

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				I. CONTRACT ID CODE	PAGE OF PAGES
2. AMENDMENT/MODIFICATION NO. P00009		3. EFFECTIVE DATE 21-Oct-2002	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)
6. ISSUED BY U.S. SPECIAL OPERATIONS COMMAND/SOAL-K 7701 TAMPA POINT BLVD. ATTN: DOROTHY LEWIS MACDILL AFB FL 33621-5323		CODE USZA22	7. ADMINISTERED BY (If other than item 6) DCMA BALTIMORE - MANASSAS 10500 BATTLEVIEW PKWY SUITE 200 MANASSAS VA 20109-2342		CODE S2404A
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) BTG, INC. J. DAVID GRUMMETT 3877 FAIRFAX RIDGE ROAD FAIRFAX VA 22030				9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
				X 10A. MOD. OF CONTRACT/ORDER NO. USZA22-02-D-0017	
				X 10B. DATED (SEE ITEM 13) 31-May-2002	
CODE 4V190		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended.					
<p>Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods:</p> <p>(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.</p>					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					
SEE CONTINUATION SHEET					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
			KARENE L. SPURLIN / CONTRACTING OFFICER		
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED	16B. UNITED STATES OF AMERICA		16C. DATE SIGNED
_____ (Signature of person authorized to sign)			BY <i>Karen L. Spurlin</i> (Signature of Contracting Officer)		25-Oct-2002

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

This modification is to include Sections C, Performance Work Statement and Section D, Packaging and marking that was inadvertently missing from award document.

SUMMARY OF CHANGES

**United States Special Operations Command (USSOCOM)**

**Enterprise Information Technology Contract (EITC)**

**Requirements Document**

TABLE OF CONTENTS

<b>SECTION 1.0 INTRODUCTION</b> .....	1
<b>1.1 PURPOSE</b> .....	1
<b>1.2 OBJECTIVE</b> .....	1
<b>1.3 SCOPE</b> .....	1
<b>SECTION 2.0 APPLICABLE DOCUMENTS</b> .....	1
<b>SECTION 3.0 REQUIREMENTS</b> .....	3
<b>3.1 INFORMATION TECHNOLOGY SYSTEMS SUPPORT</b> .....	3
<b>3.2 CUSTOMER SUPPORT</b> .....	6
<b>3.3 PLANNING AND ENGINEERING SUPPORT</b> .....	7
<b>3.4 APPLICATION DEVELOPMENT AND SUPPORT</b> .....	9
<b>3.5 INFORMATION ASSURANCE SUPPORT</b> .....	10
<b>3.6 CONFIGURATION MANAGEMENT SUPPORT</b> .....	10
<b>APPENDIX A</b> (b)(2)High <b>REQUIREMENTS</b> .....	1
<b>A.1</b> .....	1
<b>A.2</b> .....	3
<b>A.3</b> .....	5
<b>A.4</b> .....	16
<b>A.4</b> .....	17
<b>A.4</b> .....	18
<b>A.4</b> .....	20
<b>A.4</b> .....	22
<b>A.4</b> .....	24
<b>A.4</b> .....	26
<b>APPENDIX B</b> (b)(2)High .....	1
<b>B.1</b> .....	1
<b>B.2</b> .....	3
<b>B.3</b> .....	5
<b>B.4</b> .....	7
<b>B.5</b> .....	8
<b>B.6</b> .....	10
<b>B.7</b> .....	12
<b>B.8</b> .....	13
<b>B.9</b> .....	15
<b>B.10</b> .....	17
<b>B.11</b> (b)(2)High .....	19
<b>B.12</b> (b)(2)High .....	21
<b>APPENDIX C</b> .....	1
<b>C.1</b> .....	1
<b>C.2</b> .....	3
<b>C.3</b> (b)(2)High .....	7
<b>C.4</b> .....	9
<b>C.5</b> .....	11
<b>C.6</b> .....	12

C.7	[REDACTED]	14
C.8	[REDACTED]	16
C.9	[REDACTED]	17
APPENDIX D	(b)(2)High	1
D.1	[REDACTED]	1
D.2	[REDACTED]	2
APPENDIX E	[REDACTED]	5
E.1	[REDACTED]	5

**United States Special Operations Command (USSOCOM)**

**Enterprise Information Technology Contract (EITC)**

**Requirements Document**

**1.0 INTRODUCTION.**

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**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.

**1.3 SCOPE.**

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The scope of this contract includes the planning, management, 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 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
AFSOCI 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	Entry 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
Hurlburt Field Instruction 33-115	Hurlburt 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
USSOCOM 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 Memo 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
	C4IAS 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 Building
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 I 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.
- f. 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.
- l. 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.

**3.1.2 WAN SUPPORT.** The contractor shall operate and maintain wide area networks between designated sites at various levels of security classification. The contractor shall install and integrate network enhancements. The

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(b)(2)High 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)(2)High).
- b. Provide connection to external networks to include, but not limited to, NIPRNET, (b)(2)High Defense Research Engineering Network (DREN), DSN, Public Switched Telephone Network (PSTN), the Internet, and (b)(2)High.
- 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 (b)(2)High.
- 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.
- b. 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.).
- e. 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, (b)(2)High. 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.
- d. 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.

- a. Maintain all SOF hardware resources to include, but not limited to, communication and network devices and network servers.
- b. 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 format 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.
- b. 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.
- f. Planning and engineering support for IT programs for new equipment, supplies, or system components.

**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.

c. Plan, develop, test and integrate service and site unique IT programs system components as defined by task order.

**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.
- b. Provide system administration for database servers.
- c. 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.

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.
- b. Provide system administration for database servers.
- c. 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 team/information assurance vulnerability alert (CERT/IAVA) notices, and best business practices. The following paragraphs define the information assurance support required.

- a. 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.
- f. 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.

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Page 8 of 92