his capability to commence responsibility for full operations and maintenance. During the foregoing actions the contractor shall comply with all applicable laws and regulations of OCONUS and CONUS performance locations.
- b. The Phase-out effort shall be performed in accordance with the pricing structure of the CLINs 1000 and 1001. All costs incurred in performance of the contractor's phase-out operations shall be segregated and separately invoiced against CLINs 1000 and 1001of Section B.

H. 27 GOVERNMENT DOWN TIME FOR VARIOUS AUTHORITIES INCLUDING THE PRESIDENT, SECRETARY OF DEFENSE, COMMANDER IN CHIEF

- (a). Base Closures Due to Emergencies. From time to time, the Center or Base Commander may decide to close all or part of the base in response to an unforeseen emergency or similar occurrence. Sample emergencies include, but are not limited to, adverse weather such as snow or flood, an act of God such as a tomado or earthquake, acts of war or terrorism, computer failures, or a base disaster such as a natural gas leak or fire. Contractor personnel are "non-essential personnel" for purposes of any instructions regarding the emergency.
- (1) Contractor shall be officially dismissed upon notification of a base closure in accordance with paragraph b. Contractor shall promptly secure all government furnished property appropriately and evacuate in an expedient but safe manner. The contractor will report through their contractor chain of command for further guidance.
 - (2) With regard to work under the contract, the government shall retain the following options:
- (i) Government may grant a time extension in each task order delayed by the closure equal to the time of the closure, subject to the availability of funds.
 - (ii) Government may forego the work. The contractor will not be paid for work not performed.
- (iii) Government may reschedule the work for a date and time agreed to by both parties so long as any requirements for working outside normal duty hours are met."
- (iv) In rare instances, Government may request that the Contractor continue on-site performance during the base closure period. Such a request shall be subject to agreement by Contractor.
- (v) The contractor may work alternate work schedules or extended work hours to make up lost time as long as the management of the contractor and the Government are within any policies or procedures for working outside of normal duty hours.
- (b) Base Closure Notification Procedures.
- (1) The Contractor is directed to listen or watch local news media for notification of a base closure. Contractor should follow instructions intended for non-essential personnel.
- (2) The contractor will not receive any other form of notification of a base closure from the government. The Contractor is responsible for notification of his or her employees.

- (3) If the decision to close all or part of the base is made during the duty day, and the Base Commander's decision is transmitted through official notification channels, the Contractor shall follow the instructions as given. Contractor personnel shall notify their company's task monitor and act in accordance with the task monitor's instruction.
- (c) Base Closure Due to Non-Emergencies. The Center or Base Commander may efect to close all or part of the base for non-emergency reasons such as time-off award, base open house, etc. In the event of a non-emergency base closure, the Contract Task Monitor and the Contractor shall jointly choose a course of action within the following options:
- (1) If there is a need for the service during the base closure and a government employee will be present. Contractor may continue on-site work. Contractor shall bill the Government at the labor rates identified in the contract at Section J, Attachments 2 and 3.
- (2) If there is a need for work during the base closure but either a Government employee will not be present or access will not be available, the Contractor may work off-site provided meaningful work may be accomplished. Contractor shall certify to the government by letter within 5 business days of returning on-site the nature and scope of the work completed off-site. Contractor shall bill the Government at the labor rates specified in the contract at Section J, Attachments 2 and 3.
- (3) If there is no need for the service during the scheduled base closure, contractor shall not work on or off-site. The government will not be liable for time not worked.

END OF SECTION H

SECTION I - CONTRACT CLAUSES

1.1. 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

http://www.arnet.gov/far/ http://www.dtic.mil/dfars/ http://www.deskbook.osd.mil/

52.202-1	Definitions	DEC 2001
52.203-3	Gratuities	APR 1984
52.203-5	Covenant Against Contingent Fees	APR 1984
52.203-6	Restrictions On Subcontractor Sales To The Government	JUL 1995
52.203-7	Anti-Kickback Procedures	JUL 1995
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illega or Improper Activity	IJAN 1997
52.203-10	Price Or Fee Adjustment For Illegal Or Improper Activity	JAN 1997
52.203-12	Limitation On Payments To Influence Certain Federal Transactions	JUN 1997
52.204-2	Security Requirements	AUG 1996
52.204-4	Printing or Copying Double-Skled on Recycled Paper	AUG 2000
52.209-6	Protecting the Government's Interest When Subcontracting With Contractors Debarred, Suspended, or Proposed for Debarment	JUL 1995
52.211-15	Defense Priority and Allocation Requirements	SEP 1990
52.215-2	Audit and Records-Negotlation	JUN 1999
52.215-8	Order of PrecedenceUniform Contract Format	OCT 1997
52.215-11	Price Reduction for Defective Cost or Pricing Data	OCT 1997
	Modifications	
52.215-13	Subcontractor Cost or Pricing DataModifications	OCT 1997
52.215-14	Integrity of Unit Prices	OCT 1997
52,215-15	Pension Adjustments and Asset Reversions	DEC 1998
52.215-18	Reversion or Adjustment of Plans for Post retirement Benefits (PRB) Other Than Pensions	OCT 1997
52.215-19	Notification of Ownership Changes	OCT 1997
52.215-21	Requirements for Cost or Pricing Data or Information Other	OCT 1997
	Than Cost or Pricing DataModifications	
52.216-7	Allowable Cost and Payment	FEB 2002
52.216-18	Ordering	OCT 1995
52.217-8	Option to Extend Services	NOV 1999
	within 90 days	
52.219-8	Utilization of Small Business Concerns	OCT 2000
52.219-9	Small Business Subcontracting Plan	JAN 2002
52,219-9	Small Business Subcontracting Plan (Atternate II)	OCT 2001
52.219-16	Liquidated Damages-Subcontracting Plan	JAN 1999
52.219-23	Notice of Price Evaluation Adjustment for Small	MAY 2001
	Disadvantaged Business Concerns	
52.222-3	Convict Labor	AUG 1996
52.222-20	Walsh-Healey Public Contracts Act	DEC 1996
52.222-21	Prohibition Of Segregated Facilities	FEB 1999
52.222-26	Equal Opportunity	FEB 1999
52.222-29	Notification of Visa Denial	FEB 1999

52.222-35	Affirmative Action For Disabled Veterans And Veterans of the Vietnam Era	DEC 2001
52.222-36	Affirmative Action For Workers With Disabilities	JUN 1998
52.222-37	Employment Reports On Disabled Veterans And Veterans	
	Of The Vietnam Era	
52.223-5	Pollution Prevention and Right-to-Know Information	APR 1998
52.223-6	Drug Free Workplace	MAY 2001
52.223-10	Waste Reduction Program	AUG 2000
52.223-14	Toxic Chemical Release Reporting	OCT 2000
52.224-1	Privacy-Act Notification	APR 1984
52.224-2	Privacy Act.	APR 1984
52.225-13		
52.226-1	Restrictions on Certain Foreign Purchases	JUL 2000
32.220-1	Utilization Of Indian Organizations And Indian-Owned	JUN 2000
E0 007 4	Economic Enterprises	11 11 4 00 0
52.227-1	Authorization and Consent	JUL 1995
52.227-2	Notice And Assistance Regarding Patent And Copyright	AUG 1996
	Infringement	Tarana makan
52.227-10	Filing of Patent Applications - Classified Subj Matter	APR 1994
52.228-7	Insurance-Liability to Third Persons	MAR 1996
52.229-3	Federal, State, and Local Taxes	JAN 1991
52.229-5	Taxes—Contracts Performed in U.S. Possessions	APR 1984
	Or Puerto Rico	
52.229-8	Taxes-Foreign CostReimbursement Contracts	MAY 1990
52.230-2	Cost Accounting Standards	APR 1984
52.230-6	Administration of Cost Accounting Standards	NOV 1999
52.232-1	Payments	APR 1984
52.232-7	Payments Under Time-And-Materials And Labor Hour	FEB 2002
	Contracts	
52,232-8	Discounts for Prompt Payment	FEB 2002
52.232-9	Limitation On Withholding Of Payments	APR 1984
52.232-11	Extras	APR 1984
52.232-17	Interest	JUN 1996
52.232-19	Availability Of Funds For The Next Fiscal Year	APR 1984
52.232-20	Limitation of Cost	
52.232-22	Limitation of Funds	APR 1984
52.232-23 Alt 1		APR 1984
52.232-25 AIL I	Assignment of Claims (Jan 1996) - Alternate I	APR 1984
	Prompt Payment	FEB 2002
52.232-33	Payment by Electronic Funds Transfer-Central Contractor	MAY 1999
50.000.4	Registration	
52.233-1	Disputes	DEC 1998
52.233-3	Protest After Award	AUG 1996
52.233-3	Protest After Award (Alternate I)	JUN 1985
52.237-2	Protection Of Government Buildings, Equipment, And	APR 1984
6000 CONT. TO	Vegetation	
52.237-3	Continuity Of Services	JAN 1991
52.239-1	Privacy or Security Safeguards	AUG 1996
52.242-1	Notice of Intent to Disallow Costs	APR 1984
52.242-3	Penalties for Unallowable Costs	MAY 2001
52.242-4	Certification of Fina) Indirect Costs	JAN 1997
52.242-13	Bankruptcy	JUL 1995
52.243-1	Changes-Fixed Price	AUG 1987
52.243-2	Changes Cost-Reimbursement (Alternate II)	AUG 1987
52.243-3	ChangesTime-And-Material Or Labor-Hours	SEP 2000
52.243-7	Notification of Changes	APR 1984
52.244-2	Subcontracts	AUG 1998
	(e) n/a	
	(7)	

	(k) AGS Defense, ATL, Inc, AT&T, Blackboard, CHM Inc., Cimmaron, Cleco Systems, C-Gubed, COTs, CTST, Dataline, DDC, EDS Corp., EMC Corp, Exceptional Software, Fution, GMR, Gray Hawk, Marconi, Microsof Modus Oper., NGI, Network Appl., Oracle, Orion, Paragon, Smartronix, Summit Tech., Sverdrup, SyBase, TDS, Inc.	lt
52.244-5	Competition in Subconfracting	DEC 1996
52.244-6	Subcontracts for Commercial Items and Commercial Components	DEC 2001
52.245-2	Government Property (Fixed Price Contracts)-Alternate I	APR 1984
52.245-5	Government Property (Cost-Reimbursement, Time-and- Material, or Labor-Hour Contracts)	JAN 1986
52.246-25	Limitation Of LiabilityServices	FEB 1997
52.247-1	Commercial Bill of Lading - Notations	APR 1984
52.248-1	Value Engineering	FEB 2000
52.249-2	Termination for Convenience of the Government (Fixed	SEP 1996
Alterbales of a decrease of the control of the cont	Price)	3EF 1990
52.249-6	Termination (Cost Reimbursement) - Alternate IV	SEP 1996
52,249-8	Default (Fixed-Price Supply and Service)	APR 1984
52.249-14	Excusable Delays	APR 1984
52.251-1	Government Supply Sources	APR 1984
52.253-1	Computer Generated Forms	JAN 1991
252.201-7000	Contracting Officer's Representative	DEC 1991
252.203-7001	Prohibition On Persons Convicted of Fraud or Other	MAR 1999
232.203-7001	Defense-Contract-Related Felonies	PUPILI 1999
252.203-7002	Display Of DOD Hotline Poster	DEC 1991
252.204-7000	Disclosure of Information	DEC 1991
252.204-7002	Payments for Subline Items Not Separately Priced	DEC 1991
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252,204-7004	Required Central Contractor Registration	MAR 2000
252.204-7005	Oral Attestation of Security Responsibilities	NOV 2001
252.205-7000	Provisions Of Information To Cooperative Agreement	DEC 1991
AND SWIP COMPANY TO A CHARLES	Holders	
252.209-7000	Acquisition From Subcontractors Subject To On-Site Inspection Under The Intermediate Range Nuclear Forces (INF) Treaty	NOV 1995
252.209-7004	Subcontracting With Firms That Are Owned or Controlled By The Government of a Terrorist Country	MAR 1998
252.215-7000	Pricing Adjustments	DEC 1991
252.219-7003	Small, Small Disadvantaged and Women-Owned Small	APR 1996
202.2 (5 7000	Business Subcontracting Plan (DoD Contracts)	A/ 11 1330
252.222-7002	Compliance with Local Labor Laws (Overseas)	II IN 1007
252.223-7004		JUN 1997 SEP 1988
	Drug-Free Work Force	
252.223-7006	Prohibition On Storage And Disposal Of Toxic And Hazardous Materials	APR 1993
252.225-7002	Qualifying Country Sources As Subcontractors	DEC 1991
252.225-7007	Buy American Act -Trade AgreementsBalance of Payments Program	SEP 2001
252.225-7009	Duty-Free EntryQualifying Country Supplies (End	AUG 2000
	Products and Components)	De Destudato II. Van matautes Mil-
252.225-7012	Praterence for Certain Domestic Commodities	AUG 2000
252 .225-7026	Reporting Of Contract Performance Outside The United States	JUN 2000
252.225-7031	Secondary Arab Boycott Of Israel	JUN 1992
252.225-7037	Duty-Free Entry-Eligible End Products	AUG 2000
252-225-7043	Antiterrorism/Force Protection Policy for Defense	JUN 1998
	Contractors Outside the United States	3014 1330
	(c) Assistant Secretary of Defense for Special Operations	

	and Low Intensity Conflict, ASD(SOLIC); telephone, DSN	
	255-0044 or commercial (703) 695-0044.	
252.227-7013	Rights in Technical DataNoncommercial Items	NOV 1995
252.227-7014	Rights in Noncommercial Computer Software and	JUN 1995
	Noncommercial Computer Software Documentation	
252.227-7016	Rights in Bid or Proposal Information	JUN 1995
252.227-7019	Validation of Asserted Restrictions-Computer Software	JUN 1995
252.227-7025	Limitations on the Use or Disclosure of Government	JUN 1995
	Furnished Information Marked with Restrictive Legends	
252.227-7030	Technical DataWithholding of Payment	MAR 2000
252.227-7036	Declaration of Technical Data Conformity	JAN 1997
252.227-7037	Validation of Restrictive Markings on Technical Data	SEP 1999
252.231-7000	Supplemental Cost Principles	DEC 1991
252.232-7007	Limitation of Governments Obligation	AUG 1993
252.233-7001	Choice of Law (Overseas)	JUN 1997
252.242-7000	Postaward Conference	DEC 1991
252.242-7004	Material Management and Accounting System	DEC 2000
252.243-7001	Pricing of Contract Modifications	DEC 1991
252.243-7002	Requests for Equitable Adjustment	MAR 1998
252.244-7000	Subcontracts for Commercial Items and Commercial	MAR 2000
	Components (DoD Contracts)	
252.245-7001	Reports Of Government Property	MAY 1994
252.247-7024	Notification of Transportation of Supplies by Sea	MAR 2000
5652.201-9000	Contracting Officer's Representative (1998)	MAY 2000
5652.204-9002	Instructions for the Use of Electronic Contracts	2000
5652.252-9000	Notice of Incorporation of Section K (1998)	MAY 1999

1.2. 52.216-19 ORDER LIMITATIONS (OCT 1995)

- (a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than \$2,500.00, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.
- (b) Maximum order. The Contractor is not obligated to honor:
 - (1) Any order for a single item in excess of the maximum contract value;
 - (2) Any order for a combination of items in excess of the maximum contract value; or
- (c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.
- (d) Notwithstanding paragraphs (b) and (c) above, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 5 days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

I.3. 52.216-22 INDEFINITE QUANTITY (OCT 1995)

Indefinite Quantity (a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services

specified in the Schedule are estimates only and are not purchased by this contract. (b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum." (c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations. (d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after 30 days after the last delivery order performance period ends.

I.4. 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

Option to Extend the Term of the Contract (a) The Government may extend the term of this contract by written notice to the Contractor within 15 days of contract expiration; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 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 9 years, 3 months.

1.5. 52.222-2 PAYMENT FOR OVERTIME PREMIUMS (JUL 1990)

- (a) The use of overtime is authorized under this contract if the overtime premium cost does not exceed Table-2 at Section J. Attachment 3 or the overtime premium is paid for work--
- (1) Necessary to cope with emergencies such as those resulting from accidents, natural disasters, breakdowns of production equipment, or occasional production bottlenecks of a sporadic nature;
 - (2) That will result in lower overall costs to the Government.
- (b) Any request for estimated overtime premiums that exceeds the amount specified above shall include all estimated overtime for contract completion and shall--
- (1) Identify the work unit; e.g., department or section in which the requested overtime will be used, together with present workload, staffing, and other data of the affected unit sufficient to permit the Contracting Officer to evaluate the necessity for the overtime;
- (2) Demonstrate the effect that denial of the request will have on the contract delivery or performance schedule;
- (3) Identify the extent to which approval of overtime would affect the performance or payments in connection with other Government contracts, together with identification of each affected contract; and
- (4) Provide reasons why the required work cannot be performed by using multishift operations or by employing additional personnel.

1.6. 52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (APR 1984) (IAW FAR 52.107(f))

- (a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.
- (b) The use in this solicitation or contract of any <u>Defense Federal Acquisition Regulation Supplement</u> (48 CFR Chapter 2) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the requiation.

1.7, 5652,232-9001 INVOICING (2001)

The contractor shall segregate and bill separately costs for each Delivery/Task Order issued under this contract. Cost for performing work set forth in one Delivery/Task Order shall not be allowable under any other Delivery/Task Order.

If a Delivery/Task Order contains multiple CLINs/SLINs the contractor shall segregate and bill separately costs for each CLIN/SLIN of the Delivery/Task Order. Cost for performing work set forth on one CLIN/SLIN shall not be allowable under any other CLIN/SLIN. The contract number and Delivery/Task Order number shall appear on all work accomplished and on all invoices.

I.8. 5652,232-9002 LABOR HOUR/CEILING PRICE INDEFINITE DELIVERY CONTRACTS (1998) -

The term "ceiling price" as used in the clauses FAR 52.232-7 "Payments Under Time and Materials and Labor-Hour Contracts", and the term "estimated cost" in FAR 52.232-20 "Limitation of Cost" and 52.232-22 "Limitation of Funds" shall be applicable to each CLIN or SLIN specified in schedule B. The Government shall not be obligated to pay the contractor any amount in excess of the ceiling price for each CLIN/SLIN set forth in schedule B, unless and until the Contracting Officer has notified the contractor in writing that the ceiling price has been increased and has specified in the notice a revised ceiling price for performance under the contract for that CLIN/SLIN.

1.9. 52.228-5 - INSURANCE - WORK ON A GOVERNMENT INSTALLATION (JAN 1997)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or essewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

1.10. 5265.252-9000 NOTICE OF INCORPORATION OF SECTION K (1998)

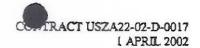
Section K, Certifications and Representations, of the solicitation will not be distributed with the contract; however, Section K is hereby incorporated by reference.

I.11. 5652.201-9000 CONTRACTING OFFICERS REPRESENTATIVE (1998)

- (a) In accordance with DFARS 252.201-7000 the Contracting Officer may appoint one or more Government employees as Contracting Officer's Representatives (CORs).
- (b) The appointments will be in writing, signed by the Contracting Officer, and set forth the authority granted to and the limitations of the COR. The contractor shall acknowledge receipt of appointment letters in writing and forward one signed copy back to the Contracting Officer.
- (c) The Contracting Officer will notify the Contractor in writing of COR appointment changes or revocations.

I.12. 252.228-7003 CAPTURE AND DETENTION (DEC 1991)

- (a) As used in this clause-
 - (1) Captured person means any employee of the Contractor who is-
 - (i) Assigned to duty outside the United States for the performance of this contract; and
- (ii) Found to be missing from his or her place of employment under circumstances that make it appear probable that the absence is due to the action of the force of any power not allied with the United States in a common military effort; or
- (iii) Known to have been taken prisoner, hostage, or otherwise detained by the force of such power, whether or not actually engaged in employment at the time of capture; provided, that at the time of capture or detention, the person was either--
 - (A) Engaged in activity directly arising out of and in the course of employment under this contract; or
 - (B) Captured in an area where required to be only in order to perform this contract.
- (2) A period of detention begins with the day of capture and continues until the captured person is returned to the place of employment, the United States, or is able to be returned to the jurisdiction of the United States, or until the person's death is established or legally presumed to have occurred by evidence satisfactory to the Contracting Officer, whichever occurs first.
 - (3) United States comprises geographically the 50 states and the District of Columbia.
- (4) War Hazards Compensation Act refers to the statute compiled in chapter 12 of title 42, U.S. Code (sections 1701-1717), as amended.



- (b) If pursuant to an agreement entered into prior to capture, the Contractor is obligated to pay and has paid detention benefits to a captured person, or the person's dependents, the Government will reimburse the Contractor up to an amount equal to the lesser of--
- (1) Total wage or salary being paid at the time of capture due from the Contractor to the captured person for the period of detention; or
- (2) That amount which would have been payable if the detention had occurred under circumstances covered by the War Hazards Compensation Act.
- (c) The period of detention shall not be considered as time spent in contract performance, and the Government shall not be obligated to make payment for that time except as provided in this clause.
- (d) The obligation of the Government shall apply to the entire period of detention, except that it is subject to the availability of funds from which payment can be made. The rights and obligations of the parties under this clause shall survive prior expiration, completion, or termination of this contract.
- (e) The Contractor shall not be reimbursed under this clause for payments made if the employees were entitled to compensation for capture and detention under the War Hazards Compensation Act, as amended.

END OF SECTION I

SECTION J List of Attachments

Exhibit A	Contract Data Regulrements List/Data Item Descriptions	
Attachment 1	DD254 Contract Security Specification	
Attachment 2	Table-1 (Schedule B attachment)	SERVICE PROPERTY.
Attachment 3	Table-2 (Schedule B attachment) premium rates	
Attachment 4	Award Term Plan with Service Level Agreements	
Attachment 5	Labor Category Definitions	

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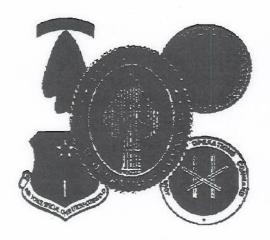
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G. PREPARED BY		H. DATE			I. APPROVE) BY	1	J. DATE		_		
N. DATE								1 APRIL 2002				

ATTACHMENT 1 – DD FORM 254 WITHHELD IN ITS ENTIRETY (6 PAGES)

ATTACHMENTS 2 AND 3 TABLES 1 AND 2 WITHHELD IN THEIR ENTIRETY

(2 PGS)



AWARD TERM PLAN

Enterprise Information Technology Contract Support

USZA22-02-D-0017



AWARD TERM PLAN

FOR

Contract No. USZA22-02-D-0017 With BTG, Inc. Effective April 1, 2002 Contents

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	APPROVED BY:
	Date Date

I. Introduction

- 1. This plan covers the administration of the award term provision of the Special Operations Enterprise Information Technology support contract number USZA22-02-D-0017, dated April 1, 2002, with BTG, Inc. This performance based contract vehicle includes a mixture of contract type for payment purposes and contains an award term provision for performance as an incentive. It includes firm fixed price, labor hour, and cost reimbursable. The contract was awarded in accordance with the provisions of RFP USZA22-01-R-0001.
- 2. The following matters, among others, are covered in the contract:

a.	The contractor is required to perform Enterprise Information Technology Support for
ı	The contract will also allow
	the services (Army, Navy, Air Force, and Marines) to use this contract in support of the Special Operations mission as applicable.

- b. The term of the contract is from April 1, 2002 through March 31, 2007. The contract shall not exceed 9 years 3 months inclusive of all award term incentive periods plus an option for transitioning (CLIN 1000-1001).
- The estimated cost of performing the contract is shown in the contract or any executed modification actions.
- d. The available award term is shown in Attachment III-A.
- e. The evaluation ratings and award term earned will be determined periodically by the Award Term Determination Official (ATDO) in accordance with this plan.
- f. Special Operations Command may unilaterally change this plan, as covered in Part V and not otherwise requiring mutual agreement under the contract, provided the contractor receives notice of the changes prior to the beginning of the evaluation period to which the changes apply.
- g. Award terms will be conditioned upon:
 - Continuing need
 - Availability of funds, and
 - Continuing price reasonableness
- h. The contract scope may change during the performance of the effort. If the scope is to increase or decrease it will not affect the term incentive unless the

contract is terminated for any reason. Otherwise, the term incentive portion of the contract will be valid if paragraph g is true and performance meets the requirements specified in this plan.

- i. Contractor's price proposal prices for each potential award term incentive shall be established as Not-to-Exceed (NTE) at the contract award. If a determination is made to award an incentive the contractor will be asked by the Contracting Officer (KO) to definitize the established NTE price for the award term being awarded. The contractor upon notification by the KO will have 45 days to submit a proposal. Definitized prices for the award term, absent any change in Government requirement, shall not exceed the NTE amounts established in the contract.
- j. If the contractor is not awarded the incentive in year 2, 3, 4, 5 it cannot be reearned. The contractor however, will have the opportunity to "earn" future incentives as specified in attachment III-A.

II. Organizational Structure for Award Term Administration

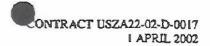
The following organizational structure is established for administering the award term provision of the contract. Individual appointments for the ATP Organization are specified in Attachment II-A.

1. Award Term Determination Official (ATDO)

- a. The ATDO is the HQ USSOCOM Acquisition Executive.
- b. Primary ATDO responsibilities are:
 - Determining the evaluation rating for each evaluation period and award term earned for each award term period, as addressed in Part IV.
 - (2) Changing the matters covered in this plan as addressed in Part V as appropriate.

2. Contracting Officer (KO)

- a. The primary responsibilities of the Contracting Officer are:
 - (1) Maintaining official paperwork that pertains to the determination.
 - (2) Notifying the contractor in writing of the determination made by the ATDO.
 - (3) Implementing changes covered in this plan as addressed in Part V.



3. Primary Contracting Officer's Representative (PCOR)

- The primary responsibilities of the PCOR are in regards to the award term process:
 - Consolidating periodic evaluations of contractor performance through quarterly reviews with the Contracting Officer's Representatives (CORs).
 - (2) Presenting the Performance Evaluation Report (PER) through the Chief Information Officer (CIO) Council covering the findings and recommendations for each evaluation period for an overall Enterprise performance report.
 - (3) Submitting the Performance Evaluation Report (PER) to the ATDO covering the findings and recommendations for each evaluation period, as addressed in Part IV.
 - (4) Consolidating changes in this plan and recommending those appropriate for adoption by the ATDO and KO, as addressed in Part V.

4. Contracting Officer's Representative(s) (COR)

- a. The COR responsibilities are:
 - (1) Conducting periodic evaluations of contractor performance and submitting a Performance Evaluation Report (PER) to the PCOR covering the findings and recommendations for each evaluation period, as addressed in Part IV.
 - (2) Attending quarterly reviews called by the PCOR to review findings and recommendations.
 - (3) Considering changes to this plan and submitting recommendations to the PCOR for appropriate action.

5. Performance Monitors

- a. A Performance Monitor will be assigned to each Service Level Agreement (SLA) category to be evaluated. The assignment will be made by the COR with agreement by the KO as addressed in Part IV.
- b. Each Performance Monitor will be responsible for complying with the "General Instructions for Performance Monitors," Attachment IV-B, and any specific instructions of the COR as addressed in Part IV. The primary Performance Monitor responsibilities are:
 - Monitoring, evaluating and assessing contractor performance in assigned areas specified in attachment III-D.

- (2) Periodically providing the input to the Performance Monitor Report for the COR as appropriate.
- (3) Recommending appropriate changes in this plan for consideration, as addressed in Part IV.

III. Evaluation Requirements

The applicable evaluation requirements are indicated below.

Requirement

Evaluation Periods and Available Award Term Periods

Attachment III-A

Grading Table

Attachment III-B

Performance Categories and Evaluation Criteria

Measurement and Monitoring Methodology

Attachment III-D

IV. Method for Determining Award Term

A determination of the evaluation rating for each 6-month evaluation period, and award term earned for each one year award term incentive period, will be made by the ATDO within 40 days after the end of the period. The method to be followed in monitoring, evaluating and assessing contractor performance during the period, as well as for determining the award term earned, is described below. This evaluation process will commence during ordering period one, however the results will not be binding and will not lead to the execution of an award term. The intent of starting this process in ordering period one is to establish the various channels of communications and resolve any problems before commencement of ordering period two. Ordering period one will follow the same process as stated in this plan. Attachment IV-A summarizes the principal activities and schedules involved. Attachment III-D identifies the processes and procedures for the EITC Measurement and Monitoring Methodology.

1. The KO will appoint a performance monitor based on the recommendations of the COR who will ensure a performance monitor is assigned for each SLA category to be evaluated under the contract. The performance monitors will be selected on the basis of their expertise relative to prescribed performance area emphasis. The KO may change performance monitor assignments at any time without advance notice to the contractor. The COR will coordinate the change through the PCOR who will notify the KO who will notify industry promptly of all performance monitor assignments and changes.



- 2. The COR will ensure that each performance monitor receives the following:
 - a. A copy of this plan along with any changes made in accordance with Part V.
 - b. Appropriate orientation and guidance.
 - c. Specific instructions applicable to the monitors' assigned performance areas.
- 3. Performance monitors will evaluate and assess contractor performance and discuss the results with contractor personnel as appropriate, in accordance with the "General Instructions for Performance Monitors," Attachment IV-B, and the specific instructions and guidance outlined in the EITC Movement and Monitoring Methodology, Attachment III-D.
- 4. Performance monitors will submit inputs for Performance Monitor Reports monthly and, if required, make verbal presentations to the COR.
- 5. The PCOR will prepare the Performance Evaluation Report (PER) for the period using the report from the CORs and brief the CIO Council and submit it to the ATDO for use in determining the evaluation rating.
- The ATDO will consider the PER and discuss it with the PCOR and other personnel, as appropriate.
- 7. The ATDO will review the results of the PER in determining the evaluation rating for the period. The ATDO's determination of the evaluation rating, including award term earned for each award term period, and the basis for this determination will be stated in the ATDO Letter.
- The contractor will be notified by the KO of the determination to implement the award term period for which it was evaluated. No modification action is required to the contract.
- V. Changes in Plan Coverage
- Right to Make Unilateral Changes

Any matters covered in this plan not otherwise requiring mutual agreement under the contract, may be changed unilaterally by Special Operations Command prior to the beginning of an evaluation period by timely notice to the contractor in writing by the KO. The changes will be made without formal modification of the contract unless the parties agree that the change constitutes a material change to the EITC.

2. Steps to Change Plan Coverage

The following is a summary of the principal actions involved in changing plan coverage.

Action

Schedule

a. COR drafts proposed changes.

Ongoing.

b. COR submits recommended changes to PCOR for approval. NLT 20 days prior

to beginning of evaluation period.

c. PCOR submits recommended changes for attachments III-C and III-D to the KO for approval.

NLT 5 days prior to beginning of evaluation period.

d. PCOR submits recommended changes to the rest of the plan, through the KO, to the ATDO for approval. NLT 5 days prior to beginning of evaluation period.

e. Contracting Officer notifies contractor of changes.

Prior to beginning of evaluation period.

The PCOR will establish subsidiary actions and schedules, as necessary, to meet the above schedules.

3. Method for Changing Plan Coverage

The method to be followed for changing the plan coverage is described below:

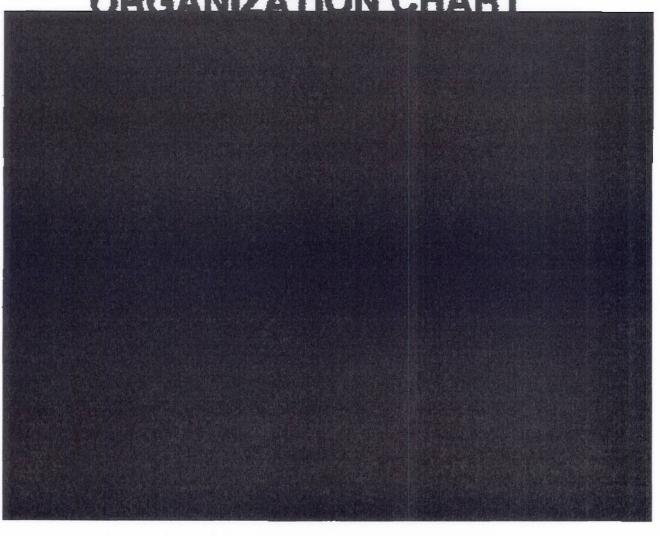
- a. Personnel involved in the administration of the award term provisions of the contract are encouraged to recommend plan changes with a view toward changing management emphasis, motivating higher performance levels or improving the award term determination process. Recommended changes should be sent to through the COR to the PCOR for consideration and drafting.
- b. Before each evaluation period begins, the PCOR will submit recommended changes with appropriate comments and justification, if any, to the KO or ATDO for approval.
- c. Before each evaluation period begins, the KO will notify the contractor in writing of any changes to be applied during the next period. If the contractor is not provided with this notification, or if the notification is not provided within the agreed-to number of days before the beginning of the next period, the existing plan will continue in effect for the next evaluation period. Changes to the plan are allowable even if the criteria are not met, if by written mutual agreement of both parties. The contractor must inform the contracting officer in writing of any changes required in the EITC Measurement and Monitoring Methodology following receipt of the contracting officer's notification of changes.

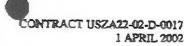


ATTACHMENT ILA TO ATP FOR

Contract No. USZA22-02-D-0017 With BTG, Inc. Effective April 1, 2002

AWARD TERM INCENTIVE PLAN ORGANIZATION CHART





ATTACHMENT III-A TO ATP FOR

Contract No. USZA22-02-D-0017 With BTG, Inc. Effective April 1, 2002

EVALUATION PERIODS AND AVAILABLE AWARD TERM INCENTIVE PERIODS

Evaluation Pariod	Performance Required for Award Term	Available Award Term	
Base Year 1 - Apr 02-Mar 03	N/A		
Base Year 2 - Apr 03-Mar 04	Very Good or Excellent (81 - 100)	l year	
Base Year 3 - Apr 04-Mar 05	Very Good or Excellent (81 - 100)	l year	
Bass Year 4 - Apr 05-Mar 06	Excellent (91 -100)	l year	
Base Year 5 - Apr 06-Mar 07	Excellent (91 -100)	1 year	
Award Texas Year Apr 07-Mar 08	N/A	N/A	
Award Term Year Apr 08-Mar 09	N/A	N/A	
Award Term Year Apr 09-Mar 10	N/A	NVA	
Award Term Year Apr 10-Mar 11	N/A	N/A	



ATTACHMENT IH-B TO ATP FOR

Contract No. USZA22-02-D-0017 With BTG, Inc. Effective April 1, 2002

GRADING TABLE

The following grading table is to be used for this contract. The overall evaluation rating is calculated by applying the numerical SLA scores from each performance category and weighting them appropriately as identified in Attachment III-C, "Performance Categories and Evaluation Criteria."

Adjectival Rating	Range of Evaluation Rating	Description
Excellent	(91-100)	Of exceptional merit; exemplary performance in a timely, efficient and economical manner, very minor (if any) deficiencies with no adverse effect on overall performance.
Very Good	(81-90)	Very effective performance, fully responsive to contract; contract requirements accomplished in a timely, efficient and economical manner for the most part; only minor deficiencies.
Good	(71-80)	Effective performance, fully responsive to contract requirements; reportable deficiencies, but with little identifiable effect on overall performance.
Satisfactory	(61-70)	Meets or slightly exceeds minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effects on overall performance.
Poor/Unsatisfactory	(less than 51)	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas which adversely affect overall performance.



ATTACHMENT III-C TO ATP FOR

Contract No. USZA22-02-D-0017 With BTG, Inc. Effective April 1, 2002

PERFORMANCE CATEGORIES AND EVALUATION CRITERIA

The performance categories to be evaluated are identified below. The evaluation criteria for each performance category are contained in the EITC Measurement and Monitoring Methodology, Attachment III-D.

	Performance Category	SLA Functional Group	SLA Category Score (1/0)	Evaluation Weight	Weighted Score (score x weight)
1	WAN Availability	WAN		9	
2	WAN Circuit Availability	WAN		4	
3	WAN Problem Resolution	WAN		4	
4	LAN/MAN Availability	LAN		9	
5	RAS Availability	LAN		4	
6	Server Availability	LAN		4	
7	Printer Availability	LAN		3	
В	LAN/MAN Problem Resolution	LAN		4	
9	Email/Messaging Availability	EMAIL		9	
10	Email/Message Transfer rate	EMAIL		4	
11	Email/Message Problem Resolution	EMAIL		4	
12	First Call Resolution	CS		4	
13	Length of Help Desk Call	CS		4	
14	Help Desk Resolution	CS		4	
15	Customer Satisfaction	CS		4	
16	Help Desk Responsiveness	CS		4	
17	Help Desk User Notification	CS		2	
18	Security Incident Reporting	IA		4	
19	Security Vulnerability Remediation	IA		4	
	Asset Management Accuracy	CM		4	
	Contract Management	MGMT		4	
22	Task Order Management	MGMT		4	

Monthly Total

100%

ATTACHMENT III-D TO ATP FOR

Contract No. USZA22-02-D-0017 With BTG, Inc. Effective April 1, 2002

MEASUREMENT AND MONITORING METHODOLOGY

7.1 Objectives. Service level agreements (SLAs) are linked to the CLIN structure, and cost volume. Each SLA Includes a performance category and measure description of the task to be performed, service delivery points, and the parameters to be used. The SLAs show the metrics to be collected, the methodology and tools to be employed, and the reporting period. In some cases the linal collection means and the reporting frequency require collaboration with USSOCOM. Each SLA Identifies exceptions. An exception is an event beyond the control of the contractor.

7.2 Service Level Agreement Management.

The Contractor shall provide a detailed comprehensive SLA Management Plan that clarifies collection, reporting, and review methodologies during the first 90 days of the contract. The SLA Management Plan provides overall management guidance to the partnership for performance measurement, enterprise control, and status reporting. Modifications to SLAs and to the SLA Management Plan are necessary during the life of the program and can only occur with the concurrence of the government Configuration Control Board.

The Contractor shall conduct a due diligence process at transition period start throughout USSOCOM headquarters and components to determine the "as is" architecture. This inventory shall be conducted under the CM task at headquarters and at all of the COLs. It shall include:

- Hubs, cable plant, communications, servers, desktops, laptops, help desk process and tools, stc.
- The current operating control software environment, as well as, the current tools used to collect performance metrics, will be included in the inventory.

Based on the results of this inventory, the Contractor shall:

- Create a list of "metrics collection tools needed" list for each of the SLAs.
- Generate a discrepancy report and action plan to be presented to the IPT, should the list of tools differ from the Contractor's identified proposed SLA tool set. The IPT will make recommendations after engineering and cost analysis are performed

The Contractor shall provision the portal and Risk Radar tools, as the means to accomplish tracking and reporting SLA transition value attainment. As part of the enterprise IT planning process the Contractor shall, in partnership with USSOCOM, plan an enterprise concept that finalizes the systems required for measuring the agreed service level.

7.3 SLA Parformance Monitoring and Reporting.

The Contractor shall during the transition phase of the program deploy an automated means capable of storing and providing access to performance metrics and a reports.

The contractor shall provide USSOCOM approved personnel access to the performance, metrics and reports.

ATTACHMENT IV-A TO ATP FOR

Contract No. USZA22-02-D-0017 With BTG, Inc. Effective April 1, 2002

ACTIONS AND SCHEDULES FOR EVALUATION RATING AND AWARD TERM DETERMINATIONS

The following is a summary of the principal actions involved in determining the evaluation ratings for the evaluation periods and the award term earned for award term periods.

Action	Schedule
1. Monitors assess performance and discuss results with contractor	r. Ongoing.
2. Industry partner submits self-evaluation.	NLT 10 days after end of evaluation period
3. Monitors submit Performance Monitor Reports to COR.	NLT 15 days after end of evaluation period.
4. COR meets with PCOR to discuss PER.	NLT 30 days after end of evaluation period.
5. PCOR briefs PER to CIO Council and ATDO.	NLT 35 days after end of evaluation period.
6. ATDO sends ATDO Letter to KO.	NLT 40 days after end of evaluation period.
7. Award term made to contractor based on contract modification.	NLT 45 days after end of award term period.

The PCOR will establish subsidiary actions and schedules, as necessary, to meet the above schedules.

ATTACHMENT IV-B TO ATP FOR

Contract No. USZA22-02-D-0017 With 8TG, Inc. Effective April 1, 2002

GENERAL INSTRUCTIONS FOR PERFORMANCE MONITORS

1. Monitoring and Assessing Performance

- a. Monitors will prepare outlines of their assessment plans, and discuss them with appropriate contractor personnel to assure complete understanding of the evaluation and assessment process (EITC Measurement and Monitoring Methodology).
 - b. Monitors will plan and carry out on-site assessment visits, as necessary.
- c. Monitors will conduct all assessments in an open, objective and cooperative spirit so that a fair and accurate evaluation is obtained. This will ensure that the contractor receives accurate and complete information from which to plan improvements in performance. Positive performance accomplishments should be emphasized just as readily as negative ones.
- d. The monitor will discuss the assessment with contractor personnel as appropriate, noting any observed accomplishments and/or deficiencies. This affords the contractor an opportunity to clarify possible misunderstandings regarding areas of poor performance and to correct or resolve deficiencies.
- e. Monitors must remember that contacts and visits with contractor personnel are to be accomplished within the context of official contractual relationships. Monitors will avoid any activity or association that might cause, or give the appearance of, a conflict of interest.
- f. Monitors' discussions with contractor personnel are not to be used as an attempt to instruct, to direct, to supervise, or to control these personnel in the performance of the contract. The role of the monitor is to monitor, assess, and evaluate, not to manage the contractor's effort.

2. Documenting Evaluation/Assessment

Monitors will prepare a formal Performance Monitor Report every six months and submit it to the COR in accordance with the following instructions:

- a. Performance Requirements Include a performance score and the numerical results as determined by the EITC Measurement and Monitoring Methodology.
- b. Performance Categories Evaluate the monthly Performance Category SLA
 Score to ensure compliance with the EITC Measurement and Monitoring Methodology.

- c. Evaluation of any new tasks, which are not explicitly covered by an existing performance requirement, may be evaluated by using the Task Order Support SLA.
- d. Notification of deficiencies and weaknesses shall be made as soon as possible after identification of the deficiency so that corrective action may be taken. The contractor and performance monitors shall not delay this notification until the submission of the end of period evaluations.

3. Verbal Reports

Moritors will be prepared to make verbal reports of their evaluations and assessments as required by the COR. The COR will be prepared to meet with the PCOR and write the PER.

The contractor shall deliver a finalized SLA Management Plan at the end of 90 days. The plan shall incorporate proposed SLAs and establishes the basis for the long-term strategy of moving USSOCOM to a comprehensive set of performance based SLAs. It shall provide detailed IT performance data necessary to effectively manage appropriate technology insertion and modifications to management processes. The plan will then be vetted throughout the SOCOM organization and resourced for implementation.

The contractor shall conduct a monthly performance review meeting will be conducted to review appropriate SLA and performance against the SLA.

The Contractor shall participate in the Integrated Process Team created for developing, implementing, and continuously improving Service Level Management. The IPT will finalize the SLA Management Plan in close coordination with USSOCOM strategic IT planning with a thorough and detailed system engineering approach. The plan defines the overall strategic model for managing and implementing SLAs. The IPT will then develop the processes to collect SLA-relative data, how the tools will be configured and adjusted to collect this data, and the processes and tools needed to aggregate the data. Most importantly, the plan will note the policies and procedures for establishing a proactive approach to constantly monitor performance, and identify action if an SLA performance nears and/or falls below negotiated thresholds of performance.

Service Level Agreements for Systems Administration Services CLINs 0x01AB

Service Level Agre Availability	ement 1: WAN	Government Ser	vice Level Objective No. 1
SubCLINs 0x01AB	- Systems Adminis	tration Services	
Applicable Service	Delivery Points:		
Performance Categ	ory: WAN Availabi	lity - Network Connec	tivity
			AN/MAN is connected to the the SLA determined Level of
principles of available crossover, and prome end points of the out calculated as the per the WAN and delive period. Redundant of portal access point to given month is as for WAN portal outage Exceptions: Comput procedures. External	ility are established: pt notification of fail tage time of all LAN/ centage of time that to tring USSOCOM appronnectivity is factore to the WAN demarcat llows: (24 hours X detimes) / (24 hours X detimes)	eliminating single point ures. The measurement of the LAN/MAN network of the LAN/MAN network of the the total of the the total of the	t is an aggregate for all WAN the WAN. WAN availability is k is capable of connecting to al time in the measurement dation. It is measured from tion for WAN availability for a YAN end points – Sum of WAN end points). al outages IAW site as part of this SLA.
Who: Contractor	hour averaging into	a common repository.	tinuous monitoring with 24- Common repository reporting s and EMS data are visible on
Where: WAN Demarcation Points	How measured: Sampling performed on WAN end points as reported		
Attachment III-C Evaluation Weight	Post Transition Value	Transition Value	Minimum Pass Percentage
10	0.999	0.99	0.99

Service Level Agreement 2: WAN Circuit Government Service Level Objective No. 2 Availability					
SubCLINs 0x01	SubCLINs 0x01AB - Systems Administration Services				
Applicable Con-	en de la Companya de				
Performance	legory: WAN Circuit A	vailability - Network C	Connectivity		
Service Descript	ion: Ensure that the perc	entage of time each L.	AN/MAN circuit is		
controlled WAN availability are es notification of fai outage time of all calculated as the pthrough the USSOCOM reperiod. Redundan calculation. It is no presence. The calculation of times in times in the calculation of the USSOCOM reperiod. Redundan calculation. It is no presence. The calculation of the calculation	performance Measure Description: Availability of the circuit through the USSOCOM controlled WAN from one LAN/MAN point of presence to another. Three principles of availability are established: eliminating single points of failure, reliable crossover, and prompt notification of failures. The measurement is an aggregate for all LAN/MAN end points of the outage time of all LAN/MAN circuits through the WAN. WAN circuit availability is calculated as the percentage of time that the LAN/MAN network is capable of passing through the USSOCOM WAN and delivering/retrieving USSOCOM application data to/from the USSOCOM remote LAN/MAN point of presence to the total time in the measurement period. Redundant capability (multiple circuits for a given path) is factored into the metric calculation. It is measured from WAN demarcation point to the remote LAN/MAN point of presence. The calculation for WAN circuit availability for a given month is as follows; (24 hours X days in month X # of LAN/MAN points of presence – Sum of WAN circuit outage times) / (24 hours X days in month X # of LAN/MAN points of presence). Exceptions: Computation excludes scheduled, pre-agreed portal outages, and outages caused by the circuit provider. External and non-transit network availability will not be calculated as part of this SLA. Excludes any outages beyond the control of USSOCOM.				
	averaging into a commo		_		
		ts. Both the reports and	d EMS data are visible on		
	OpsPort.				
Where:	1/2		levice to selected pingable		
			oint of presence. Capturing of		
Points of			iew. This measure is an		
Presence			e of the circuit through the		
	USSOCOM WAN to LAN/MAN point of presence. External and non- transit network availability will not be calculated as part of this SLA.				
	Redundant capability (multiple circuits for a given path) is factored into the				
	metric calculation. Post transition	El Yamskinn (Value)	5.7 (to pully only a subject of the control of the		
Plan Attachmen III-C Evaluation	t Value	Transition value	Minimum Pass Percentage		
Weight 5	0.999	0.9975	0.0075		
	0.333	0.7973	0.9975		

Service Level Agree Problem Resolution		Government Ser	vice Level Objective No. 3
SubCLINs 0x01AB	- Systems Administ	ration Services	
A. Street A.	ocare y species		
	ANY Destine	Desploties Metocale	C
		Resolution - Network	
		sed time from the out Level of Service value	age until the service is
by site of the time to represent total time to critical users should their redundancy. The within a device or the time to restore require Exceptions: Comput procedures. External	restore service follows of restore from time of the physically dual hose problem resolution to use of alternative parement. ation excludes scheduletwork outages will	wing help desk notific f non-availability (incomed and, in the event will be to restore reducts having redundance uled, pre-agreed portal not be calculated as p	part of this SLA.
Who: Contractor	trouble tickets into a	common repository.	ntinuous logging of Remedy Reports will be generated are visible on OpsPort.
Where: USSOCOM	How measured: He	lp desk trouble ticket	s first metric is mean time to
wide			
Award Ferm Plan Attachment III -C Evaluation Weight			Minimum Pass Percentage
5	30 minutes / 3hours	30 minutes / 4hours	0.98

.99 / .99

Service Level Agree	ement 4: LAN/MAN Government Service Level Objective No. 4				
Availability					
SubCLINs 0x01AB	SubCLINs 0x01AB - Systems Administration Services				
Applicable Service	Delivery Points: Geographically co-located USSOCOM LAN and MAN				
attached devices. The	e MAN service must address the specific mission requirements of each				
	curity, functionality, classification, performance, interoperability, and				
network managemen	t. The LAN service must address the specific mission requirements of the				
user organization wit	th regard to security, functionality, classification, performance,				
interoperability, and	network management.				
Performance Catego	ory: LAN/MAN Availability - Network Connectivity				
	: Ensure that the percentage of time each LAN/MAN is capable of				
	xternal user requests meets or exceeds the SLA determined Level of				
Service values.					
	are Description: Availability of connectivity between USSOCOM				
LANs, MANs, and at	ttached devices. The MAN measurement will be an aggregate and				
	AN outage time. End-to-end MAN availability is calculated as the				
	at the MAN network is capable of accepting and delivering USSOCOM				
	e total time in the measurement period. Redundant connectivity is				
1.000	ric calculation. It is measured end-to-end, from MAN demarcation to the				
	ce. The LAN measurement will be an aggregate and average by site of all				
	ver) and LAN outage time. The calculation for end-to-end MAN				
	en month is as follows; (24 hours X days in month X # of MAN end				
	MAN end point outage times) / 24 hours X days in month X # of MAN				
	lation for end-to-end LAN availability for a given month is as follows:				
	month X # of LAN end points - Sum of the LAN end point outage times)				
	month X # of LAN end points.				
	ation excludes scheduled, pre-agreed portal outages IAW site procedures				
or server hardware/software failure. Does not include pre-agreed scheduled outages or server					
hardware/software failure. The MAN number appears first, the LAN number second.					
Who: Contractor	Frequency: EMS provides automated continuous monitoring with 24-				
	hour averaging into a common repository. Common repository				
	reporting generates monthly reports. Both the reports and EMS data are				
	visible on OpsPort.				
	How measured: Measured by calculation based on SNMP events and				
Service Delivery	alarms for network equipment reported to HP OpenView. Calculation is				
Points	total time of LAN/MAN availability divided by total time.				
Attachment III-C	Value				
Evaluation Weight					

.99 / .99

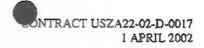
.999 / .999

10

Service Level Agre	eement 5: RAS	Government :	Service Level Objective No. 5
Availability			
	3 - Systems Administ	tration Services	
Applicable Service	Delivery Points:	(A)	(48) 对于1000年,1000年,1000年
communication and	network infrastructur	res IAW Contract Sec	tion C.
Performance Cate	gory: Remote Access	Server Availability	
	-	0	Remote Access Server is
capable of processing	ng dial-up user reques	ts meets or exceeds th	e SLA determined Level of
Service values.			
			ggregate and average by site of
			s down time divided by total
			cess service required to allow
			associated services. Measured
		ternal switched voice	
			OCOM and scheduled, pre-
			SLA are problems associated
		ations (USSOCOM e	xternal services) or remote
hardware configura			
Who: Contractor			tinuous monitoring with 24-
			Common repository reporting
		eports. Both the report	ts and EMS data are visible on
TYD D. C	OpsPort.		
Where: RAS			t of network elements through
Delivery Points			via events and alarms. Server
×			custom scripts currently in use
			ly migrate to collection via a
/10/1948 - T-10/1948		server management to	
A REMOVED THE PROPERTY OF THE	Post I ransition	Transition Value	Minimum Pass Percentage
Attachment III-C	The second of th		
Evaluation Weight 5	> 0.995	0.98	0.98
	> 0.993	0.98	0.98

Service Level Agreer		Government Sei	vice Level Objective No. 6		
Email/Messaging Availability					
SubCLINs 0x01AB -	SubCLINs 0x01AB - Systems Administration Services				
Applicable Service D		NO VENUTATION I SE	学生的一种工作的一种工作的工作。		
		es IAW Contract Section	AND THE STATE OF T		
Performance Catego	ry: Email/Messagin	g Services Availability	1		
Service Description:	Ensure that the perc	entage of time the ema	ail and messaging servers are		
			ceeds the SLA determined		
			ssing, and receiving email		
			DMS) provides writing,		
		mal messaging. DMS e	encompasses hardware,		
software, procedures,					
			ity is defined as the portion		
			" for sending and receiving		
			age of available time in a		
			e time in hours) / number of		
			ours in month - messaging		
		hours in month. The or			
		n-time affecting outag			
			procedures. Assumptions:		
		network service; addr	esses only availability of the		
email/messaging serve					
Who: Contractor			ntinuous monitoring with 24-		
		a common repository.			
			the reports and EMS data		
	are visible on OpsP				
Where: At the			aging server. Excludes any		
email/messaging			/messaging server related		
server			tically electronically collects		
			onitors email/messaging		
			ity on a monthly basis. The		
			service number second. We		
			ng custom scripts currently		
			nge. We will eventually		
			ated tool like BMC Patrol		
	for Exchange or Ma		。 2.100年期間的時		
Award term Plan	Post Transition	Transition Nature	Minimum Pass Percentage		
Afraciment IILC	Value				
Dystration Weight	006 / 006	00 / 00	00 / 00		
10	.995 / .995	.99 / .99	.99 / .99		

Service Level Agre Availability	ement 7: Server	Government S	ervice Level Objective No. 7	
SubCLINs 0x01AB - Systems Administration Services				
Applicable Service			ALL DESIGNATION OF THE SECOND	
communication and	network infrastructures	IAW Contract Sect	ion C.	
	ory: Application and I			
~		_	ation and data servers are	
		그 사람이 많은 그 그리고 하는 것이 없는 것이 없는 것이 없는 것이 없다.	cceeds the SLA determined	
			equired to support mission	
requirements. (Must	meet peak network loa	ding requirements o	f users and replication).	
Performance Meas	ure Description: Appli	cation and data serv	er availability is defined as	
the portion of time the	hat USSOCOM applica	tion and data servers	are available. It is measured	
in terms of percentag	ge of available time in a	month. Formula is:	(# of hours in month x	
number of servers -	server outage time in ho	ours) / number of ho	urs in month. The outage time	
includes all unsched	uled server down-time	affecting outages.		
Exceptions: Excepti	ion is scheduled, pre-ag	reed outage IAW sit	te procedures. Assumptions:	
			resses only availability of the	
	servers. Does not inclu	de server and databa	se maintenance and	
administration, i.e. h				
Who: Contractor			tinuous monitoring with 24-	
			Common repository reporting	
		orts. Both the reports	and EMS data are visible on	
	OpsPort.			
Where: At the			contractor automatically	
server			each service point, monitors	
	server availability and			
	Automated measurement will be accomplished with HP OpenView,			
	SMS, and What's Up (
Award Term Plan	The state of the s	Transition Value	Minimum Pass Percentage	
Attachment III-C	Value			
Evaluation Weight				
5	0.99	0.98	0.98	



Availability SubCLINs 0x01AB - Systems Administration Services Applicable Service Delivery Points: communication and network infrastructures LAW Contract Section C. Performance Category: Printer Availability Service Description: Ensure that the percentage of time network printers are capable of processing print requests meets or exceeds the SLA determined Level of Service Values. Includes ability for end user to produce (1) black & white (2) color hard copies of electronic documents and transparencies. Performance Measure Description: Printer up time where end user is capable of performing print operation. The formula for calculating printer up time will weigh the number of end users affected by printer availability, and a distinction will be made for basic, mission, and executive users. The outage time includes all unscheduled printer outages. The measurement is an aggregate and average availability by site of USSOCOM printers from valid trouble tickets at the Help Desk. Printers are assumed to be available unless there is a trouble ticket at the Help Desk. Printers are assumed to be available unless there is a trouble ticket at the Help Desk. Printers are assumed to be available unless there is a trouble ticket at the Help Desk. Printers in month X number of printers - printer outage time in hours) / number of hours in month. Exceptions: Exception is scheduled pre-agreed outage IAW site procedures. The computation assumes that printer warm-up time is up time, and that any powered down printer is by pre-agreed scheduled outage, unless due to a malfunction. The contractor will perform printer maintenance, including replacement of toner cartridges; the provisioning of consumables, including toner cartridges, will be performed by the Government. Who: Contractor Frequency: EMS provides automated, continuous logging of Remedy trouble tickets into a common repository. Reports will be generated monthly. Both the reports and EMS data are visible on OpsPort. How measured: Analysis of help desk trouble tickets	Service Level Agre	ement 8: Printer	Government Ser	vice Level Objective No. 8	
Applicable Service Delivery Points: communication and network infrastructures IAW Contract Section C. Performance Category: Printer Availability Service Description: Ensure that the percentage of time network printers are capable of processing print requests meets or exceeds the SLA determined Level of Service values. Includes ability for end user to produce (1) black & white (2) color hard copies of electronic documents and transparencies. Performance Measure Description: Printer up time where end user is capable of performing print operation. The formula for calculating printer up time will weigh the number of end users affected by printer availability, and a distinction will be made for basic, mission, and executive users. The outage time includes all unscheduled printer outages. The measurement is an aggregate and average availability by site of USSOCOM printers from valid trouble tickets at the Help Desk. Printers are assumed to be available unless there is a trouble ticket at the Help Desk. Formula is: (# of hours in month X number of printers - printer outage time in hours) / number of hours in month. Exceptions: Exception is scheduled pre-agreed outage IAW site procedures. The computation assumes that printer warm-up time is up time, and that any powered down printer is by pre-agreed scheduled outage, unless due to a malfunction. The contractor will perform printer maintenance, including replacement of toner cartridges; the provisioning of consumables, including toner cartridges, will be performed by the Government. Who: Contractor Frequency: EMS provides automated, continuous logging of Remedy trouble tickets into a common repository. Reports will be generated monthly. Both the reports and EMS data are visible on OpsPort. How measured: Analysis of help desk trouble tickets (printers X total hours - down time hours divided by total hours). Automated measurement through the Remedy Help Desk system. May migrate to fully automated real-time data monitoring and reporting using a tool such as Hyena. A	Availability				
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Service Description: Ensure that the percentage of time network printers are capable of processing print requests meets or exceeds the SLA determined Level of Service values. Includes ability for end user to produce (1) black & white (2) color hard copies of electronic documents and transparencies. Performance Measure Description: Printer up time where end user is capable of performing print operation. The formula for calculating printer up time will weigh the number of end users affected by printer availability, and a distinction will be made for basic, mission, and executive users. The outage time includes all unscheduled printer outages. The measurement is an aggregate and average availability by site of USSOCOM printers from valid trouble tickets at the Help Desk. Printers are assumed to be available unless there is a trouble ticket at the Help Desk. Formula is: (# of hours in month X number of printers - printer outage time in hours) / number of hours in month. Exceptions: Exception is scheduled pre-agreed outage IAW site procedures. The computation assumes that printer warm-up time is up time, and that any powered down printer is by pre-agreed scheduled outage, unless due to a malfunction. The contractor will perform printer maintenance, including replacement of toner cartridges; the provisioning of consumables, including toner cartridges, will be performed by the Government. Who: Contractor Where: Printer How measured: Analysis of help desk trouble tickets (printers X total hours - down time hours divided by total hours). Automated measurement through the Remedy Help Desk system. May migrate to fully automated real-time data monitoring and reporting using a tool such as Hyena. Award Term Plan Attactment III-C Evaluation Weight				on C.	
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fully automated real-time data monitoring and reporting using a tool such as Hyena. Award Cerm Plan Post Transition Value Minimum Pass Percentage Attachment III-C Evaluation Weight				200 T - C	
such as Hyena. Award Term Plan Post Transition Transition Value Attachment III-C Evaluation Weight					
Award Ferm Plan Post Fransition Transition Value Minimum Pass Percentage Attachment III-C Value Evaluation Weight			ime data monitoring ai	nd reporting using a tool	
Attachment III-C Value Evaluation Weight		En el Marie Part di production de la companyation d			
Evaluation Weight	father the father than the same of the sam	the second secon	ransiden value	and the second designation of the second des	
		Value			
		0.98	0.96	0.96	

Service Level Agreement 9: LAN/MAN Government Service Level Objective No. 9 Problem Resolution SubCLINs 0x01AB - Systems Administration Services Applicable Service Delivery Points: Geographically co-located USSOCOM LAN and MAN attached devices. The MAN service must address the specific mission requirements of each site with regard to security, functionality, classification, performance, interoperability, and network management. The LAN service must address the specific mission requirements of the user organization with regard to security, functionality, classification, performance, interoperability, and network management. Performance Category: LAN/MAN Problem Resolution Service Description: Ensure that the elapsed time from the LAN/MAN network device or server (including email and messaging) outage until the service is restored falls within the SLA determined Level of Service values. Performance Measure Description: Elapsed time from the outage until the service is restored to normal operating performance. The measurement will be an aggregate and average by site of the time to restore from trouble tickets at the Help Desk. The metrics indicated represent total time to restore from time of non-availability (includes response time). Mission critical should be failover/dual homed to redundant path and redundancy should be restored as indicated. Failover to a device, within a device, or use of alternative paths having redundancy capabilities are means to satisfy the time to restore requirement. Exceptions: None Who: Contractor Frequency: EMS provides automated, continuous logging of Remedy trouble tickets into a common repository. Reports will be generated monthly. Both the reports and EMS data are visible on OpsPort. How measured: Help desk trouble tickets: first metric is MTTR during Where: USSOCOM-wide normal duty hours; and the second value is MTTR during off duty hours. Automated measurement through the Remedy Help Desk system. Post Transition Transition value Minimum Pass Percentage Award Term Plan Attachment III-C Value **Evaluation Weight** 45 minutes / 2.5 1 hour / 3 hours 0.98 hours

Service Level Agreements for Information Assurance Services CLINs 0X01AC

Service Level Agree Incident Reporting	ment 10: Security	Government Serv	sice Level Objective No. 10	
SubCLINs 0x01AC	- Information Assura	ince Services		
Applicable Service D	elivery Points:	CHARLES STREET, NO.	网络山 多岛山岛,阿尔宁2000条	
communication and r	network infrastructures	IAW Contract Sect	ion C.	
Performance Categoria	ory: Security Incident	Reporting		
Service Description:	Ensure that the elapse	ed time required to ic	dentify, document, and report	
			Service values. The contractor	
shall support the use	of appropriate mechan	isms including, but i	not limited to, encryption,	
access control, user is	dentification and auther	ntication, malicious	content detection, audit, and	
physical and environ	mental control.			
Performance Measu	re Description: Elaps	ed time required to i	dentify, document, and report	
security incidents. Cr	iteria will be developed	d and agreed to betw	veen the Government and the	
contractor outlining t	he definition of a secur	rity incident. In certa	in agreed upon conditions, we	
will automatically no	tify the NOC of securit	ty incidents via mess	saging pagers.	
Exceptions: None				
Who: Contractor	Frequency: EMS provides automated, continuous logging of Remedy trouble tickets into a common repository. Reports will be generated monthly. Both the reports and EMS data are visible on OpsPort.			
Where: End user &	How measured: The	metrics are the time	it takes to identify, document,	
network operations				
center	incident has occurred.	The metric is collect	ted and measured via the	
	Remedy ARS Trouble Ticket database.			
Award Term Plan	Post Transition	transition Value	Minimum Pass Percentage	
Attachment III-C Evaluation Weight	Value			
5	2 hours	2 hours	. 0.98	

Service Level Agreet Vulnerability Remed		Government Servi	ice Level Objective No. 11	
SubCLINs 0x01AC -	Information Assu	rance Services	THE STATE OF THE S	
Applicable Service De	elivery Points:	Printer of the Control of the Contro	was regit of the time of the artist and	
		es IAW Contract Section	on C.	
Performance Catego	ry: Security Vulner	ability Remediation		
fixes/patches to address Service values. The conot limited to, encrypt content detection, aud Performance Measur fixes/patches to address discovered/identified a to the time when the fi	ss security vulnerable ontractor shall supposion, access control, it, and physical and re Description: Times security vulnerable and an approved system and an approved system and a value avalue and a value avalue avalue and a value avalue a	ilities falls within the S ort the use of appropriat user identification and environmental control. the required to implement ilities. Measured from the tem fix/patch is available to all users. (Not	nt real time system time vulnerability is ale and authorized for release	
timeframes).			-	
Exceptions: None				
Whe: Contractor & Government	Frequency: EMS provides automated, continuous logging of Remedy trouble tickets into a common repository. Reports will be generated monthly. Both the reports and EMS data are visible on OpsPort.			
Where: All USSOCOM end users and systems	How measured: The metric is collected and measured via the Risk Radar and Remedy ARS Trouble Ticket database.			
Award Term Plan Attachment III-C Evaluation Weight	Post Transition Value	Transition Value	Minimum Pass Percentage	
5	8 hours	8 hours	0.98	

Service Level Agreements for Configuration Management Services CLINs 0X01AD

Service Level Agree	ment 12: Asset	Government Serv	ice Level Objective No. 12	
Management Accura	ncy and the same			
SubCLINs 0x01AD	Configuration Man	nagement Support S	ervices	
Applicable Service De		Charles College		
and network hardware	e, software, and infras	structure IAW Contra	ct Section C.	
Performance Catego				
Service Description:	Ensure that the accur	racy of the garrison ar	id deployed computer,	
			ure asset management	
inventory meets or ex-				
			of inventory and mapped	
			t includes asset number,	
			mation on each machine.	
Exceptions: The asset	t inventory accuracy	requires that no USSO	COM inventory items are	
			rithout coordination and	
involvement of the co	ntractor, the contracto	or is responsible for d	eveloping and promulgating	
a USSOCOM-wide no				
Who: Contractor		ly reports are replicat	ed onto the common	
	repository and are av			
Where: Remedy			y USSOCOM. Auditing will	
Inventory Database			lanagement Inventory against	
	and USSOCOM sampled infrastructure assets sufficient to determine a confidence			
	e or sites percentage that the inventory is accurate.			
Award He marking	The state of the s	Transition Value	Minimum Pass Percentage	
Estizidameni III.G	Value			
Evaluation Weight	0.00	0.00		
3	0.98	0.90	0.90	

Service Level Agreements for Help Desk Services CLINs 0X01AE

Service Level Agree Resolution	ement 13: First Call	Government Ser	vice Level Objective No. 13
	- Help Desk Support	t	- Anna Carlotta Commence of Co
			ers for USSOCOM user help
	ory: Help Desk - Firs	t Call Resolution	
			ed by Help Desk personnel on
			eds the SLA determined
for solving USSOCC communicate with H first call response for the first contract quarer Performance Measurem Desk. The measurem the Help Desk. Exceptions: None	OM issues to the end uselp Desk by phone, ere other than phone call rect.) I Description: Percept is a monthly aggregation.	ser's satisfaction. (No nail, web-based appli is will be determined in entage of calls resolve egate and average by	and user technical assistance ote: The user can interact or cation and/or fax. Times for in SLA negotiations during ed on first contact to Help user of the resolved calls at
Who: Contractor	trouble tickets into a	common repository.	ntinuous logging of Remedy Reports will be generated re visible on OpsPort.
Where: Help Desk		metric is collected as	nd measured via the Remedy
Award Ferm Plan Attachment III-C Frahation Weight	Value	Transition Value	Minimum Pass Percentage
5	0.65 First Call Resolution	0.60 First Call Resolution	0.6

Service Level Agree Help Desk Call	ment 14: Length of	Government Ser	vice Level Objective No. 14	
SubCLINs 0x01AE	- Help Desk Suppor	t		
Applicable Service D	elivery Points: Help	Desk Operations Cen	iters for USSOCOM user help	
desk support.		-		
Performance Catego	ory: Help Desk - Len	gth of Help Desk Ca	11	
Service Description:	Ensure that the leng	th of time required fo	or Help Desk personnel to	
			of Service values. Contractor	
services include prov	iding end user technic	cal assistance for solv	ving USSOCOM issues to the	
		ct or communicate w	ith help desk by phone, email,	
web-based applicatio			*	
			on procedure requiring that	
first contact Help Des	sk calls be either reso	lved or escalated to the	he next response tier within	
the set number of mir				
		sk calls that are either	er resolved or escalated to the	
next tier within the es				
Exceptions: Exception	on is Help Desk calls	that are not trouble-re	eport based, where the end	
user is requesting real				
Who: Contractor			intinuous logging of Remedy	
			Reports will be generated	
	monthly. Both the reports and EMS data are visible on OpsPort.			
Where: Help Desk	How measured: The metric is collected and measured via the Remedy			
	ARS Trouble Ticket database.			
Award Term Plan	CONTRACTOR OF THE PROPERTY OF	Transition Value	Minimum Pass Percentage	
Attachment III-C	Value			
Evaluation Weight				
5	15 Minutes	15 Minutes	0.98	

Service Level Agree Resolution	ement 15: Help Desk	Government Serv	ice Level Objective No. 15	
	 Help Desk Support 			
Applicable Service D	Delivery Points: Help De	esk Operations Cen	ters for USSOCOM user help	
desk support.				
Performance Categoria	ory: Help Desk Call Re	solution		
			resolve Help Desk calls falls	
			services include providing	
end user technical ass	sistance for solving USS	SOCOM issues to the	he end user's satisfaction. The	
user can interact or co	ommunicate with the He	elp Desk by phone,	email, web-based application,	
and/or fax.				
			entact to the Help Desk until	
			k calls that are either resolved	
			hreshold. Maximum pass	
1	for executive personnel	l, mission critical pe	ersonnel, and for regular user	
personnel.				
			ract Section C appendices for	
		er the overall Level	of Service maximum pass	
times for the applical				
Who: Contractor			ntinuous logging of Remedy	
			Reports will be generated	
	monthly. Both the repo			
Where: Help Desk			nd measured via the Remedy	
NIP CONTROL OF THE CO	ARS Trouble Ticket database.			
Award Term Plan	Levels of Service		Minimum Pass Percentage	
Attachment III-C				
Designation Everght				
	Routine Personnel	24 Hours	0.98	
5	Mission Critical	4 Hours	0.98	
	Personnel			
	Executive Personnel	30 Minutes	0.98	

Service Level Agre Satisfaction - Help	ement 16: Custome Desk	r Government Se	rvice Level Objective No. 16
SubCLINs 0x01AE	- Help Desk Suppo	rt	
Applicable Service I	Delivery Points: Help	Desk Operations Ce	nters for USSOCOM user help
desk support.			
Performance Catego	ory: Customer Satis	faction - Help Desk	
Service Description	: Ensure that the per	centage of customers	satisfied with the
responsiveness and of Service values.	effectiveness of the h	elp desk meets or exc	ceeds the SLA determined Level
and effectiveness of	the Help Desk amon	g the users that respo	action with the responsiveness nd to the customer satisfaction. A performance measures for
Exceptions: None		-	
Who: Contractor	the common reposite		es are automatically copied onto nonthly reports. Both the Port.
Where: Help Desk	which are automatic		lelp Desk customer surveys, or upon resolution of each to survey questions.
Award Peyro Plan Award ment 1156 Gy harton Weglin	Post Transition Value	(Fransition Value	Minimum Pass Percentage
5	0.85 satisfactory rating	0.70 satisfactory rating	0.7

Service Level Agreements for EITC Contract Management Services CLINs 0X01AA

Service Level Agre Management	eement 17: Contract	Government Serv	ice Level Objective No. 17
THE RESERVE AND DESCRIPTION OF THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED IN C	- Overall Program	Management	
		erall EITC Program M	anagement
		eliness of Deliverables	
	on time, satisfics con-		ontractually required report or meets or exceeds the SLA
Performance Meas reports and delivera on time and in accor percentage received requirement specific	bles in the required for dance with contractu on time to the require cations. s or deliverables delay r approvals. Frequency: The rec will be replicated to continuous monitoring	orm and format and to the all requirement specificated acceptance point and yed by non-receipt of cept time stamps and the common repositorying with 24-hour average repository reporting get	e list of scheduled reports SAS provides automated ing into a common enerated monthly. Both the
Where: Contractor PMO	reports and SAS data are visible on OpsPort. How measured: The metrics are receipt timestamps which will be logged into a database and compared to a list of deliverable and report schedules.		
Award Term Plan Attachment III-C Evaluation Weight	Post Dransition Value	Transition Value	Minimum Pass Percentage
8	0.95	0.90	0.90

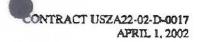
Service Level Agree Transfer	ment 18: Email - Et	nail Additiona	ol Proposed SLA Objective	
SubCLINs 0x01AB	- Systems Administr	ration Services		
Applicable Service l	Delivery Points:	Market State of the Land	distribution to the designation	
communication and r	etwork infrastructure	es IAW Contract Secti	on C.	
Performance Catego	ory: Performance Be	nchmark - Email Tran	sfer - Email Services	
Service Description: Ensure that the average time the email system keeps the message in their system (a) before depositing in the user's mailbox (on server) for incoming mail, and (b) before delivering to the Internet or other network domain for outgoing mail falls within the SLA determined Level of Service values. In the future we plan to extend messaging management SLA performance levels from "server to client" to "post office to post office." Performance Measure Description: Average time the email system keeps the message in their system (a) before depositing in the user's mailbox (on server) for incoming mail, and (b) before delivering to the Internet or other network domain for outgoing mail.				
			's local out-going message	
		nitting to the mail serv		
Who: Contractor	Frequency: EMS provides automated continuous monitoring with 24-hour averaging into a common repository. Common repository reporting generates monthly reports. Both the reports and EMS data are visible on OpsPort.			
Where: Operations How measured: Metric is average daily "time-in-spool" data in automated measurement through an Exchange/ DMS messaging management tool, such as BMC Patrol for Exchange.				
Award Term Plan Attachment III-C Evaluation Weight			Minimum Pass Percentage	
TBD	<= 30 Seconds	<= 1 minute	0.98	

Service Level Agree Problem Resolution		ssaging Addition	nal Proposed SLA Objective
SubCLINs 0x01AB	- Systems Administr	ration Services	
Applicable Service l		APPROXY PROPERTY OF PERSON	Manager and Associated and Associated Association
communication and r	network infrastructure	es IAW Contract Sect	ion C.
Performance Catego Services	ory: Action Item Res	olution - Problem Re	solution - Email/Messaging
			il the service is restored to Level of Service values.
restored to normal op by site of the time to	crating performance. restore service follow restore from time of	The measurement wi ving help desk notific f non-availability (inc	tage until the service is ill be an aggregate and average ation. The values indicated ludes response time).
Who: Contractor	Frequency: EMS provides automated continuous logging of Remedy trouble tickets into a common repository. Reports will be generated monthly. Both the reports and the EMS data are visible on OpsPort.		
Where: USSOCOM-wide	How measured: The metric is collected and measured via the Remedy ARS Trouble Ticket database.		
Award Term Plan Attachment H.C. Evaluation Weight	Post Transition Value	Transition Value	Minimum Pass Percentage
TBD	1 hour	1 hour	0.99

Service Level Agree Responsiveness	ment 20: Help Desk	- Additional	Proposed SLA Objective	
SubCLINs 0x01AE	- Help Desk Support	-		
Applicable Service D desk support.	elivery Points: Help	Desk Operations Cer	nters for USSOCOM user help	
Performance Catego Answering - Help De		nchmark - Percentage	e of Calls With Delayed	
			ich the caller waits more than nined Level of Service values.	
six rings before an an percentage of calls in	alyst picks up. The go	eneral description for its seven rings or mor	r the measurement is the re. The measurement is a	
Exceptions: PBXs w	hich do not support a	utomatic call distribu	ution.	
Who: Contractor	Frequency: Automated interface with the PBX to capture performance data and report monthly on the OpsPort.			
Where: Help Desk	How measured: Tracked through the PBX reporting logs.			
Award Term Plan Attachment III-C Evaluation Weight	Post Transition Value	Transition Value	Minimum Pass Percentage	
TBD	less than 3%	less than 7%	0.98	

Service Level Agree Notification	ement 21: Help Desk	- User Additional	Proposed SLA Objective
SubCLINs 0x01AE	- Help Desk Suppor	t	
			ters for USSOCOM user Help
	#1 II - P. (1) #1 1 1 1 1 1 1 1 1 1	olution - User Notific	cation for Unplanned Service
Service Description	: Ensure user notificat		unplanned service outages, determined Level of Service
outages, and return to shut down a service,	o service status prior t	o restore. In the case given prior to the sh	Desk for unplanned service of an emergent requirement to out down. The notice to the
Exceptions: None			
Who: Contractor	hour averaging into a	a common repository	ntinuous monitoring with 24- . Common repository the reports and EMS data are
Where: Help Desk	How measured: Will Remedy/Exchange in stamps to outage eve	nterface that matches	outage notification time-
Award Term Plan Attachment III-C Evaluation Weight	Value	Transition Value	Minimum Pass Percentage
TBD	less than 3%	less than 7%	0.98

DESCRIPTION OF THE PROPERTY OF	ement 22: Contract Schedule & Perforr		roposed SLA Objective
AND DESCRIPTION OF THE PARTY OF	· Overall Program	STATE OF THE OWNER, SALES	
		erall EITC Program M	anagement
Performance Categ	ory: Ability to perfo	rm within cost and sch	edule on T&M LOE Task
		ders are executed withinsk order performance	n 5% of the cost and LOE schedules.
EITC T&M services order performance se	within 5% of the coschedules. The measur of the cost and LOE	t and LOE ceilings aw	Il contractually required arded and within the task time that task orders are within the task order
	nance delayed by non vernment imposed so		ly required Government input
	Frequency: Measured continuously, reported monthly to the OpsPort.		
Where: Contractor PMO	How measured: Reporting on budget and schedule via the OpsPort interface. Measured using standard cost and performance tool.		
Award Term Plan Attachment III.C Evaluation Weight	Post Transition Value		Minimum Pass Percentage
TBD	0.95	0.95	0.95



	Minimum/General Experience: Over 15 years of professional experience including at least 2 years of experience			
Program Manager	in managing a major program or department. Work assignments typically require extensive professional experience indicting at least 8 years of experience in responsible management positions. Individual will have experience in developing and executing large programs in the information technology erems.			
	Pranctional Responsibility: Manages the execution of the Enterprise Information Technology Contract.			
Administrative	Minimum/General Experience: Minimum of 1 year experience working in an automated office environment. No appecialized experience is received.			
Specialist	Functional Reasonability: Produces, maintains, and updates documents, reports, and correspondence utilizing standard office automation activare.			
Nation's Engineer	Minimum/General Experience; 8 years of telecommunications design and management experience, particularly on complex applications involving all phases of telecommunications network design, implementation, and analysis, Functional Responsibility: Performs design, installation, troubleshooting, and expont of local- and wide-area network hardware, software and applications. Carr install and configure WAN and LAN hardware. Oversees development and implementation of system specifications, designs, integration, testing, and documentation. Develops felt management and mitigation strategy. Ensures compliance with OA standards.			
Network Administrator	Minimum/General Experience: 4 years of directly relevant experience. Functional Psesonaibility: Performs installation, isoubleshooting, and support of local- and wide-area network hardware, software and applications with little or no supervision. Can Install and configure WAN and LAN hardware.			
Junior Network Administrator	Minimum/General Experience: 2 years of directly relevant experience. Functional Reasonalbility: Performs and or sasks in installation, troubleshooting, and support of local- and wide area network hardware, software and applications.			
Systems Engineer	Minimum/General Experience: 8 years experience in engineering, development, and administration of LAN operating systems, servers, and applications. At least two years experience as overall technical feat development, operations, testing, integration, or fielding of complex systems. Functional Responsibility: Performs design, installation, administration, troubleshooting, and support of LAN operating systems, servers, and applications. Oversees development and implementation of system specifications designs, integration, testing, and documentation. Develops risk management and mitigation strategy. Ensures compliance with CA standards.			
Systems Administrator	Minimum/General Experience: 4 years experience in administration of LAN operating systems, servers, and applications. Functional Responsibility: Performs administration, troubleshooting, and support of LAN operating systems, servers, and applications with little or no supervision.			
Junior Systems Administrator	Minimum/General Experience: 2 years experience in administration of LAN operating systems, servers, and applications. Functional Responsibility: Performs and or assists in administration, troubleshooting, and support of LAN operating systems, servers, and applications.			
	Minimum/General Eccenteros: 8 years experience in engineering, development, and administration of network security architectures.			
	Eunctional Responsibility: Perform development, testing, documenting, integration, operation and maintenance of the information assurance infrastructure. Develop, maintain and implement information assurance posities, procedures, cartification and accreditation in accordance with applicable DoD regulations, CERT notices and best customers practices. Ensures compliance with QA standards.			
Computer Security Administrator	Minimum/General Experience: 4 years experience in administration of network security architectures. Functional Responsibility: Perform teating, documenting, integration, operation and maintenance of the information assurance infrastructure. Maintain and implement information assurance policies, procedures, certification and accreditation in accordance with applicable DoD regulations, CERT notices and best business practices.			
	Minimum/General Ecoeriesce: 8 years experience designing, installing, and maintaining communications and cable systems, particularly on complex telecommunications network design, implementation, and analysis. Functional Responsibility: Performs design, implation, and maintenance of voice, video, and data cable systems. Oversees development and implementation of system specifications, designs, integration, testing, and documentation. Develops risk management and mitigation strategy. Ensures compliance with QA standards.			
Torbolisho	Minimum General Experience: 4 years experience installing, and maintaining communications and cable systems. Functional Responsibility: Performs installation, and maintenance of voice, video, and data cable systems.			
lunior	Ministrum General Experience: 2 years experience Installing, and maintaining communications and cable systems. Functional Responsibility: Performs and or assists in installetion, and maintanance of voice, video, and data cable systems.			
Tachnician	Ministram/General Experience: 8 years experience malmaining network, video, servers, workstations, and peripheral hardware and related software. Functional Responsibility: Perioms maintenance of network, video, servers, workstations, and geripheral hardware. Manages maintenance plans for all hardware and related werranties and the scheduling process for			
Network Technician	video suites. Ensures compilance with QA standards. Minimum/General Experience: 4 years experience maintaining network, video, and server hardware.			



	Functional Responsibility: Performs maintenance of network, servers, and video hardwars. Schedules the locentilonal usage of the video suffer.
	Minimum/General Experience: 4 years superlance maintaining, installing, and relocating workstations, peripherals, workstation operating systems, and standard office automation software.
PC Technician	Functional Responsibility: Performs maintenance, Installation, and moves of workstations and peripheral hardware and related software.
Junior Tachnician	Minimum/General Experience: 2 years experience maintaining, installing, and relocating workstations, peripherals, workstation operating systems, and standard office automation suites.
Our Por GCOR IICAGO	<u>Functional Reagonal bility:</u> Performs and or assists in maintenance, installation, and moves of workstations and peripheral hardware and related software.
Installation Techniclan	Interest Coneral Experience: 2 years experience in installing and relocating telephones. Functional Responsibility: Move, set up and install telephones.
Senior Help Dedic Analysi	Minimum/General Experience: 8 years of directly relevant experience. Functional Responsibility: Interfaces directly with supported end-users to provide advanced hardware, software, network, and applications problem resolution. Is an expert with industry standard desirance operating systems and office automation software suites. Manages internal problem escalation procedures and software tools.
Help Deek Analysi	Minimum/General Experience: 4 years of directly relevant experience. Functional Responsibility: Interfaces directly with supported end-users to provide advanced hardware, software, network, and applications problem resolution. Is an expert with industry standard design operating systems and office supportion software sales.
Junior Help Deak Analyst	Minimum/General Experience: 2 years of directly relevant experience. Functional Responsibility: Interfaces directly with supported end-users to provide and or assist in advanced hardware, software, network, and applications problem resolution. Is familiar with industry standard desidop operating systems and office suformation software suites.
Series IT Trainer	Minimum General Experience: 8 years experience developing and conducting end-user training on related achieves applications and hardware. Functional Responsibility: Performs training coordination and conducts training for and-user GOTS and COTS hardware and software. Develops and maintains training plans and course material. Ensures compliance with QA
IT Trainer	standards. Minimum/General Experience: 4 years experience developing and conducting end-user training on related software applications and hardware. Functional Responsibility: Performs training coordination and conducts training for end-user GOTS and COTS hardware and software. Mathaties training plans and course material.
Junior IT Trainer	Minimum/General Experience: 2 years experience conducting and-user training on related software applications and hardware. Functional Responsibility: Performs and or sestets in training coordination and in conducting training for end-user GOTS and COTS hardware and software.
Seriar Software Engineer	Ministram General Experience: 8 years experience in a relevant discipline or associated operational experience. 8 years experience as technical lead for development, operations, testing, integration, or fielding of systems. Functional Responsibility: Performs development and implementation of system specifications, designs, integration, testing, and documentation. Develops risk management and miligation strategy. Ensures compliance with QA standards.
Software Developer	Minimum/General Experience: 4 years experience in a relevant discipling or associated operational experience. Two years directly applicable superience in devalopment, operations, testing, integration, or fielding of systems. Functional Responsibility: Performs software design, development, integration, besting, and documentation.
Junior Software Developer	Illinium/General Experience; 2 years experience in a relevant decipies or associated operational experience. Two years directly applicable experience in development, operations, testing, triegration, or fielding of systems. Functional Responsibility: Performs and or assists in software design, development, integration, testing, and documentation.
Senfor Web Engineer	Minimum/General Experience: 8 years experience in a relevant discipline or associated operational experience. 8 years experience as technical lead for development, operations, testing, integration, or fielding of web systems. Functional Reasonal bilitic Performs development and implementation of system specifications, designs, integration, testing, and documentation. Designs and Maintains web servers and data. Develops that management militigation strategy. Ensures compliance with QA standards.
Web Developer	Minimum/General Experience: 4 years experience in a relevant discipline or associated operational apperience. Functional Responsibility: Performs development and implementation of system specifications, designs, integration, testing, and documentation. Maintaine web servers and date.
Junior Web Developer	Minimum/General Experience, 2 years experience in a relevant discipline or associated operational experience, Functional Responsibility: Performs and or assists in development and implementation of system specifications, designs, integration, testing, and documentation. Maintains web servers and data.
Senior Database Specialist	Minimum/General Experience: 8 years experience in a relevant discipline or associated operational experience, Functional Responsibility: Performs development and implementation of data specifications, designs, integration, testing, and documentation. Design detabases for specific user requirements. Mainfain legacy databases and new database systems for which new applications are being planaged and incorporated.
Database Specialist	Minimum/General Experience: 4 years experience in a relevant discipline or associated operational experience. Functional Responsibility: Performs implementation of data specifications, dealons, integration, testing, and documentation. Maintain legacy databases and new database systems for which new applications are being planned and incorporated.





Junior Database Specialist	Minimum/General Extensione: 2 years experience in a relevant discipline or associated operational experience. Functional Responsibility: Performs and or assists in implamentation of data specifications, designs, integration, testing, and documentation. Maintain legacy databases and new database systems for which new applications are being planned and incorporated.
Project Manager	Minimum/General Experience: 15 or more years of professional work experience that provides the required knowledge, skills and training. 5 or more years experience is management of projects/lasks similar in scope and requirements to current program. Functional Responsibility: Provides business, technical, and personnel management for individual projects, such as engineering studies, computer applications and systems development.
Senior Information Technology Manager	Minimum/General Experience: 10 years of experience in information technologies work. In-depth experience in one or more of the following technical areas: Systems SW design, MW Integration, SW development, coeffiguration management, Quality Assurance, System requirements, Integration, networking, tectical communications, and security Punctional Passonativities: Performs technical and analytical assignments.
Information Technology Manager	Minimum/General Experience: 6 years of experience in information technologies work. In-depth experience in one or more of the following technical areas: Systems SAW design, HAW integration, SAW development, configuration management, Quality Assurance, System requirements, Integration, networking, tactical: communications, and security Punctional Responsibility: Performs technical and analytical assignments.
Information Yechnology Specialist	Minimum/General Experience: 5 years of related functional and or technical experience in support of information technology management functions. Functional Responsibility: Performs technical and functional assignments in support of IT activities.
Junior Information Technology Specialist	Minimum/General Experience: 3 years of related functional and or technical experience in support of information technology management functions. Functional Responsibility: Performs technical and functional assignments in support of IT activities.
Information Technology Writer	Minimum/General Experience: 2 years of experience in adding related technical documents. Functional Responsibility: Assists in the collecting, organization, and publication of technical documents