

**UNITED STATES TRANSPORTATION COMMAND
(USTRANSCOM)**

**Contract W91QUZ-04-D-0001-YK-02
Modification 50, 1 October 2009**

**Information Technology (IT) Support of Selected
USTRANSCOM C4 Systems and Support Functions**

**NCI Information Systems, Inc.
Reston VA**

Released under FOIA 10-06
FOIA Exemption (b)(6) Applies

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE Z	PAGE 1 OF 8 PAGES
2. AMENDMENT/MODIFICATION NO. 50	3. EFFECTIVE DATE 10/01/09	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY CODE USTRANSCOM/TCAQ-D 508 SCOTT DRIVE SCOTT AFB IL 62225-5357	7. ADMINISTERED BY (If other than Item 6) CODE SAME AS ITEM 6			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) NCI INFORMATION SYSTEMS, INC. 11730 PLAZA AMERICA DRIVE. RESTON VA 20190-4764		(X)	9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
		X	10A. MODIFICATION OF CONTRACT/ORDER NO. W91QUZ-04-D-0001-YK02	
			10B. DATED (SEE ITEM 11) 06/01/04	
CODE OMX49	FACILITY CODE OMX49			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. ACCOUNTING AND APPROPRIATION DATA (If required)

SEE SCHEDULE - SECTION G

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

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

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

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

The purpose of this modification is to fund Option Year Six of the task order.

SEE SUMMARY OF CHANGES

POC: Stephanie Mills, Contract Specialist Comm: 618-256-9605

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) TERESA M. FRANCOEUR, CONTRACTING OFFICER	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA <i>Teresa M. Francoeur</i> (Signature of Contracting Officer)	16C. DATE SIGNED 2009 10 01

SF 30 BLOCK 14 CONTINUATION PAGE

SECTION SF 30 BLOCK 14 CONTINUATION PAGE**SUMMARY OF CHANGES**

The purpose of this modification is to fund Option Year Six of the task order.

SECTION B – SERVICES AND PRICES

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0019		1.00	Lot	\$6,178,958.00	\$6,178,958.00
Exercised Option	C4 IT Support for USTRANSCOM and HQ AMC - Option Period 6 (1 Oct 09 – 30 Sep 10) LH - The contractor shall provide support in accordance with the attached Performance Work Statement (PWS) 2 of 2 dated 10 June 2009, the contractor's proposal dated 24 June 2009, and the attached schedule. The ceiling is \$5,980,177.00 and cannot be exceeded without prior approval of the Contracting Officer. If the ceiling is exceeded it is at the contractor's own risk. AMC Elite Support (Optional Task) in the amount of \$198,781.00 will not be exercised.				
	TOT ESTIMATED PRICE				\$6,178,958.00
	CEILING PRICE				\$5,980,177.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
001901	Funding for CLIN 0019 Program Management Support for USTRANSCOM in accordance with PWS Task 2-4.1. BPN: F3ST95				
	TOTAL FUNDED AMOUNT				\$6,166.04
	97X4930.FD50 6F0 70AB 129170 G642A4 43910 000000 667100 F67100 ACRN CB (AF Form 9 F3ST959188AC01)				

SF 30 BLOCK 14 CONTINUATION PAGE

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
001902	Funding for CLIN 0019 Support for USTRANSCOM in accordance with PWS Task 2-1, Task 2-4.2, Task 2-5, Task 2-2, Task 2-7, Task 2-6, Task 2-8, Task 2-3, and Task 2-4.1 BPN: F3ST95 <div style="text-align: right;">TOTAL FUNDED AMOUNT</div>				\$4,703,646.74
	97X4930.FD50 6F0 70AB 128040 G642G1 43910 000000 667100 F67100 ACRN CC (AF Form 9 F3ST959188AC01)				
001903	Funding for CLIN 0019 Support for USTRANSCOM in accordance with PWS Task 3-1, Task 3-2 and Task 3-3. BPN: F3ST95 <div style="text-align: right;">TOTAL FUNDED AMOUNT</div>				\$1,178,164.20
	97X4930.FD50 6F0 70AB 129080 G642A4 43910 000000 667100 F67100 ACRN CD (AF Form 9 F3ST959188AC01)				
001904	Funding for CLIN 0019 Support for USTRANSCOM in accordance with PWS Task 2-1.1 BPN: F3ST95 <div style="text-align: right;">TOTAL FUNDED AMOUNT</div>				\$92,200.02
	9700100.1102 2M0 70AB H71700 G39020 559ZZ 28011F 667100 F67100 ACRN CE (AF Form 9 F3ST959188AC01)				

SF 30 BLOCK 14 CONTINUATION PAGE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0020		1	Lot	\$	\$ NTE
Exercised Option	Other Direct Costs (ODCs) – Option Period 6 (1 Oct 09 – 30 Sep 10) COST				
				ESTIMATED COST	\$100,000.00
				NOT-TO-EXCEED AMOUNT	\$63,100.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
002001	Funding for CLIN 0020 Travel and ODCs in support of USTRANSCOM PWS Task 2-1, Task 2-4.2, Task 2-5, Task 2-2, Task 2-7, Task 2-6, Task 2-8, Task 2-3, and Task 2-4.1 BPN: F3ST95 TOTAL FUNDED AMOUNT \$60,000.00 97X4930.FD50 6F0 70AB 128040 G642G1 43910 000000 667100 F67100 ACRN CC (AF Form 9 F3ST959188AC01)				

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
002002	Funding for CLIN 0020 Travel and ODCs in support of USTRANSCOM PWS Task 3-1, Task 3-2 and Task 3-3. BPN: F3ST95 TOTAL FUNDED AMOUNT \$3,100.00 97X4930.FD50 6F0 70AB 129080 G642A4 43910 000000 667100 F67100 ACRN CD (AF Form 9 F3ST959188AC01)				

SF 30 BLOCK 14 CONTINUATION PAGE

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0021		1.00	Lot	\$153,688.00	\$153,688.00
Exercised Option	Optional C4 IT Support for USTRANSCOM - Option Period 6 (1 Oct 09 – 30 Sep 10) LH - The contractor shall provide support in accordance with the attached Performance Work Statement (PWS) 2 of 2 dated 10 June 2009, the contractor's proposal dated 24 June 2009, and the attached schedule. The ceiling is \$153,688.00 and cannot be exceeded without prior approval of the Contracting Officer. If the ceiling is exceeded it is at the contractor's own risk.				
	TOT ESTIMATED PRICE				\$153,688.00
	CEILING PRICE				\$153,688.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
002101	Funding for CLIN 0021 Optional Support for USTRANSCOM in accordance with PWS Task 2-4.1 BPN: F3ST95				
	TOTAL FUNDED AMOUNT				\$153,688.00
	97X4930.FD50 6F0 70AB 129170 G642A4 43910 000000 667100 F67100 ACRN CB (AF Form 9 F3ST959188AC01)				

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0039		1	Lot	\$1,048,342.00	\$1,048,342.00
Exercised Option	CG WEB SUPPORT OPTION 6 (HQ AMC) LH The contractor shall provide support in accordance with the Performance Work Statement (PWS) 1 of 2 dated 14 August 2009, the contractor's proposal dated 15 July 2009, and the attached schedule. The ceiling is \$794,834.00 and cannot be exceeded without prior approval of the Contracting Officer. If the ceiling is exceeded it is at the contractor's own risk. IGEMS support, in the amount of \$253,508.00, is Optional and will be exercised based on the needs of the Government. FOB: Destination				
	TOT ESTIMATED PRICE				\$1,048,342.00
	CEILING PRICE				\$794,834.00

SF 30 BLOCK 14 CONTINUATION PAGE

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
003901	Funding for CLIN 0039 Support for HQ AMC IAW PWS 1 of 2 dated 14 August 2009 BPN: F3SF56				
	TOTAL FUNDED AMOUNT				\$668,900.00
	5703400 300 65NH 16422P 020000 43910 41898F 667100 F67100 ACRN CF (AF Form 9 F3SF569125AC01)				
003902	Funding for CLIN 0039 Support for HQ AMC to provide IGEMS support for HQ AMC IG only in accordance with the PWS dated 14 August 2009. BPN: F3SF26				
	TOTAL FUNDED AMOUNT				\$125,934.00
	5703400 300 65NH 1001A0 020000 43910 41898F 667100 F67100 ACRN CG (AF Form 9 F3SF269189A001)				

SECTION G – CONTRACT ADMINISTRATION DATA**ACCOUNTING AND APPROPRIATION DATA****SUMMARY FOR PAYMENT OFFICE**

As a result of this modification, the total funded amount of this contract has increased by \$6,991,799.00

SUBCLIN 001901:

Funding on SUBCLIN 001901 is initiated as follows:

ACRN : CB

Acctng Data: 97X4930.FD50 6F0 70AB 129170 G642A4 43910 000000 667100 F67100

Increase: \$6,166.04

Total: \$6,166.04

SF 30 BLOCK 14 CONTINUATION PAGE

SUBCLIN 001902:

Funding on SUBCLIN 001902 is initiated as follows:

ACRN : CC

Acctng Data: 97X4930.FD50 6F0 70AB 128040 G642G1 43910 000000 667100 F67100

Increase: \$4,703,646.74

Total: \$4,703,646.74

SUBCLIN 001903:

Funding on SUBCLIN 001903 is initiated as follows:

ACRN : CD

Acctng Data: 97X4930.FD50 6F0 70AB 129080 G642A4 43910 000000 667100 F67100

Increase: \$1,178,164.20

Total: \$1,178,164.20

SUBCLIN 001904:

Funding on SUBCLIN 001904 is initiated as follows:

ACRN : CE

Acctng Data: 9700100.1102 2M0 70AB H71700 G39020 559ZZ 28011F 667100 F67100

Increase: \$92,200.02

Total: \$92,200.02

SUBCLIN 002001:

Funding on SUBCLIN 002001 is initiated as follows:

ACRN : CC

Acctng Data: 97X4930.FD50 6F0 70AB 128040 G642G1 43910 000000 667100 F67100

Increase: \$60,000.00

Total: \$60,000.00

SUBCLIN 002002:

Funding on SUBCLIN 002002 is initiated as follows:

ACRN : CD

Acctng Data: 97X4930.FD50 6F0 70AB 129080 G642A4 43910 000000 667100 F67100

Increase: \$3,100.00

Total: \$3,100.00

SF 30 BLOCK 14 CONTINUATION PAGE

SUBCLIN 002101:

Funding on SUBCLIN 002101 is initiated as follows:

ACRN : CB

Acctng Data: 97X4930.FD50 6F0 70AB 129170 G642A4 43910 000000 667100 F67100

Increase: \$153,688.00

Total: \$153,688.00

SUBCLIN 003901:

Funding on SUBCLIN 003901 is initiated as follows:

ACRN : CF

Acctng Data: 5703400 300 65NH 16422P 020000 43910 41898F 667100 F67100

Increase: \$668,900.00

Total: \$668,900.00

SUBCLIN 003902:

Funding on SUBCLIN 003902 is initiated as follows:

ACRN : CG

Acctng Data: 5703400 300 65NH 1001A0 020000 43910 41898F 667100 F67100

Increase: \$125,934.00

Total: \$125,934.00

ACRN CB: 97X4930.FD50 6F0 70AB 129170 G642A4 43910 000000 667100 F67100 has increased by \$159,854.04 from \$0.00 to \$159,854.04.

ACRN CC: 97X4930.FD50 6F0 70AB 128040 G642G1 43910 000000 667100 F67100 has increased by \$4,763,646.74 from \$0.00 to \$4,763,646.74.

ACRN CD: 97X4930.FD50 6F0 70AB 129080 G642A4 43910 000000 667100 F67100 has increased by \$1,181,264.20 from \$0.00 to \$1,181,264.20.

ACRN CE: 9700100.1102 2M0 70AB H71700 G39020 559ZZ 28011F 667100 F67100 has increased by \$92,200.02 from \$0.00 to \$92,200.02.

ACRN CF: 5703400 300 65NH 16422P 020000 43910 41898F 667100 F67100 has increased by \$668,900.00 from \$0.00 to \$668,900.00.

ACRN CG: 5703400 300 65NH 1001A0 020000 43910 41898F 667100 F67100 has increased by \$125,934.00 from \$0.00 to \$125,934.00.

**PERFORMANCE WORK STATEMENT
(PWS)**

CONTRACT W91QUZ-04-D-0001

PWS 1 of 2 for Delivery Order YK02

AIR MOBILITY COMMAND (AMC)

COMMUNICATIONS GROUP (CG)

C4 SUPPORT

14 August 2009

TABLE OF CONTENTS

1. GENERAL INFORMATION	1
2. DESCRIPTION OF SERVICES	2
2.1 Task 1 – Program Management	2
2.2 Task 2 – Software Engineering Support Services – For AMC CG (Optional).....	4
2.3 Task 3 - Web Site and Application Development Support	5
2.4 Task 4 - RESERVED	8
2.5 Task 5 - Special C4 Support – For AMC	8
3. GOVERNMENT FURNISHED PROPERTY AND SERVICES	9
4. SPECIAL PROVISIONS	10
5. CONTRACTOR TRAVEL	10
6. MISCELLANEOUS AND OTHER DIRECT COSTS	10
7. SERVICE DELIVERY SUMMARY	10
7.1 Acceptance Criteria	11
7.2 Deliverables	11
8. PERFORMANCE OBJECTIVES	12
9. PHASE-IN/OUT	12
10. INCENTIVES (POSITIVE AND/OR NEGATIVE)	12
11. CONTRACT ADMINISTRATION	12
 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP).....	12

1. GENERAL INFORMATION

The Network Operations Security Center (NOSC) of the Air Mobility Command (AMC) Communications Group (CG) manages the development and maintenance of programs and projects in support of the United States Transportation Command (USTRANSCOM) and AMC airlift transportation mission.

The AMC CG accomplishes its mission by providing centralized planning and program management support for AMC modernization efforts; developing implementation guidance and procedures for new and existing command and DOD systems; developing and exploiting information resources; applying and integrating new, advanced system technologies; and leading/coordinating functional requirements definition, test, implementation, and workplace integration.

The AMC CG is responsible for and participates in all phases of the communications and computer systems life cycle, from initial program and project conception, through development, implementation, and financial management, to systems operation and decommissioning. The AMC CG has responsibility for supporting AMC Command and Control (C2), transportation, and financial systems including, but not limited to, the Global Air Transportation Execution System (GATES), the Forward supply system (FSS), the Commercial Operations Integration System (COINS), and the Airlift Service Industrial Fund Integrated Computer System (ASIFICS) which supports the Transportation Working Capital Fund (TWCF).

The AMC CG supports engineering and design, site surveys, installation, operations, maintenance, and network management of the AMC, CONUS and theater, network infrastructure, site operation and maintenance, and network system administration.

The AMC CG supports networks worldwide using numerous commercial off-the-shelf (COTS) hardware components (e.g., IBM compatible PCs, routers, hubs, switches, bridges); and COTS software such as Windows, MS Office, UNIX, and various communications software/protocols (e.g., Ethernet, DDN, GOSIP, OSI, X.25); and also various communication transmission technologies including, but not limited to, broadband, base band fiber optic, twisted pair, T1-T3 lines, and ISDN.

In performing their duties, the staff elements of the AMC CG require additional technical support services to succeed in their mission of providing network services, network system administration, system administration support, and software development. Due to a shortage of qualified personnel and excess demand, the Government requires Contractor assistance to provide a wide range of support for the C2 systems supporting the AMC mission. The specific needs are for technical support services required in response to opportunities for increased economy and efficiency, changed functional requirements, and deficiencies in existing capabilities. AMC requires contractor services to support the AMC worldwide base and transportation networks, which include local area networks (LANs), wide area networks (WANs), and metropolitan networks (MANs). AMC-supported systems include the Consolidated Aerial Port System (CAPS II), the Global Decision Support System (GDSS), the Combat Information Transfer System (CITS), the Global Command and Control System (GCCS), the Global Air Transportation Execution System (GATES), the Consolidated Air Mobility Planning System (CAMPS), and the Scott AFB Office Information System (OIS).

It is the intention of this Performance Work Statement (PWS) to continue and expand these efforts.

2. DESCRIPTION OF SERVICES

The Government intends to procure services to support AMC computer systems and services. For the purposes of this task order, services may include:

- Technical reviews, studies, requirements definition, and system analysis
- Full system life cycle development, maintenance, and documentation
- Technical and managerial non-personal services staff for system administration
- Design, development, and maintenance of support databases, and metrics
- Development, troubleshooting, and maintenance of new and existing network systems
- Software design and development, testing, implementation and maintenance
- Configuration management
- Database management and administration
- Technical training

The AMC CG Point of Contact (POC) will provide direction to the Contractor as a framework for accomplishing the specific tasking of this PWS. The Contractor shall manage assigned tasks and ensure timely completion of assigned tasks.

The Contractor shall provide personnel with documented experience to accomplish PWS tasks.

The Contractor shall prepare and submit monthly status reports detailing accomplishments, milestones, schedules, interrelationships, and constraints for each task when appropriate, deliverable status, and plans for the succeeding month.

All documentation shall be in the latest version of the Government-supplied *Microsoft Office* format unless directed otherwise by the CG POC.

All documentation formats shall be tailored by mutual consent of the Government and the Contractor.

The Contractor shall purchase the material, supplies, telecommunications, local travel, hardware, and system software to support ongoing technical, development, maintenance, and customer support activities required and directed by AMC CG on a cost reimbursable basis.

If the Government determines that specialized training of Contractor personnel becomes necessary to meet the requirements specified, then the specified/required training and any directly associated Contractor costs will be at Government expense, on a cost reimbursable basis.

2.1 Task 1 – Program Management

The Program Manager shall provide routine and special status reports of work performed and difficulties encountered under this PWS. The Program Manager shall coordinate work carried out under this contract with the POC. The Program Management effort shall continue for the entire term of the contract.

For the duration of the contract, the Contractor shall provide the planning, direction, coordination, and control necessary for effective and efficient accomplishment of all requirements contained for this task. This effort shall be consistent with the base contract, referenced documents, and Contractor-developed and Government-approved plans, schedules, and milestones.

The Contractor shall conduct monthly (or as mutually agreed to) progress meetings to serve as in-depth project reviews to allow the Government to review the Contractor's work and progress at given points in time. These meetings will allow the Government to provide responses to the Contractor and to maintain communication with the Contractor for confirming priorities and schedules. The meetings will be combined with other scheduled meetings as appropriate to avoid unnecessary duplication of efforts.

The Contractor shall document work activities, meeting minutes, priorities, schedules, and status in monthly status reports. The Contractor shall deliver an electronic copy (via e-mail) of monthly status reports to the AMC point of contact (POC).

2.1.1 Program Reviews/Planning Meetings

The Contractor shall conduct monthly (or as mutually agreed to) Program Review (PR)/ Planning meetings. At each Program Review, the Contractor shall review the program effort to date and plans for the upcoming period with the Government. The Contractor shall identify the progress and problems (if any) that exist at that time. The Contractor shall provide presentation material as necessary for each PR.

2.1.2 Security

Personnel assigned to accomplish the requirements of this task order shall possess at least a Secret clearance. Contractor personnel shall comply with all AMC security requirements pursuant to DoD 5200.2-R, DoD Personnel Security Program, which requires DoD military and civilian personnel, as well as DoD consultant and Contractor personnel who perform work on sensitive automated information systems (AISs) to be assigned to positions which are designated sensitive. The Contractor shall assure that individuals assigned to sensitive positions, as determined by the Government, have completed the appropriate forms. Contractor personnel will be issued access badges and vehicle passes on an as required basis.

All Contractor personnel provided Government furnished computer access shall observe local AIS security policies and procedures as provided by the AMC Information Systems Security Officer (ISSO). Violations of local AIS security policy will be evaluated on a case-by-case basis and may require disciplinary action. Disciplinary action may range from an oral admonishment to removal from the contract. The Contracting Officer shall adjudicate each case and his decision shall be final. Individuals removed from this contract are removed for the duration of the contract.

The Contractor shall notify the AMC CG POC, within 24 hours, when for reasons of personnel resignation, reassignment, termination, or completion of portions of the contract, named Contractor personnel no longer require access to Government computers.

2.1.3 Personnel

The Contractor shall provide personnel who are experienced in working with the types of information technology systems in the AMC local area network environment.

- ◆ Individuals providing network security administration, system administration, and workgroup management support shall have at least five years of experience accomplishing this support. As a group, the team will have current experience with Sidewinder, Cisco equipment, Norton and other antivirus software, Blue Coat web proxies, NetIQ AppManager, Hewlett-Packard OpenView, Internet Security Systems, Internet Scanner, and hardware/operating systems typical of the AMC environment (PCs, servers, printers, etc.).

- ◆ Individuals providing senior system engineering support shall have at least 12 years of experience accomplishing this support. A Bachelor of Science or equivalent degree is required, with at least 10 years of hands-on experience with LAN technologies, five years of experience designing large networks, and five years of experience working with Cisco networking devices. CCNA/CCDA and CCNP/CCDP certifications are desired.

2.2 Task 2 – Software Engineering Support Services – For AMC CG (Optional)

The Communications Group (CG) of the Air Mobility Command (AMC) manages the development and maintenance of programs and projects in support of the United States Transportation Command (USTRANSCOM) and AMC airlift transportation mission. The AMC CG accomplishes its mission by providing centralized planning and program management support for AMC modernization efforts; developing implementation guidance and procedures for new and existing command and DOD systems; developing and exploiting information resources; applying and integrating new, advanced system technologies; and leading/coordinating functional requirements definition, test, implementation, and workplace integration.

The AMC CG is responsible for and participates in all phases of the communications and computer systems life cycle, from initial program and project conception, through development, implementation, and financial management, to systems operation and decommissioning.

In performing their duties, the staff elements of AMC CG require additional technical support services to succeed in their mission of providing database support, Web application and Web site development and maintenance, and software development.

Work hours shall be consistent with government personnel duty hours, generally 8:00 a.m. to 5:00 p.m., Central Time, Monday through Friday. The contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. If a decrease in the number of contractor personnel is desired, AMC CG shall give 30 days written notice. All work will stop in the event that funding is withdrawn. To accomplish this, the contracting officer will issue a stop work order.

The AMC CG Point of Contact (POC) will provide direction to the contractor as a framework for accomplishing this task. The contractor shall manage assigned tasks and ensure timely completion of assigned tasks.

The contractor shall provide personnel with documented experience to accomplish tasks and experience in working with the types of information technology systems in the AMC local area network environment. The contractor shall provide the planning, direction, coordination, and control necessary for effective and efficient accomplishment of all requirements contained for this task. This effort shall be consistent with the base contract, referenced documents, and contractor-developed and government-approved plans, schedules, and milestones.

The contractor shall conduct monthly (or as mutually agreed to) progress meetings to serve as in-depth project reviews to allow the government to review the contractor's work and progress at given points in time. These meetings will allow the government to provide responses to the contractor and to maintain communication with the contractor for confirming priorities and schedules. The meetings will be combined with other scheduled meetings as appropriate to avoid unnecessary duplication of efforts.

The contractor shall conduct monthly (or as mutually agreed to) Program Review (PR)/ Planning meetings. At each Program Review, the contractor shall review the program effort to date and plans for

the upcoming period with the government. The contractor shall identify the progress and problems (if any) that exist at that time. The contractor shall provide presentation material as necessary for each PR.

The Contractor shall research and test other software, programs, and languages for possible use on this task, providing the results and recommendations to the Government for consideration.

The Contractor shall provide technical instruction to Government or vendor personnel on Web applications and Web sites as required. The contractor shall base the depth of instruction and training material development (i.e., ranging from informal, hands-on training to individual users to formal instruction with course materials in a classroom setting) on the complexity of individual Web applications.

All documentation shall be in the latest version of the government-supplied Microsoft Office format unless directed otherwise by the CG POC.

If the Government elects to exercise this optional task, prices will be negotiated at that time.

2.3 Task 3 - Web Site and Application Development Support

The Contractor shall provide Web site and application development for designated AMC projects, to include applications for the AF Portal, the Inspector General Management and Evaluation System (IGEMS), supporting SAF/IG, and the Automated Aircrew Management System (AAMS) supporting AMC Aircrew Operations and Training. Web sites and applications shall be developed and subsequently maintained by the Contractor to include periodic updates as required. The Contractor shall ensure that the organization of the individual Web applications follows DOD, AF, and AMC guidelines. The Web support provided shall include the full system life cycle, from conception through deployment and maintenance. The Contractor shall provide developer level support to design, develop, test, integrate, and document current and future applications. This documentation shall be maintained for future application support.

IGEMS: Through FY08, option year 4, IGEMS support provided shall include subject matter expertise, programming, and quality assurance expertise. Additionally, the contractor shall work closely with applications development personnel and other program representatives on technical subject matters. The contractor shall prepare written interpretations of engineering and design specifications and other related information in the form of technical documentation. This effort includes writing, editing, and graphic presentation of technical information for both technical and non-technical personnel. The contractor shall create and develop requirements in required media, and also provide program support, test, debug, and write documentation as required. Assistance will include monitoring software documentation. Documentation includes technical reports, charts, graph presentations, and briefings. Technical interchange meeting support will include scheduling, minutes development, and information distribution. These activities will be conducted using Software Engineering Maintenance procedures defined in the organization's Software Development and Maintenance Process Manual.

All IGEMS Support for Fiscal Year 2010 and Fiscal Year 2011 is Optional and will be exercised based on the needs of the Government. In FY09 and for all remaining fiscal years, option years 5 – 7, IGEMS support shall be reduced to software development/programming expertise. The contractor shall work closely with applications development personnel and other program representatives on technical subject matters. The contractor shall prepare written interpretations of engineering and design specifications and other related information in the form of technical documentation. These activities will be conducted

using Software Engineering Maintenance procedures defined in the organization's Software Development and Maintenance Process Manual.

All IGEMS Support for Fiscal Year 2010 and Fiscal Year 2011 is Optional and will be exercised based on the needs of the Government. Beginning in May FY09 through the remaining fiscal years, option years 5 thru 7, AMC/IG will fund one FTE Application Programmer Senior position to accelerate the development timeline and AMC/IGs transition from Inspector General's Performance Reporting System (IGPRS) to IGEMS. He will work at the direction of the AF Program manager. The Contractor shall possess software development/programming expertise and shall work closely with applications development personnel and other program representatives on technical subject matters. The contractor shall prepare written interpretations of engineering and design specifications and other related information in the form of technical documentation. These activities will be conducted using Software Engineering Maintenance procedures defined in the organization's Software Development and Maintenance Process Manual.

AAMS: Beginning in FY08, Option year 4, AAMS support provided shall include program management, programming, database, and quality assurance expertise. Additionally, the contractor shall work closely with applications development personnel and other program representatives on technical subject matters, to include compliance with the Enterprise Information Technical Data Repository (EITDR) and DoD Information Assurance Certification and Accreditation Process (DIACAP) requirements. The contractor shall prepare written interpretations of engineering and design specifications and other related information in the form of technical documentation. This effort includes writing, editing, and graphic presentation of technical information for both technical and non-technical personnel. The contractor shall create and develop requirements in required media, and also provide program support, test, debug, and write documentation as required. Assistance will include monitoring software documentation. Documentation includes technical reports, charts, graph presentations, and briefings. Technical interchange meeting support will include scheduling, minutes development, and information distribution. These activities will be conducted using Software Engineering procedures defined in the organization's Software Engineering Process Guide. All software developed shall be delivered to the Government. The Government intends that all software be delivered to the Government with unlimited rights. All technical data shall be delivered with unlimited rights. DFARS 252.227-7013 applies. All noncommercial computer software and noncommercial computer software documentation shall be delivered with unlimited rights. DFARS 252.227-7014 applies. License rights for commercial software and documentation shall be delivered to the Government.

The Contractor shall provide database support for 375 CG. The level of support may be changed, with modification to this delivery order, to accommodate changes to the amount of support and required tasks. Assigned personnel will have technical knowledge of applications, systems analysis and programming, knowledge of communications hardware and software in a multi-protocol environment, and network management software. Support personnel will accomplish the following tasks:

- Design, develop, implement, administer, maintain, modify, and engineer AAMS database systems. This task includes development and modification of queries, and reports; incorporation of necessary security procedures; development of processes to port data and reports to new databases; and loading of software releases.
- Research, analyze, coordinate, and prepare technical documentation, briefing materials, and instructional materials. Beginning 15 August 2009 and for the remaining option years of this

task order, support required for this specific task is optional and may or may not be exercised by the Government.

- Work with functional personnel and vendors to correct system faults.
- Provide technical expertise to the functional management in daily database operations, team meetings, and meetings concerning changes to supported applications. Recommend system and process improvements to the Project Manager.
- Utilize government-supplied change request and trouble ticket applications to document work efforts.

Beginning FY09, option year five, Project Management Support for the Software Engineering task will be reduced to ½ FTE. The remaining requirements for this task will be combined with the ½ FTE Program Management Support for the AF level AAMS Task.

The Contractor shall provide Web development services to include:

- Technical reviews, studies, requirements definition, and system analysis
- Support for the analysis, design, development, and maintenance of support databases, metrics, Web applications, and Web sites
- Software design and development, testing, implementation, and maintenance, and user training on developed software
- Configuration management
- Database management and administration

The Contractor shall make use of the programming languages mentioned below including (but not limited to) the Top-level (2-digit) pages of AMC, AMC/A6, and AMC CG Web sites, and specialized sites. The Contractor shall provide two-digit Web site development and assistance to designated Web POCs in their development and procedures for maintenance of Web pages

Deliverables: The contractor shall prepare and submit an electronic copy (via e-mail) of monthly status reports to the AMC POC detailing work activities (accomplishments, milestones, schedules, interrelationships, and constraints for each task) deliverable status, and plans for the succeeding month.

All documentation supporting assigned tasks. For this task, this shall include all deliverables identified in earlier paragraphs.

2.3.1 Technical Environment

Contractor personnel shall have experience with and expertise in the following systems, software and/or hardware. Desired skill sets include, but are not limited to:

- Java, in the form of Java Server Pages (JSP), Servlets, and Applets
- Java 2 Enterprise Edition (J2EE)
- MVC architecture, such as Apache Struts and JSF
- Extensible Markup Language (XML)
- SQL, including the variants Oracle PL/SQL, and Microsoft-specific SQL

- ColdFusion (CFML)
- Active Server Pages (ASP)
- ActionScript (Macromedia Flash)
- HTML and Dynamic HTML
- JavaScript, VBScript, JScript
- Microsoft .NET Framework
- Microsoft Sharepoint Object Model
- MS SQL Server 2005
- MS SQL Server Integration Services (SSIS)

Current and anticipated tools required are:

- Java-optimized Integrated Development Environment (IDE), such as NetBeans IntelliJ
- ColdFusion Developer Studio
- ColdFusion Web Application Server
- Java-specific application server, such as Allaire JRun, Apache Tomcat, Oracle 10g/OC4J, etc.
- Oracle 8i, 9i, & 10g
- Macromedia Dreamweaver, and Flash
- Adobe PhotoShop, Illustrator, Acrobat, PageMaker
- MS Access
- Visual Studio.NET
- MS SQL Server 2005 Management Studio

2.4 Reserved

2.5 Task 5 - Special C4 Support – For AMC (Optional Task)

The contractor shall provide special C4 support functions, assisting government personnel in implementing and maintaining C4 supporting the AMC command's senior level executives, their immediate support staff, and other senior managers, totaling 213 customers, as listed in paragraph 2.10.1–2.10-3. On-site hours are Monday to Friday from 6:00 a.m. to 5:00 p.m. Duties require the research, design, testing, and implementation of C4 technical solutions supporting senior level management and their support staff for both unclassified and classified command and control requirements. Support includes building, deleting, and maintaining local area network and e-mail accounts, desktops, laptops, software, printers, other peripherals, configuration, and troubleshooting activities, and network connectivity. These requirements also include remote worldwide command and control connectivity, command and control functions in quarters, and during TDYs. This function will provide network systems administration, client configuration, technical and trouble shooting activities supporting the remote access program for both the classified and unclassified local area networks. Contractor will be on call, not more than 2 weeks a month, estimated at 8 hours per month, to support after hours requests for service. These after hour requests for service will first be handled through AMC personnel, and will only be passed on to the contractor if their special skills are required. The contractor shall act as the liaison for coordinating communications and computer support requirements for the AMC supported personnel during their worldwide visits. Additionally, the contractor shall provide direct C4 support for senior level management during AMC-sponsored conferences and contingencies. The contractor shall identify a Data Communications Specialist to serve as a focal point for special C4 support functions. The contractor shall attend meetings held at HQ AMC and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 10 estimated reports per year. When travel outside the local area is required, the contractor will make all necessary travel arrangements. After travel is completed, the contractor will bill

the government for all expenses incurred as outlined in the Joint Travel Regulation (JTR), Volume 2, paragraph C6002. The government estimates two trips to remote sites per year. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes

Monthly Status Report

2.5.1 Office Symbols Supported in AMC (# of individuals):

CC - 6	CV - 6	DS - 6	A7 - 12	A3 - 6	A1 - 6
A8 - 6	HC - 6	HO - 6	IG - 6	A2 - 6	JA - 6
A4 - 6	PA - 6	A6 - 6	SF - 6	SG - 6	
TE - 6	A5 - 6	TACC - 6			

SUBTOTAL: 126

2.5.2 Office Symbols Supported in 375AW (# of individuals):

CC - 6	DS - 6	CG - 6	LG - 6	MDG - 6	OG - 6
MSG - 6					

SUBTOTAL: 42

2.5.3 Other Office Symbols Supported (# of individuals):

AFCA - 6	SC - 6	CCC - 2	CCP - 9	CCX - 8	RE - 7
CCEE - 7					

SUBTOTAL: 45

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES

The Government will make available any computer hardware and software, tools, test equipment, system documentation libraries, source code listings of all programs, routines and modules, etc., in a timely manner required to fulfill the assigned requirements of this PWS and any associated work plan. The Contractor shall, in addition to utilization of personal computers (PCs), have access to computing and storage capabilities which are physically located in devices such as intelligent terminals, distributed processors, file/terminal servers, routers, hubs, etc.

The Government will make available office space, furniture, PCs, telephone service, office supplies, and materials for Contractor personnel who are required to work on-site at a Government facility. The use of other Contractor requested Government office space, etc. will be evaluated on an "as needed" basis and AMC CG will grant approval for use if it does not conflict with mission requirements as mutually agreed upon.

The Government will make available to the Contractor the pertinent procedures, plans, and other documentation in a timely manner that will not jeopardize the performance period of the task. The Government will identify personnel available to the Contractor, for interviewing and questioning, who are familiar with AMC CG methods, procedures, networks, etc. The Government will make available any

computer hardware and/or software, tools, test equipment, etc., required to fulfill the assigned requirements of this PWS and any associated work plan.

4. SPECIAL PROVISIONS

The initial award for this delivery order was awarded 1 June 2004 and covers a total of 7 years. The Period of Performance for the base period is 1 June 2004 through 30 September 2004. There are seven option periods (seventh option period ends 31 March 2011).

The Contractor shall perform most work at the Government's facilities. Exceptions include temporary duty (TDY), or exemptions made by the AMC POC as deemed necessary to accomplish assigned tasks.

Work hours shall be consistent with Government personnel duty hours, generally 8:00 a.m. to 5:00 p.m., Central Time, Monday through Friday.

The Contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. If a decrease in the number of Contractor personnel is desired, AMC CG shall give 30 days written notice.

All work will stop in the event that funding is withdrawn. To accomplish this, the contracting officer will issue a stop work order.

5. CONTRACTOR TRAVEL

The Contractor may be required to perform non-local travel in performance of this PWS. When travel outside the local Scott AFB area is required, the contractor shall obtain written approval from the Contracting Officer's Representative (COR). Information shall include approximate travel dates, expected duration, origin and destination, purpose, estimated costs and number/names of personnel traveling. Travel in support of this contract will be performed on a cost-reimbursable basis. Travel reimbursement will be in accordance with the Federal Acquisition Regulation or Joint Travel Regulation (JTR), Volume 2, Paragraph C6002, as applicable. Contractors cannot use GSA city pair contracts. The airfare shall be the prevailing rates for commercial airlines at tourist class. When required, the most reasonable means of ground transportation (i.e., taxi, bus, car rental) shall also be used. Contractor shall submit copies of expense reports and receipts with monthly invoices for payment. The government will not reimburse local travel and related expenses to the contractor for daily travel to or from work at Scott AFB. Travel expense reports shall be submitted within two weeks of completion of travel.

6. MISCELLANEOUS AND OTHER DIRECT COSTS

The government will reimburse the contractor for cellular phone or pager services for the on-call support. Any additional cellular phone or pager service must be identified to the government for approval. Subject to government approval, CLIN may also be used for acquisition of low-cost unforeseen requirements/assets and will be reimbursed by the government. The government will reimburse in accordance with FAR Part 31.

7. SERVICE DELIVERY SUMMARY

The Government POC shall determine the acceptance of deliverables as prescribed by the PWS. The acceptance of deliverables as prescribed by the PWS shall be determined by the Government POC. The Government POC shall be the final authority as to the acceptability of deliverables. All accepted

deliverables become the property of the U.S. Government. The Contractor will receive written acceptance/non-acceptance from the AMC POC within 10 working days after receipt of the deliverable.

7.1 Acceptance Criteria

Acceptance criteria will be based on completeness, clarity, technical and functional correctness, adherence to AIS standards, and compliance with Government POC guidance and directions.

Acceptance Criteria:

- The client/agency, i.e., AMC CG, will provide the Contractor written notification of acceptance or non-acceptance of a particular, or multiple deliverable(s) within 10 working days after receipt of the deliverable. Failure to notify the Contractor within this designated time period will constitute acceptance on the part of the Government.
- Finalized documentation will be reviewed for correction of all deficiencies previously cited. Remaining deficiencies, if any, will be submitted in writing to the Contractor for correction.
- Monthly program review meetings will serve as an in-depth project review to allow AMC CG to evaluate the relevance and significance of the Contractor's work effort at a given point in time. The timely meetings will allow AMC CG to offer feedback to the Contractor and maintain an open line of communications.
- Drafts and prototypes will be delivered by the Contractor and accepted by AMC CG as specified in the milestone schedule.

7.2 Deliverables

The following products shall be developed and delivered by the Contractor.

- Monthly Status Reports.
- All documentation supporting assigned tasks. For this task order, this shall include all deliverables identified in earlier paragraphs.

Other deliverables to include all reports prepared by the Contractor under this Task Order shall be presented to the AMC CG POC, and to personnel identified by the Government POC. The Contractor shall provide an electronic copy in the latest version of the Government supplied Microsoft Word; Excel; and Microsoft PowerPoint formats to the Government POC. The Contractor shall also provide one copy to personnel identified by the POC.

The Contractor shall document subject reports, work activities, priorities, schedules, and status in monthly status reports. Monthly progress meetings will serve as in-depth project reviews to allow the Government to review the Contractor's work and progress at given times. These meetings will allow the Government to respond to the Contractor and to maintain communications for confirming priorities and schedules.

7.3 Deficiency Notice

In the event the Government determines a deliverable is unacceptable, or that the Contractor is not progressing satisfactorily according to the approved schedules, the Contractor will be notified in writing within 10 working days from delivery to discovery of unsatisfactory deliverables/progress as appropriate. The written deficiency notice will specify the nature of such deficiency(ies) and delineate Contractor required remedial actions. The Contractor shall be allowed a 30 working day period to provide a plan of action to rectify the specified deficiency(ies) to the satisfaction of the Government.

8. PERFORMANCE OBJECTIVES

Performance Objective	PWS Reference	Performance Threshold
Conduct monthly program review	2.1.1	No instances where the contractor fails to present a program review each quarter. An exception to this is allowed if government personnel are not available to attend a review during any given quarter, in which case review will be combined with the review in the following quarter or cancelled, at the government's option.
Provide monthly status report	7.2	No instances where the contractor fails to provide a report by the 15 th calendar day of each month in MS Word format.

9. PHASE-IN/OUT

The incumbent contractor shall provide phase-in/out orientation if there is a change in contractor or if the operation reverts to the DOD. The incumbent contractor shall begin phase-in/out orientation as soon as possible after contract award or changeover is directed. During the phase-in/out orientation period, the incumbent contractor shall be fully responsible for PWS performance requirements and cooperate to the extent required to permit an orderly changeover to the successor. Within four days of award, the contractor shall meet with AMC to: (1) clarify work requirements, (2) clarify points of contact for the tasks described in this PWS, and (3) request additional information required to accomplish the tasks in this PWS.

10. INCENTIVES (POSITIVE AND/OR NEGATIVE)

The incentive/disincentive is performance will be taken into account in reporting past performance and in determining whether to exercise options.

11. CONTRACT ADMINISTRATION

Only the Contracting Officer has the authority to represent the Government in cases where the project requires a change in the terms and conditions, delivery schedule, scope of work, and/or price of the products and/or services acquired under this Delivery/Task Order.

The individual below will be the Government POC for this project (all deliverables shall be delivered to the POC/Alternate POC address by electronic mail, with information copies as determined by the respective POCs):

Except for the deliverables received by the Government POC, all correspondence and reports related to this task order and all hardware or software purchased by the Contractor shall be delivered to the AMC CG as directed by the respective POCs:

805 CSPT/SCE	Ms. (b)(6) Web/IG Program Manager (b)(6) @scott.af.mil
Phone	Commercial: (618) (b)(6)
868 CS/SCBO	Lt (b)(6) ort Program Manager (b)(6) @scott.af.mil
Phone	18) (b)(6)

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) AMC

1. **Task Order Title:** AMC C4 SUPPORT

2. **Work Requirements:**

- Task 1 – Program Management
- Task 2 – Network Security Engineering Support
- Task 3 – Network Defensive Operations Support
- Task 4 – Vulnerability Assessment Support
- Task 5 – Systems Engineering Support
- Task 6 – Other Systems Support
- Task 7 – Software Engineering Support Services – For AMC CG
- Task 8 – Web Site and Application Development Support
- Task 9 – Database Support for HQ AMC Inspector General
- Task 10 – Special C4 Support – For AMC

3. **Primary Method of Surveillance:** Contractor self-reporting is scheduled for all items.

4. **Scope of Performance:** In performing their duties, the staff elements of the AMC CG require additional technical support services to succeed in their mission of providing network services, network system administration, system administration support, and software development. Services may include: technical reviews, studies, requirements definition, and system analysis; full system life cycle development, maintenance, and documentation; technical and managerial non-personal services staff for system administration; design, development, and maintenance of support databases, and metrics; development, troubleshooting, and maintenance of new and existing network systems; software design and development, testing, implementation and maintenance; configuration management; database management and administration; and technical training.

5. **Performance Standards:**

- No instances where the contractor fails to present a program review each quarter. An exception to this is allowed if government personnel are not available to attend a review during any given quarter, in which case review will be combined with the review in the following quarter or cancelled, at the government's option.
- No instances where the contractor fails to provide a monthly status report by the 15th calendar day of each month in Microsoft Word format.
- No instances where the contractor fails to provide a report for a government milestone within 24 hours of the missed deadline.

6. **Acceptable Quality Level (AQL):** The AQL for the performance standards above is 100%.

7. **Evaluation Method:** COR will document the official time and date review or report is received.

8. Incentives (Positive and/or Negative): The incentive/disincentive is performance will be taken into account in reporting past performance and in determining whether to exercise options.



Performance Work Statement (PWS)

Contract W91QUZ-04-D-0001

PWS 2 of 2 for Delivery Order YK02

Information Technology (IT) Support

of Selected USTRANSCOM

C4 Systems and Support Functions

As of 10 June 2009

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TABLE OF CONTENTS

1.	GENERAL INFORMATION	4
1.1.	INTRODUCTION	4
1.2.	BACKGROUND	4
1.3.	OBJECTIVES OF WORK	5
2.	SCOPE OF WORK	5
2.1.	CONTRACT MANAGEMENT	6
2.2.	INFOSTRUCTURE SUPPORT	6
2.2.1.	TASK 2-1 - NETWORK INFRASTRUCTURE	6
2.2.1.2.	TASK 2-1.1 - JOINT TRAINING AND EXPERIMENTATION NETWORK (JTEN) SUPPORT	9
2.2.2.	TASK 2-2 - UNCLASSIFIED OIS	10
2.2.3.	TASK 2-3 - MAINTENANCE AND LOGISTICS FUNCTION	12
2.2.4.	HARDWARE CONFIGURATION MANAGEMENT AND CONTROL	16
2.2.4.1.	TASK 2-4.1 - PC MAINTENANCE TEAM	16
2.2.4.2.	TASK 2-4.2 - IT ASSET INVENTORY CONTROL	20
2.2.5.	TASK 2-5 - AUDIOVISUAL/VIDEO TELECONFERENCING FUNCTION	23
2.2.6.	TASK 2-6 - SPECIAL C4 SUPPORT FUNCTION	26
2.2.6.4.	TASK 2-6.4. – ASSISTANCE FOR AMC SPECIAL C4 SUPPORT FUNCTION	29
2.2.7.	TASK 2-7 - SYSTEMS AUGMENTATION FUNCTION FOR SELECTED USTRANSCOM APPLICATIONS	29
2.2.8.	TASK 2-8 - AUTOMATED MESSAGE HANDLING SYSTEM (AMHS) ADMINISTRATION	30
2.3.	INFORMATION PROTECTION (IP)	31
2.3.1.	TASK 3-1 - GENERAL IP DUTIES	31
2.3.2.	TASK 3-2 - INTRUSION DETECTION ANALYSIS	33
2.3.3.	TASK 3-3 - CONFIGURATION/VULNERABILITY MANAGEMENT	34
3.	CONTINGENCY OR EMERGENCY OPERATIONS SUPPORT (OPTIONAL)	35
4.	CONTRACTOR TRAVEL	35
4.1.	CONTRACTOR TRAVEL FOR SPECIAL ASSISTANCE	36
5.	MISCELLANEOUS AND OTHER DIRECT COST	36
6.	PERIOD OF PERFORMANCE	36
7.	DELIVERABLES	36
8.	PLACE OF PERFORMANCE	37
9.	HOURS OF OPERATION	37
10.	GOVERNMENT-FURNISHED PROPERTY	37
10.1.	FACILITIES	37
10.2.	OFFICE FURNISHINGS	37
10.3.	TOOLS	37
10.3.1.	NETWORK MANAGEMENT TOOLS	37
10.3.2.	INVENTORY TOOLS	38
11.	GOVERNMENT REPRESENTATIVES	38
12.	SECURITY REQUIREMENTS	38
13.	PHASE-IN/OUT	38
14.	PERFORMANCE OBJECTIVES	38
15.	INCENTIVES (POSITIVE AND/OR NEGATIVE)	39

DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

1. GENERAL INFORMATION

1.1. INTRODUCTION

The United States Transportation Command's (USTRANSCOM's) mission is to provide air, land, and sea transportation for the Department of Defense (DOD) both in time of peace and time of war. To meet this mission USTRANSCOM/TCJ6 will provide support for selected Command, Control, Communications, and Computer Systems (C4) and support functions to the Commander, USTRANSCOM, in the performance of the command's mission to meet national security objectives; to provide and maintain the most modern, fully mission capable C4 systems for USTRANSCOM; and to ensure suitability for and interoperability among its components and the supported Commanders in peace and war. These selected C4 systems and support functions for which TCJ6 is responsible are comprised of informational services providing USTRANSCOM 24 hours per day/7 days per week rapid access to information needed to plan, provide, and control a wide range of air, land, and sea transportation.

1.2. BACKGROUND

TCJ6-O manages selected command C4 operations and maintenance (O&M); selected C4 support functions; communications planning support for contingencies and exercises to include Spectrum Management; Command Communications Security (COMSEC), Computer Security (COMPUSEC), and TEMPEST programs; O&M for command logistics, planning, and execution systems; the Functional Area Communications and Computer Systems Manager (FACCSM) Program; the command's Information Warfare (IW) Program; hardware configuration management and control; and maintains the command's World Wide Web (WWW) interfaces. The Systems Management (TCJ6-OM) Branch is responsible for the infrastructure operations and maintenance support for the Classified, Unclassified, and GTN Local Area Network (LAN) segments. The Security Branch (TCJ6-OS) is responsible for implementing and monitoring the commands IW support, communications planning for contingencies and exercises, and all information security programs for USTRANSCOM. TCJ6-P manages ongoing and implementation of C4 projects; the configuration management of existing systems within USTRANSCOM and its component commands; the quality assurance of systems enhancements and the acceptance testing of those enhancements; the technical support contracts and budgets in support of systems development, maintenance, and enhancements. Program Support (TCJ6-PS) and Program Engineering (TCJ6-PE) Branches of TCJ6-P are charged with providing programmatic support in reference to cost, schedule, and performance; system documentation development; and technical guidance for the research and development of classified and unclassified systems, applications, and selected C4 development projects. The TCJ6-OC, TCJ6-OM, TCJ6-OS, TCJ6-PE, and TCJ6-PS branches respond to their assignment by providing communications planning and operational, state-of-the-art C4 systems and assisting TCJ6 in meeting command Information Technology (IT) requirements with a joint use research and development test center to develop and test hardware and software for new user requirements. All TCJ6 identified LAN components are tested in the research and development test center for requirement validations and system compatibility prior to installation and implementation on any of the TCJ6 identified operational LANs. These branches are also responsible for providing implementation and installation assistance on

the TCJ6 controlled portions of USTRANSCOM. Additionally, these branches are charged with developing, solving, and refining network connectivity for all major subordinate and supported commands.

For the clarification of this Performance Work Statement (PWS) the following definition of Local Area Network (LAN) is provided: A LAN is an architecture of hardware, connected by an operating system, that allows for the interconnecting of multiple users through standard Office Information System (OIS) applications. The USTRANSCOM C4 environment interfaces with numerous on-site and remote commercial, DOD, service, and common-user networks (i.e., SIPRNET, NIPRNET, and the Scott AFB LAN/WAN/MAN). A myriad of applications make use of the USTRANSCOM C4 infrastructure providing access and services to the USTRANSCOM user community.

The selected existing USTRANSCOM LANs, supported by TCJ6, are comprised of three operating systems (Sun UNIX, Windows NT, and Windows 2000). The diversity of the applications riding the USTRANSCOM, TCJ6 supported, LANs (C2 systems, information management systems, mail/message systems, and security systems), compound the integration of new system requirements. The information security environment on the segments of the USTRANSCOM/TCJ6 supported LAN is a unique integration of products demanding a high degree of technical capability.

1.3. OBJECTIVES OF WORK

The overall objective of this contract is to provide selected C4 systems and function support to TCJ6 to include: operations, technical services, testing, training, security, data entry, communications management, World Wide Web (WWW) administration, and other TCJ6 identified C4 systems support. Specific deliverable requirements include: provide TCJ6 directed operational unclassified LAN, GTN LAN, and classified LAN infrastructure support 24 hours per day/7 days per week; provide testing and evaluation of new products as assigned by TCJ6; provide C4 infrastructure support to include design of future network systems architectures; provide communications management function including technical assistance with the installation, implementation, configuration, and integration of TCJ6 directed projects; provide technical security guidance for classified and unclassified LANs, and other C4 concerns to include detection and correction of viruses and other security hazards, as well as user security training; and provide user training for C4, with specialized training for O-6 level or civilian equivalent (GS-15) and above.

2. SCOPE OF WORK

The contractor shall provide the necessary trained and fully qualified personnel, supervision, task management, technical services, and equipment spares required for the successful accomplishment of the requirements of this contract. During the course of the performance of the contract, government changes in the technical environment or functional areas of the systems under the contract may occur that will require contractor personnel to obtain new skills and training. In such situations the government, with prior agreement, may permit the contractor to attend government provided training or share the cost of outside technical training. Such situations are anticipated to be rare occurrences and will be evaluated on a case-by-case basis by the Contracting Officer Representative (COR). Requirements for this contract are envisioned to be primarily on-site, but could extend to remote site interfaces and support. The contractor shall provide all of the

requirements described in this PWS. Specific requirements include: monthly summary reports and status reports of systems; technical test evaluations and reports; customer training at Scott AFB; Joint Operational Support Airlift Center (JOSAC) data entry, and Joint Air Logistics Information System (JALIS) operations and maintenance. Future enhancements may be identified through contract modification.

The complexity and size of this effort requires that all tasks shall be performed under the management and direction of a Program Director and Project Manager. Each task area will have a designated lead or "Key" individual. The required tasks under this PWS are listed below.

2.1. CONTRACT MANAGEMENT

The contractor shall provide all deliverables listed in paragraph 7, referenced documents, and contractor-developed and government approved plans, schedules, and milestones. The contractor shall meet stated government requirements and milestones. If milestones are missed, the government must be notified in writing within 24 hours of the missed deadline. A Monthly Letter Status Report summarizing work performed shall be provided to the government no later than the 15th of the following month. A Program Review shall be provided to the government each quarter of the fiscal year.

The contractor shall provide a Program Director to provide oversight of contract requirements and employees.

The Project Manager is the authorized point of contact with the government Contracting Officer Representative (COR). Responsibilities include, but are not limited to, assist the Program Director, interface with government management personnel, staffing of all tasks, formulate and enforce work standards, assign schedules, review work discrepancies, communicate policies, purposes, and goals of the organization to subordinates.

Deliverable: Monthly Status Report

2.2. INFOSTRUCTURE SUPPORT

2.2.1. Task 2-1 - Network Infrastructure

The contractor shall provide a C4 Network Infrastructure function responsible for maintaining, designing, installing components, troubleshooting and diagnosing network problems on USTRANSCOM's classified and unclassified networks. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday, and on-call from 4:31 p.m. to 7:29 a.m., Monday through Friday, as well as on-call 24 hours per day during weekends and holidays. Response time during on-call periods shall be no more than 2 hours to on-site work start. The contractor shall provide 7/24 coverage during exercise/contingency operations. The contractor shall be responsible for operations and maintenance of USTRANSCOM's classified and unclassified networks. Duties require identification, testing, evaluation, documentation, installation, maintenance, and configuration of network infrastructure hardware/software while monitoring and documenting network connectivity. These duties include troubleshooting inter-building connectivity between Buildings 1900, 1911, 1961, 1575, 505, P5, P61, 1600, 1700, P40, 750, Senior Officer Quarters, and other buildings as assigned. The contractor shall provide consultation and make recommendations as to future infrastructure design and needed capabilities for the

Defense Transportation Systems, to include the USTRANSCOM Enterprise Architecture To-Be model. Design, engineer, and plan overall site activities, including inside and outside plant specifications, equipment room layouts, and network infrastructure hardware configuration. Formulate logical designs of network problems and devise procedures for solutions to the problems. Provide technical documentation activities and determine documentation specification methods and technical support manuals. Perform trend analysis in order to be proactive to network integration issues

The contractor shall provide Domain Name Server (DNS) and Simple Mail Transfer Protocol (SMTP) functions for classified and unclassified USTRANSCOM networks. This includes configuration and maintenance of the government designated DNS servers, maintaining DNS entries, and coordinating with outside agencies for DNS issues and SMTP relaying. The contractor shall maintain inbound and outbound SMTP Gateway servers to support email traffic to and from the unclassified TRANSCOM.MIL domain. The contractor shall also perform functions to support both classified and unclassified USTRANSCOM networks. This also includes tracking IP addresses, issuing IP addresses for new equipment/workstations and coordinating IP address issues with outside agencies. The contractor shall identify a Lead Network Integration Engineer to serve as a focal point for infrastructure services. The contractor shall provide network infrastructure support for the Technical Review Board, technical evaluation process. The contractor shall review and comment on a network centric Communications Systems Requirements Document (CSRD). The contractor will be the single point of contact for all networking issues with DISA, Scott AFB, AMC, SDDC, Joint Forces Command (JFCOM), and MSC as it applies to USTRANSCOM's networks. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with an estimated six to eight reports required. The government estimates six to eight trips to remote sites will be required for infrastructure support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes
Travel Expense Report

2.2.1.1. Technical Environment

Contractor personnel shall have desired experience in the following systems, software and hardware, which includes, but is not limited to:

Hardware:

- Cisco 1800 Series Routers
- Cisco 2600 Series Routers
- Cisco Catalyst 2900 series switches
- Cisco Catalyst 3550 series switches
- Cisco Catalyst 3750 series switches
- Cisco Catalyst 4000 series switches
- Cisco Catalyst 4500 series switches
- Cisco Catalyst 6500 with MSFCs

Cisco 11000 Content Server Switch
Cisco Adaptive Security Appliance 5500 series
Cisco AS5350 Universal Access Server
Cisco Global Site Selectors
Cisco Network Application Monitors
Cisco Monitoring, Analysis, and Response System (MARS)
Sun Workstation/Server
Tempus GNTS Servers
General Dynamics KG-175
L3 Talon KOV-26

Operating System Software and Applications:

Terminal Access Controller Access Control System (TACACS)
Apache Web Server
Perl
Multi Router Traffic Grapher (MRTG)
Microsoft Access
Bind Version 8.0 and above
Sendmail Version 8.0 and above
IP Ultra Scan 2000
Remedy
Whats Up Gold Version 8.0 and above
Visio 2000
Cisco Works
Cisco Internet Operating Software (IOS) Version 12 or greater
Cisco Catalyst Operating Software (Cat OS) Version 8 or greater
Windows 2003 Server
Solaris 8.0 and above
Network Associates Sniffer Pro
Microsoft Project
Cisco VPN Client
Cisco Anyconnect VPN Client
Checkpoint Integrity Flex Client Firewall
Adaptive Security Device Manager (ASDM)
SecureCRT
Putty
3Com FTP/TFTP Server
Shuttle FTP

Test Hardware:

Siecor OTDR (Optical Time Domain Reflectometer)
Siecor Fiber Optic Talk Set (Single Mode)
Siecor Single Mode Fiber Identifier
Network General Ethernet Sniffer
Microtest Penta Scanner Plus
Network Communications Corporation Network Probe 7100
LAN CAT tester
Fusion Splicer
Visual Fault Locator

Fluke Microscanner Pro
Fluke LinkRunner Pro
Fluke CableIQ Qualification Tester
Fluke Fiber Inspector Pro

Other Protocols Used:

Transmission Control Protocol /Internet Protocol (TCP/IP)
Open Shortest Path First (OSPF)
Border Gateway Protocol (BGP)
Integrated Services Digital Network (ISDN)
Point-to-Point Protocol (PPP)
Synchronous Optical Network (SONET)
Dense Wavelength Division Multiplexing (DWDM)
Challenge Handshake Authentication Protocol (CHAP)
Password Authentication Protocol (PAP)
Virtual Local Area Network (VLAN)
Spanning Tree Protocol (STP)
Hot Standby Routing Protocol (HSRP)
Virtual Private Network (VPN)
Wireless Ethernet (802.11a,b,g)
Fiber Channel (FC)
Simple Mail Transfer Protocol (SMTP)
Domain Name Service (DNS)
Simple Network Management Protocol (SNMP)
Secure Shell (SSH)
Cisco Discovery Protocol (CDP)
Server Load Balancing (SLB)
3G Wireless
WAN Technologies (ISDN, T1, T3, OC3, DS3)

Other Core Technologies:

Ethernet (10BaseT, 10BaseF, 100BaseT, 100BaseF, 1000BaseFX, 1000BaseSX, 1000BaseT)
Content Delivery
Storage Area Network (SAN)
Switched, routed, and bridged services
Network Address Translation
IP Network/Subnetwork design and management
Remote Dial-in Access (Analog and Digital)

2.2.1.2. Task 2-1.1 - Joint Training and Experimentation Network (JTEN) Support

The contractor shall be responsible for installation, operations, and maintenance of JTEN. JTEN is a dedicated, distributive training network totally independent of the USTRANSCOM classified network. JTEN is a collection of hub sites, permanent sites and temporary sites which are interconnected via a Department of Defense's (DoD) network transport infrastructure. The JTEN is a Classified SECRET System High mode of operation network that provides high-bandwidth connectivity to government and military organizations in support of the joint training environment. In support of the JTEN network, the contractor shall operate and maintain all site networking devices from

the Scott AFB Site Premise Router to the participants on-site (these are the locally operated network segments).

2.2.2. Task 2-2 - Unclassified OIS

The contractor shall provide an unclassified OIS function responsible for USTRANSCOM's unclassified OIS administration and operations. On-site hours are from 6:00 a.m. to 4:30 p.m., Monday through Friday, and on-call from 4:31 p.m. to 5:59 a.m., Monday through Friday, as well as on-call 24 hours per day during weekends and holidays. Response time during on-call periods shall be no more than 2 hours to on-site work start. The government reserves the right to extend the on-site hours during contingencies or network emergencies not to exceed the limits established in paragraph 3. Duties require identification, evaluation, documentation, installation, and configuration of unclassified hardware/software to meet user needs and will ensure all services are available as required. Establish detailed fault management, configuration control, and performance monitoring to support USTRANSCOM users. This function is responsible for activation, back-up, deactivation, and restart of unclassified OIS resources/services; problem isolation and correction; certification/recertification actions, and advice on operational impacts of network expansions, additions, upgrades, and reconfigurations in hardware/software suites. This function is responsible for stopping and starting on-site servers; identifying and correcting system problems; identifying and correcting workstation problems; performing system backups; configuring and maintaining mail system and printing facilities; recovering system files when necessary; performance monitoring and tuning; configuration control; establishing user accounts and permissions; analyzing the impact of system software releases and reconfigurations of server software. This function will also provide server only (no client) support for hardware/software suites (to include performing system backups) at the alternate sites and Continuity of Operations Plan (COOP) facility. The contractor shall identify a lead administrator to the government to serve as a focal point for unclassified OIS services. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. The government will fund for travel as outlined in the Joint Travel Regulation. The government estimates two trips to remote sites per year for OIS support. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. All government required meetings would generally take place during normal duty hours, 7:30 am. to 4:30 p.m., Monday through Friday.

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Travel Expense Report

2.2.2.1. Technical Environment

In supporting this function, the contractor is responsible for providing trained, fully qualified personnel, possessing journeyman-level experience and expertise in the following systems, equipment, hardware and software. This list includes, but is not limited to:

Hardware:
Dell PowerEdge 2550

Dell PowerEdge
6450 Raritan Remote KVM Module
Gate way E-3100 & E-3400
Gateway PCs 4100/4200
Data General AV 3704R
Data General AV2800R
Data General AV 2700R
DLTI000 Tape Library
SMS Data Products CD Towers
HP Visualize 360
HP Laserjet 4 Series
HP LaserJet 5 Series
HP LaserJet 1170C
HP LaserJet 1200C
HP LaserJet 1600C
HP Laserjet 2000 Series
HP LaserJet 4000 Series
HP Laserjet 5000 Series
HP Laserjet 8000 Series
HP 340 Deskjet
HP 6250 Scanner

Operating System Software:

41 icrcts oil NT: Server and Workstation, I⁷er 4.0
Microsoft Windows 2000: Server and Workstation
Microsoft Win do 'tw 95
Microsoft DOS; V'er 6.22

Application Software:

Netscape Communicator; Ver 4. 76
Microsoft Office; Ver 95
Microsoft Office; Ver 97
Microsoft Project; Ver 4.0
Microsoft Project 98 & 2000
Microsoft Visio 2000, Ver 6.0
Microsoft Outlook 97, Vax ItO? and 8.03
Microsoft Outlook 98, Va 8.YA 5104.6
Microsoft Outlook 2000
Blackberry Desktop Manager, Ver 2.0.0.35
BMC Patrol, Vet 3.14
Microsoft Exchange Server; Ver 5.5 & 2000
Microsoft Exchange Server Administrator, Ver 5.5 & 2000
infinite IVe b/I fail, I/er 3.61
IBM Landesk Manager, Vers 6.2 and 6.4
WhatsUp Gold, I/er 3.5
Navisphere Manager, I/er 3.01.03
Winiip, I/er 6.3
ArcServiT, I/er 6.61
Remedy Action Request System, I/er 4.00.02

Microsoft Exchange Server Administrator, I/er 3.5
Rightrix Ver 6.0
Quota Advisor, Ver 4.0
So/iKe;', Calendar Creator Plus; 14'r 2.0
JetForm, FormFlow; I/er 2. I

2.2.3. Task 2-3 - Maintenance and Logistics Function

The contractor shall provide life cycle support for the USTRANSCOM C4 infrastructure located at Scott AFB IL and support the DECC-St. Louis site and the JOPES Training Organization (JTO) located at Fort Eustis VA.

Equipment maintenance will be divided into three repair categories: Mission Critical (MC), Mission Essential (ME), and Mission Support (MS). These three categories are defined in paragraphs 2.2.3.1, .2, and .3. USTRANSCOM will modify the equipment within these three categories as requirements change. An equipment list for each category will be maintained and referred to as B-1, B-2, and B-3 Tables. USTRANSCOM will coordinate all additions and deletions to these tables. The contractor shall negotiate a reoccurring monthly charge for Mission Critical and Mission Essential equipment. Mission Support (MS) items will be charged on a per-call basis.

The maintenance concept is isolation and replacement of faulty component, module, or line replaceable unit (LRU), or isolation of a software fault. If repair times indicated for each maintenance category cannot be met, the contractor shall provide like replacement equipment at no additional cost until repairs are made and equipment is reinstalled. If replacement equipment is defective and causes other system equipment to fail, then the cost of repair or failure shall be borne by the contractor. For the Mission Support maintenance category, there may be occasional situations where the government will waive the specified repair times. This will occur when there is no impact on the mission and it is cost advantageous for the government to wait for the shipment of replacement parts. Mean time to repair (MTTR) is defined as time to isolate fault, obtain and replace failed part, test and adjust as necessary to meet the system specifications, and restore to full operation. During fault isolation (troubleshooting), if the contractor determines the fault is with software, the contractor shall immediately notify the government and follow up with a software incident report. There is no prescribed format for the software incident report, although the software incident report must include: the serial number and description of the hardware device, the start date and completion date of the troubleshooting session, the hardware services that were performed, identification of the software causing the problem, and an explanation of the probable cause for the error. The principal period of maintenance (PPM) shall be 7:30 a.m. to 4:30 p.m. local time, Monday through Friday, excluding holidays. Outside principal periods of maintenance (OPPM) shall be 4:31 p.m. to 7:29 a.m., Monday through Friday, and 24 hours per day for all weekends and holidays.

2.2.3.1. Mission Critical (MC)

The maintenance concept for hardware designated MC is same-day service. Same-day service applies regardless of notification of time, either during PPM or OPPM. The maximum contractor response time from government notification to on-site work start is 4 hours with a MTTR of 2 hours. Unused portion of the response time may be added onto the MTTR. For example, if the contractor responds to an MC call within an hour,

the remaining 3 hours of response time shall be added onto the MTTR to give a total MTTR of 5 hours. The total equipment downtime (response time plus repair time less any government caused delays) shall not exceed 6 hours. The government estimates approximately eight calls per year with initial government notification during OPPM with a required response within OPPM.

2.2.3.2. Mission Essential (ME)

For ME hardware called out during PPM, the maximum contractor response time, from government notification to work start on location, shall be no later than the beginning of the next PPM. If notified by the government during OPPM, the contractor shall respond no later than 12 hours from government notification or the start of the next PPM, whichever is greater. The MTTR is 2 hours. Unused portion of the response time may be added onto the MTTR. The government estimates approximately eight calls per year for OPPM.

2.2.3.3. Mission Support (MS)

MS hardware includes all USTRANSCOM IT assets on the inventory that have not been explicitly designated as MC or ME. The government will provide the IT asset inventory listing to the contractor by a contract modification on a monthly basis if changes have been made. For MS hardware, the contractor response time from government notification is 24 hours to start work on location, excluding weekends and holidays. MTTR is within 48 hours, excluding weekends and holidays, after work start. Unused portions of the response time may be added onto the MTTR. Maintenance under this category shall not be required during other than PPM periods. MS equipment is "per call" and includes labor, materials, tools, diagnostics, test equipment, documentation, and travel. Parts are cost-reimbursable; however, the government reserves the right to provide the contractor required parts. The government estimates approximately 125 calls per year. As previously stated, there may be occasional situations where the government will waive the specified repair time. This will occur when there is no impact on the mission and it is cost advantageous for the government to wait for the shipment of replacement parts.

A designated government individual will authorize estimated repair costs over \$500 in writing.

2.2.3.4. Credits

No credit shall accrue to the government during a government-directed deferred maintenance period. Downtime credits shall not be assessed to the contractor when contractor personnel are ready to commence repair of a "DOWN" device, node, or system, and the government site manager temporarily elects to operate in a degraded mode of operation. Maintenance credits will be taken at the end of the month for the prior month's credits and applied to the current invoice.

2.2.3.5. Time to Repair (Mission Critical and Mission Essential)

Remedial maintenance shall be performed upon notification that the component is inoperative. The component shall be repaired and returned to the government in proper operating condition within the time(s) specified in paragraphs 2.2.3.1. and 2.2.3.2. Failure to comply with this requirement will result in maintenance credits on the basis of 1/31st of the component's total monthly charge (as indicated in tables B-1 and B-2) for each day (24-hour period) the component is inoperative, and for any other component

that is not usable as a result thereof. The credit for the other components will be calculated on the same basis as the affected component. Maintenance credits for inoperative periods less than whole days shall be prorated hourly. Maintenance credits for Mission Essential and Mission Critical components shall be computed from the time the government notifies the Contractor that a component is inoperative.

2.2.3.6. Time to Repair (Mission Support)

Remedial maintenance shall be performed upon notification that the component is inoperative. The component shall be repaired and returned to the government in proper operating condition within the time(s) previously specified in paragraphs 2.2.3.3. Failure to comply with this requirement will result in maintenance credits on the basis of 1/31st of the mission support per call price for each day (24-hour period) the component is inoperative. The credit due the government for each component repair time missed shall not exceed the mission support per call price. Maintenance credits for inoperative periods less than whole days shall be prorated hourly. Maintenance credits for Mission Support components shall be computed from the time the component should have been repaired as indicated in paragraph 2.2.3.4.

2.2.3.7. Hardware Maintenance

Hardware maintenance shall include those actions to keep hardware components operating within functional and design specifications and isolate faults to include isolation of a software failure. The contractor shall be responsible for damage to the equipment as a result of improper maintenance or repair procedures. Maintenance includes the server computers, client workstations, associated peripherals, computer-driven projection equipment, audiovisual equipment, and USTRANSCOM LAN components (concentrators, routers, bridges, transceivers, hubs, repeaters, cable plant, servers, workstations, etc.), all located on Scott AFB. The types of maintenance shall include hardware upgrades, remedial, and on-call. Hardware upgrades include installing additional memory, peripheral devices, processors, and hardware reconfiguration as required. Remedial maintenance includes unscheduled maintenance to correct malfunctions and restore operation. On-call maintenance requires personnel to respond to the operating location within the response times specified in this statement of work.

2.2.3.8. Tracking Maintenance Actions

The contractor shall report and track all maintenance actions, e.g., remedial, hardware upgrades, and configuration changes using the trouble ticket information.

Deliverable: Maintenance Report

2.2.3.9. Performance

The contractor shall meet the response and repair times given for all hardware. The contractor shall record in the Monthly Letter Status Report, by equipment category, the number of notifications, number of maintenance actions, and the number of times that the response times were met during PPM and OPPM. The contractor shall also report, by equipment category, the times the MTTR was met, and the times when MTTR was not met. Reporting periods are from first to last day of each month. The contractor shall not be penalized for failing to achieve MTTR for those MS calls in which government personnel waived the repair time requirements. The contractor shall provide the

government with a local or toll-free telephone number(s) for the activation of service calls at time of contract start.

Deliverable: Monthly Status Report

2.2.3.10. Parts Replacement

The contractor shall only use OEM or equivalent quality replacement parts for MC/ME hardware. The contractor shall notify the government in writing prior to installation whenever other than OEM parts are used for MC/ME equipment. The contractor shall, at the discretion of the government, demonstrate "equivalency" (i.e., test reports, OEM certifications, etc.) when non-OEM parts are used for MC/ME hardware. The contractor shall ensure that all MC/ME replacement parts meet or exceed OEM revision level at the time of installation. Mission support equipment shall be repaired in the most cost-effective manner. Most cost-effective includes the use of OEM parts, OEM exchange parts, and non-OEM parts that provide the same "functionality" as the OEM parts when approved by the government based on age of equipment, life cycle, and new purchase cost. If the government provides replacement part, the defective part remains the property of the government. If the contractor provides replacement part, the defective part becomes the property of the contractor unless the defective part is part of a classified system. Should it become necessary for the contractor to send the part out for repair, the contractor shall be responsible for the equipment from the time it leaves the government site until it is reinstalled at the government location in proper operating condition. If a contractor's spare inventory part is used to meet the MTTR and the removed part is repairable, the contractor shall repair the removed part and return it to the contractor's spare inventory. These parts shall not be used for mission support cost-reimbursable parts. If used to meet the MTTR for mission support, the part shall be at no cost to the government.

Repair/replacement of classified parts shall be done in the presence of government personnel. All security measures must be met.

Changes in the USTRANSCOM C4 configuration as covered by this PWS; e.g., disks, tape drives, servers, hubs, concentrators, routers, bridges, in-house cabling, and others, shall be performed by the contractor. Cabling changes that may impact intrabase cable shall always be coordinated with the government. Work performed shall be recorded on the contractor's work order forms. The contractor shall within 5 work days provide all information relating to the configuration changes so that USTRANSCOM/TCJ6 can update and document the changes to the USTRANSCOM LAN "as built" drawings and ClickNet system architecture drawings in TCJ6-AA. The contractor may add additional pages, as necessary, for proper documentation.

Deliverable: Maintenance Report

2.2.3.11. Maintenance Rates for Less Than 1 Month

Maintenance charges for fractions of a calendar month shall be computed at the rate of 1/31st of the monthly maintenance charge for each calendar day the equipment was installed.

2.2.4. Hardware Configuration Management and Control

2.2.4.1. Task 2-4.1. - PC Maintenance Team

Assign a team lead responsible for the maintenance of USTRANSCOM ULAN IT assets existing at the client level (tier 1 assets). The tier 1 assets are disbursed throughout Scott Air Force Base in buildings 1900, 1961, 1700, 1600, and 1575, and various off-site facilities located in and about O'Fallon and Fairview Heights, Illinois. Provide manning of the PC Maintenance office during normal duty hours of 7:30 a.m. through 4:30 p.m. Monday through Friday. PC Maintenance office operations may be extended to 24-hours per day and 7-days per week during real-world events, contingencies, exercises, or as requested by USTRANSCOM. Perform the following tasks:

2.2.4.1.1. Unclassified Office Information System (UOIS) Client Workstations and Laptops (Includes Tasks 2-4.1.a. through 2-4.1.f. defined below.) (Includes all manufacturer's brands of desktop and laptop computers used by USTRANSCOM personnel in their day-to-day business.) There are approximately 2,000 UOIS workstations and laptops.

- **Task 2-4.1.a. - Configuration Management**
 - o Develop and maintain the USTC UOIS baseline software list for UOIS images
 - o Create, edit and coordinate the UOIS baseline image procedure
 - o Coordinate UOIS image instruction with appropriate functional areas and obtain approval from the process owner, J6-OMA
 - o Create UOIS baseline image for each hardware platform implemented within USTRANSCOM
 - o Coordinate with J6-IAP to perform an image security check
 - o Coordinate with J6-AAT to test the image for functionality
 - o Record and store copies of all created UOIS images
 - o Update stored copies of all UOIS images with approved application software, application patches and registry changes
 - o Install patches tested by TCJ6-AT, Enterprise Interoperability and Future Capabilities Branch on UOIS clients
- **Task 2-4.1.b. - Software Library**
 - o Create a library of approved software operating systems, applications and patches implemented within USTRANSCOM
 - o Maintain a record of the software library content
 - o Designate a Software Librarian as the single point of contact for software library issues and questions
- **Task 2-4.1.c. - Install UOIS Client Workstations** (Average of 40 installs per month)
 - o Receive computers from TCJ6-OMS, Inventory Control team
 - o Install approved USTRANSCOM baseline image
 - o Install unique software approved through the Automated Computer Support Requirements Document (ACSRD) process and tested by TCJ6-AT

- Deliver computer to customer work area
- Coordinate local area network (LAN) connection with TCJ6-OMJ, Network Engineering team
- Test workstation for functional operation
- **Task 2-4.1.d. - Repair UOIS Client Workstations** (Average of 180 repair requests per month)
 - Respond to customer requests for maintenance actions submitted through the USTRANSCOM Help Desk
 - Track customer requests for maintenance using the USTRANSCOM trouble ticketing system
 - Respond to customer work area when needed
 - Retrieve customer system for repair when needed
 - Deliver customer system when needed
- **Task 2-4.1.e. - Warranty Claims Processing** (Average of 10 per month)
 - Determine if failed system or component is warranted
 - Contact appropriate manufacturer
 - Obtain replacement parts
 - Return defective system or component to manufacturer in accordance with manufacturer's disposition instructions
- **Task 2-4.1.f. - Maintain Hot-swap Computer Pool**
 - Maintain pool of serviceable desktop clients for use as hot-swap computers
 - Issue hot-swap computers to customers when unable to resolve reported problem within 1 workday
 - Maintain Hot Swap computer log to account for loaners

2.2.4.1.2. Task 2-4-1.g. - Unclassified Office Information System (UOIS) Peripheral Equipment This task includes all printers and scanners. There are approximately 300 printers connected to the USTRANSCOM LAN.

- Install peripheral equipment
- Repair peripheral equipment

2.2.4.1.3. Task 2-4.1.h. - Warranty claims processing (Averages 10 per month)

- Determine if failed system or component is warranted
- Contact appropriate manufacturer
- Obtain replacement parts
- Return defective system or component to manufacturer in accordance with manufacturer's disposition instructions

2.2.4.1.4. Task 2-4.1.i. - Laptop Loaner Program (Averages 35 issues per month) Manage and control the temporary issuance of laptop computers to USTRANSCOM personnel.

- Staff the customer service area during normal duty hours
- Issue laptop computers as requested by the customer

- Complete an equipment hand receipt listing the make, model and serial number of the laptop, and detailing any ancillary equipment issued with the device (i.e. AC adapter, floppy drive, DVD-ROM or CD-RW drives)
- Obtain signature of receiving individual
- Issue equipment
 - Configure laptop computer as needed by the customer to include synchronizing with the customer's mailbox, if requested
 - Test the dial-up connection software and hardware with the customer
 - Inventory ancillary equipment
 - Provide customer with operating instructions
 - Respond to customer questions
- Receive equipment
 - Inventory ancillary equipment
 - Provide customer with receipt of return
 - Re-image laptop computer
- Overdue equipment
 - Contact customer requesting status of the overdue laptop
 - Inform government task lead of status of overdue laptops

2.2.4.1.5. Task 2-4.1.j. - PC Maintenance Team Equipment Custodian

- Maintain accountability of all Automated Data Processing Equipment (ADPE) assigned to the PC Maintenance Team
- Perform annual inventory of PC Maintenance Team ADPE
- Perform a weekly laptop inventory
- Coordinate equipment transfers with TCJ6-OMS, Inventory Control Team

2.2.4.1.6. Task 2-4.1.k. - Execute Computer Equipment Replacement Program (CERP)

- Track lifecycle of installed workstations based upon 3 year life expectancy
- Provide government with annual projection of hardware requirements
- Provide government with projected hardware requirements 90-days in advance of lifecycle expiration
- Use government furnished equipment to accomplish CERP

2.2.4.1.7. Task 2-4.1.l. - Prepare Inoperable or Lifecycle Depleted Computers for Turn-in

- Inoperable computer
 - Remove magnetic media and degauss in accordance with degaussing device manufacturer's directions
 - Transfer to TCJ6-OMS, Inventory Control Team for disposition
- Lifecycle depleted computer
 - Wipe magnetic media in accordance with directions from TCJ6-IAP, Information Protection
 - Track degaussing activities in the degaussing log
 - Transfer to TCJ6-OMS, Inventory Control Team for disposition

2.2.4.1.8. Task 2-4.1.m. - On-call Support

Provide a 24/7 contact via cellular telephone outside of normal duty-hours contact during normal operations.

2.2.4.1.9. Performance Measures (PM)

PM 1. Task 2-4.1.a. - Configuration Management

- Image for new hardware is created and stored 14 working days after hardware receipt by PC Maintenance Team

PM 2. Task 2-4.1.b. - Software Library

- Record checks comparing recorded library content to actual content reveal 98% accuracy
- Updates and additions to the library are recorded within 5 working days

PM 3. Task 2-4.1.c. - Install UOIS Client Workstations and Laptops

- Client workstations are installed and made operational with no more than 1 customer complaint for every 10 installations

PM 4. Task 2-4.1.d. - Repair UOIS Client Workstations and Laptops

- Technician acknowledges receipt of reported problems within 1 hour of problem receipt
- On-site customers are placed back into service within 1 workday or corrective actions required are noted and recorded in the trouble ticketing system
- Off-site customers are placed back into service within 2 workdays or corrective actions required are noted and recorded in the trouble ticketing system

PM 5. Task 2-4.1.e. - Warranty Claims Processing

- 98% of all warranty claims are processed without error
- USTRANSCOM does not replace warranted systems or components through procurement action

PM 6. Task 2-4.1.f. - Maintain Hot-swap Computer Pool

- Hot-swap computers are available for providing customer support with no more than one customer complaint for every ten installations

PM 7. Task 2-4.1.g. - Install Peripheral Equipment

- Equipment is installed with no more than one customer complaint for every ten installations
- On-site installations are accomplished within one workday of customer request
- Off-site installations are accomplished within two workdays of customer request

PM 8. Task 2-4.1.g. - Repair Peripheral Equipment

- On-site printer problems are repaired within one workday of reported failure
- Off-site printer problems are repaired within two workdays of reported failure
- Scanners are repaired within five work days of reported failure

PM 9. Task 2-4.1.h. - Warranty Claims Processing

- 98% of all warranty claims are processed without error
- USTRANSCOM does not replace warranted systems or components through procurement action

PM 10. Task 2-4.1.i. - Laptop Loaner Program

- No more than one customer service complaint for every ten service requests associated with service point staffing
- Laptop issue is accomplished at the PC Maintenance customer service location within one hour from customer walk-in to transaction completion

PM 11. Task 2-4.1.j. - PC Maintenance Team Equipment Custodian

- Annual inventory is accomplished with 100% accountability of all assigned assets

PM 12. Task 2-4.1.k. - Manage Computer Equipment Replacement Program (CERP)

- Replace 180 client workstations eligible for CERP per fiscal year quarter (Q1 = Oct - Dec, Q2 = Jan - Mar, etc). Failure to meet this measure will not be attributed to the contractor when government participation, or lack thereof, induced the failure.
- USTRANSCOM has no less than 90 day notification to process procurement requirements for expiring hardware

PM 13. Task 2-4.1.l. - Prepare Inoperable or Lifecycle Depleted Computers for Turn-in

- Magnetic media of inoperable computers is degaussed in accordance with instructions
- Magnetic media of lifecycle depleted computers is wiped in accordance with instructions

PM 14. Task 2-4.1.m. - On-call Support

- TCJ6 Global C4S Coordination Center is able to contact the on-call technician nine of every ten attempts made outside of normal duty hours

2.2.4.2. Task 2-4.2 - IT Asset Inventory Control

The contractor shall assume the duties of Equipment Control Officer (ECO), Equipment Custodians (ECs), and Major Command (MAJCOM) Equipment Control Officer (MECO). The Government ECO is accountable for all ADPE Assets. The contractor will direct an IT asset inventory function responsible for managing all USTRANSCOM IT assets hardware and software assets in accordance with USTRANSCOM Instruction 33-16. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. Duties require contractor to:

- Plan for equipment reutilization
- Manage staging and storage areas. In addition, the contractor shall execute a move of the ADPE warehouse content and Inventory Control personnel from Building 4157 to a new warehouse (or other building as designated by the government). This move will be accomplished using the existing labor force and government vehicles at a pace to be designated by the contractor and acceptable by the government, commencing on or about 15 May, 2009 and completion no later than 30 September, 2009 or a date later than 30 September, 2009, if required, to be determined by the COR or the government task lead. The move will be executed with minimal impact to normal receiving activities. The government will prioritize shipping activities so as not to inhibit the warehouse equipment move. The movement and schedule of the ADPE warehouse content will be coordinated with the government task lead or COR.
- Maintain a limited supply of spare equipment
- Determine ownership of found on-base equipment, which requires using the official government record for IT accountability. Accurately reflect IT assets and act as the single POC for all ADPE inventory control system matters.
 - o Serves as the inventory control system functional database administrator, ensuring all IT assets are bar coded properly for identification and accountability purposes.
 - o As part of configuration management, will verify the accuracy of the inventory control system database annually and conduct an annual inventory with the Equipment Custodians (ECs), as necessary.
 - o Provides oversight on IT asset hardware and software inventory and acts as focal point on all matters concerning accountability, utilization, and excess reporting.
 - o May be required to attend government-furnished training to gain proficiency in the government asset accountability module that is currently under development.
- Advise TCJ6-P and ECs of pending delivery of requisitioned computer hardware and software as well as the status of all partial deliveries.
- Assist ECO with receiving and in-processing of all computer hardware and software.
- Ensure that proper accountability is maintained for all IT assets hardware and software assets—including coordination on all ordering, receipting, tracking, and distributing of new computer hardware and software; routing all completed orders for IT assets to TCJ6-P for review; accomplishing the receipt of all IT assets; and coordinating with TCJ6-P.
- Consult with the government ECO concerning policy and procedures, and ensure the appropriate USTRANSCOM account code is used when documenting equipment distribution. Other resources used by the contractor are the local Base Supply, Contracting Offices, the nearest Defense Reutilization Management Office (DRMO), and the USTRANSCOM Equipment Custodians (ECs).
- Assume control of all IT assets that have been determined excess but needs to be retained to fulfill future requirements of USTRANSCOM. (Excess IT assets are defined as “IT that is being stockpiled, stored, not in use, or otherwise dormant.”) Turn in excess IT assets.
- Shall provide IT asset shipping and receiving support to include: equipment preparation, packaging, receipt, bar code labeling, delivery, storage, and coordination with the government ECO prior to transferring equipment outside of

USTRANSCOM. The government will provide designated storage areas for IT assets.

- Maintain a rapidly changing inventory. Support the government in maintaining inventory control of IT assets located at Travis AFB CA, Christ Church NZ, and Robins AFB GA. Specific responsibilities are anticipated to include ensuring newly arrived equipment is properly coded and hand-receipted to customers, verifying purchase orders for correct equipment, resolving mismatched or incomplete equipment purchases with Base Contracting conducting on-site equipment inventories, providing guidance to the USTRANSCOM equipment custodians, and updating the inventory control system database. Provide quality control over data entries made into the inventory control system and utilize generic and customized reports to ensure data integrity.
- Work with customers and investigating officials when a Report of Survey (ROS) is required.
- Code equipment for deployment, when required.
- Shall attend meetings held at USTRANSCOM and other locations as identified by the government, and provide detailed results and impact of meetings upon request by the government with six estimated reports per year. The government estimates one to two trips to remote sites per year. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes
Inventory Listing of IT Asset Hardware and Software
Applications

2.2.4.2.1. Equipment Certification

Within 10 days after contract start, the contractor and a representative of the government shall conduct a joint inventory of all equipment listed in the equipment tables B-1 and B-2. Additionally, they shall jointly determine the operational status and OEM revision level of this equipment and document the results. The contractor and the government representative shall certify their agreement as to the operational condition of the equipment listed in tables B-1 and B-2. Items of equipment not found to be in good operational condition shall be reported. The government may repair the equipment or elect, through the contracting officer, to direct the contractor to make repairs with reimbursement by means of an equitable adjustment to the contract. Equipment added to the equipment listings in tables B-1 and B-2 shall be certified by joint inspection of government and contractor personnel within 30 days of addition.

Deliverables: Equipment Certification Report
Non-Operational Equipment Certification

2.2.4.2.2. Equipment Recertification

The contractor shall recertify and document within 15 days prior to contract completion that all equipment listed in tables B-1 and B-2 is fully operational at OEM specifications and that all equipment is at the current OEM revision level. All costs, including labor necessary to make equipment OEM compliant, shall be borne by the contractor.

Deliverable: Equipment Recertification

2.2.5. Task 2-5 - Audiovisual/Video Teleconferencing Function

Assign a team lead responsible for the setup, test, and operation of audiovisual technologies existing within USTRANSCOM conference rooms, setup, execution and take down of video teleconferencing (VTC) activities within USTRANSCOM VTC studios, and for providing design and technical engineering support for USTRANSCOM program management of the command's audiovisual and VTC capabilities. This effort will not include the operation and maintenance support of the Joint Worldwide Intelligence Communications System (JWICS), Joint Executive Video System (JEVS), or the Political Advisor's (POLAD) VTC system. USTRANSCOM conference rooms and VTC studios are disbursed throughout Scott Air Force Base (AFB) in buildings 1700, 1900, 1911, and 1961. Design and technical engineering support may be required in other locations both on and off Scott AFB. Provide manning of the Audiovisual/Video Teleconferencing (AV/VTC) Team from 4:30 a.m. to 10:00 p.m., Monday through Friday. Infrequent manning of the AV/VTC team will be required to support operations that occur outside of the required duty hours, during both weekdays and during weekends. The team lead will be available from 7:30 a.m. to 4:30 p.m., Monday through Friday. The contractor will provide a method of calling or recalling a technician to support unscheduled or short-notice AV/VTC requirements. AV/VTC operations may be extended to 24-hours per day and 7-days per week during real-world events, contingencies, exercise, or as requested by USTRANSCOM. Provide manning to support all scheduled AV/VTC operations. Perform the following tasks:

2.2.5.1. Audiovisual Support

2.2.5.1.1. Provide operational and maintenance support of AV equipment, operating instructions to AV customers, and a briefing assistant in support of briefings where flag, general officer, and Senior Executive Service (SES) level customers are in attendance.

2.2.5.1.2. Execute user level maintenance of AV systems in USTRANSCOM conference rooms, training rooms, and command center work areas on Scott AFB. There are conference facilities located at off-site locations that are expressly not included in the scope of this effort.

2.2.5.1.3. Document and publish operator level instructions for AV equipment in USTRANSCOM conference rooms.

2.2.5.1.4. Provide user assistance and instruction for operating AV equipment in USTRANSCOM conference rooms.

2.2.5.1.5. Provide briefing assistant for all USTRANSCOM/TCCC, USTRANSCOM/TCDC, and USTRANSCOM/TCCS attended briefings located in conference facilities on Scott AFB.

2.2.5.1.6. Provide briefing assistant for all events in the Seay Auditorium, building 1900, to include distinguished visitor support, award ceremonies, retirement ceremonies, and command presentations.

2.2.5.1.7. Provide technical consultation during AV room upgrades or equipment changes. Work with vendor contracted to execute system design and installation, insuring government system operational requirements and capabilities are achieved.

2.2.5.2. Video Teleconferencing Support

2.2.5.2.1. Portable Video Teleconferencing

2.2.5.2.1.1. Provide maintenance support of portable VTC equipment. Manage scheduling, and provide operational assistance as needed for conference initiation to portable VTC customers.

2.2.5.2.1.2. Install, configure, and execute user level maintenance of portable VTC systems.

- Perform equipment alignments and calibrations.
- Execute on-site troubleshooting and equipment repair or replacement.

2.2.5.2.1.3. Document and publish operator level instructions for portable VTC equipment.

2.2.5.2.1.4. Provide daily user assistance and instruction of portable VTC operations.

2.2.5.2.2. Studio VTC

2.2.5.2.2.1. Provide operational and maintenance support of VTC studios, manage scheduling, and provide operator level assistance to VTC studio users. Manage the VTC studio schedule, providing support to the ranking flag, general officer, or SES level participant when scheduling conflicts occur. Conflicts below the flag, general officer, and SES level will be resolved by the requiring authority.

2.2.5.2.2.2. Install, configure, and execute user level maintenance of VTC studio equipment.

- Perform equipment alignments and calibrations.
- Execute on-site troubleshooting and equipment repair or replacement.

2.2.5.2.2.3. Provide on-site operational VTC support for the Distribution Deployment Operations Center (DDOC) balcony suite and the room 261 suite. Provide on-site operational VTC support at all other USTRANSCOM VTC studios when flag, general officer, or SES level staff is present. There are VTC facilities located at off-site (remote to Scott AFB) locations that are expressly not included in the scope of this effort.

2.2.5.2.2.4. Provide user instruction that enables professional VTC participation. Include instruction for microphone operation and hazards, general courtesies, and camera presence.

2.2.5.3. Engineering Design Support

2.2.5.3.1. Provide engineering design support for AV systems

2.2.5.3.1.1. Provide engineering design support for AV systems installed in USTRANSCOM conference rooms.

2.2.5.3.1.2. Perform annual reviews of installed AV equipment and provide recommendations for upgrading equipment. Recommendations may include but are not limited to brand-name equipment recommendations, installation methods and practices, data communication methods and practices, and updating of system operation guides.

2.2.5.3.1.3. Provide technical assistance to the Test and Integration Facility as needed in the development and testing of new or modified equipment.

2.2.5.3.1.4. Provide technical assistance in developing migration strategies for implementing new AV capabilities

2.2.5.3.2. Provide engineering design support for VTC systems

2.2.5.3.2.1. Provide engineering design support for VTC suites and portable VTC system.

2.2.5.3.2.2. Perform annual reviews of installed VTC equipment and provide recommendations for upgrading equipment. Recommendations may include but are not limited to brand-name equipment recommendations, installation methods and practices, data communication methods and practices, and updating of system operation guides.

2.2.5.3.2.3. Provide technical assistance to the Test and Integration Facility as needed in the development and testing of new or modified equipment.

2.2.5.3.2.4. Provide technical assistance in developing migration strategies for implementing new VTC capabilities

2.2.5.4. Communications Security (COMSEC) Responsible Officer (CRO) Duties

2.2.5.4.1. Provide designated COMSEC CRO and alternate CRO to manage COMSEC material required for classified communication encryption.

2.2.5.5. Automated Data Processing Equipment (ADPE) Equipment Custodian (EC) Duties

2.2.5.5.1. Provide a primary and alternate EC to track, manage, and control ADPE assigned to the AV/VTC team.

2.2.5.6. Performance Measures

2.2.5.6.1. Audio Visual Support

- Customers seeking operational assistance receive adequate help 9 out of 10 times.
- Preventative maintenance as prescribed by the equipment manufacturer is accomplished 100% of the time.
- Briefing assistant for TCCC and TCDC is available at 100% of sessions.

- AV equipment is tested and ready to perform the designed mission 9 out of 10 times.

2.2.5.6.2. Portable Video Teleconferencing Support

- Portable VTC customers receive adequate assistance and instruction 9 out of 10 times.
- Preventative maintenance as prescribed by the equipment manufacturer is accomplished 100% of the time.
- Operator level instructions are accurate and published 100% of the time.
- 90% of all portable VTC sessions are successful from a USTRANSCOM VTC equipment perspective.

2.2.5.6.3. Studio Video Teleconferencing Support

- Studio VTC customers receive adequate assistance and instruction 9 out of 10 times.
- Scheduling conflicts are resolved according to the priority protocol 100% of the time.
- Preventative maintenance as prescribed by the equipment manufacturer is accomplished 100% of the time.
- 90% of all Studio VTC sessions are successful from a USTRANSCOM VTC equipment perspective.

2.2.5.6.4. Engineering Design Support

- Design and technical engineering recommendations for AV systems are accurate 9 out of 10 times.
- Design and technical engineering recommendations for VTC systems are accurate 9 out of 10 times.

2.2.5.6.5. Communications Security (COMSEC) Responsible Officer (CRO) Duties

- COMSEC material is properly accounted and controlled 100% of the time.

2.2.5.6.6. Automated Data Processing Equipment (ADPE) Equipment Custodian (EC) Duties

- ADPE is properly accounted and controlled 100% of the time.

2.2.6. Task 2-6 - Special C4 Support Function

The contractor shall provide a special C4 support function responsible for implementing and maintaining C4 executive-level information technology services to USTRANSCOM senior-level executives, their immediate support staff, USTRANSCOM Liaison Officers (LNOs) located at US Joint Forces Command, US Central Command, US European Command, US Forces Korea, Joint Staff, US Pacific Command, US Southern Command, and other senior managers approved by the USTRANSCOM Chief Information Officer (CIO); providing mobile/wireless computing support; and providing telecommunication support. The service that will be provided to the LNO is in accordance with standing Command Arrangement Agreements. Core on-site hours are from 5:00 a.m. to 4:30 p.m., Monday through Friday, and on-call from 4:31 p.m. to 4:59 a.m., Monday through Friday, and 24 hours per day during weekends and holidays. However, on-site services for this task will be provided on a 24 hours per day, 7 days per week basis as required to

support major exercises, contingencies, and emergencies. Other periods can be covered with on-call service. Response time during on-call periods shall be no more than 2 hours to on-site work start. The contractor will identify a senior Network Integration Engineer whose primary function will be to serve as a focal point for special C4 support functions. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with 12 estimated reports per year. When travel outside the local area is required, the contractor shall obtain written approval from the Contracting Officer's Representative (COR). Information shall include approximate travel dates, expected duration, origin and destination, purpose, estimated costs and number/names of personnel traveling. Travel in support of this contract will be performed on a cost-reimbursable basis. Travel reimbursement will be in accordance with the Federal Acquisition Regulation (FAR) and Joint Travel Regulation (JTR), Volume 2, Paragraph C6002, as applicable. Contractors cannot use GSA city pair contracts. The airfare shall be the prevailing rates for commercial airlines at tourist class. When required, the most reasonable means of ground transportation (i.e., taxi, bus, car rental) shall also be used. Contractor shall maintain copies of expense reports and receipts with monthly invoices for payment. The government will not reimburse local travel and related expenses to the contractor for daily travel to or from work at Scott AFB. The government estimates two trips to remote sites per year. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the government. The meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday. The contractor shall also provide daily reports concerning their activities.

Deliverable: Conference Minutes

2.2.6.1. Senior Management Support

The duties of the contractor require the research, design, testing, and implementation of C4 technical solutions supporting senior level management, their support staff, and LNOs for both unclassified and classified command and control requirements. These duties will also include the analysis, development, and integration of DPO communications requirements and capabilities. Support includes building, deleting, and maintaining local area network and e-mail accounts, desktops, laptops, software, printers, other peripherals configuration and troubleshooting activities, and network connectivity. These requirements also include remote worldwide command and control connectivity, command and control functions in quarters and during TDYs. This function will provide network systems administration, client configuration, technical and trouble shooting activities supporting the remote access program for both the classified and unclassified local area networks. The contractor will act as the liaison for coordinating communications and computer support requirements for the commanders' worldwide visits. Monitor and report planned, unplanned, and potential system outages to USTRANSCOM senior-level executives for coordination and approval. Provide executive-level users off-site unsecure and secure dial-up capabilities into the Unclassified Office Information Systems (UOIS) and Classified Office Information Systems (COIS) allowing full access to network resources to include: email, network folders, and worldwide web browsing capabilities. Provide set-up and configuration of laptop, appropriate software, and troubleshooting diagnosis of equipment required for dial-up access. The contractor will be knowledgeable on the technical/architectural

requirements associated with DPO communications interfaces and supporting network infrastructures.

2.2.6.2. Mobile/Wireless Computing Services

The contractor will be responsible for system administration, device configuration, technical, and troubleshooting activities supporting mobile wireless devices such as BlackBerry devices and iPAQ pocket PCs and required software. The contractor will maintain database accounts, hardware configuration (laptops, modems, and servers), and software for the USTRANSCOM Remote Access Security Program (RASP) in accordance with USTRANSCOM and National Security Agency directives. Provides set-up and configuration of laptop and appropriate software, troubleshooting diagnosis of both laptop and servers required for this program. Works closely with the Information Systems Security Branch (COMSEC Office) for the issuance and programming of the modems and FORTEZZA cards. Maintain mobile wireless requirements to include devices, software, servers, and user management. Submit and coordinate requirements using the USTRANSCOM Automated Communications-Computer Systems Requirements Documents (ACSRD) or similar tracking systems. Respond to customer service requests and inquiries using the Remedy or manual accounting. Assess emerging DPO systems and processes. Support quick-win and re-engineering strategies. Provide an enhanced environment to facilitate near-term and future interoperable prototype solutions.

2.2.6.3. Telephone Support Services

The contractor shall also perform the Telephone Control Officer (TCO) Function for the command. Act as the focal point for all telephone-related matters, e.g., requests new telephone service, changes to existing services, cellular phones, and relocation of existing phones. Submits updates to the base telephone directory and Defense Red Switch Network (DRSN) telephone directory; verifies official toll calls; and provides customer education. Submit, track, and manage telephone service requests (TSRs) through NetPlus web ordering. Manage Personal Identification Numbers (PINs) for USTRANSCOM to include: issue, delete, transfer, and maintain the PIN database. Maintain FTS 2000 calling card program. Review and submit requirements for modem lines. Submit as required, review, and validate all telecommunication requirements via the USTRANSCOM ACSR program or similar tracking system. Coordinate telecommunication requirements with the 375th Communications Squadron, Air Force Communications Agency, Defense Information Systems Agency, and Defense Information Technology Contracting Office as required. Check daily DRSN telephones belonging to the commander and deputy commander in Building 1900 to ensure operability and notify the 375th Communications Squadron, Maintenance Control function if problems exist and take follow-up action as required. Provide cellular telephone management functions to include: billing, funding requirements, customer validation, maintaining inventory, providing customer training, troubleshooting, and purchasing additional accessories as required. Provide cellular phones with worldwide capabilities to senior-level executives as required. Manage the USTRANSCOM Long Haul Telecommunication program. Submit Requests for Services (RFS) to lease or purchase telecommunication services or equipment contracted through the Defense Information Systems Agency (DISA). Evaluate requirements submitted through the USTRANSCOM ACSR process or similar tracking systems. Support technical conclusions for customer's requirements, relative costs, and advantages of alternate

approaches, lead times, and supporting requirements. Negotiate with customers concerning modifications of requirements to reduce anticipated technical problems, excess costs, funding arrangement, and schedules for required services. Submit requirements under the Telecommunications Service Priority and National Security Emergency Preparedness programs. Establish program designator codes (PDS) with AFCA in conjunction with USTRANSCOM. Semi-annually review and validate all long haul circuits (Communication Service Authorization) utilized by USTRANSCOM. Reaward circuits when current vendor's contracts expire. Maintain records on all circuits owned by USTRANSCOM. Input customer requirements and update information within the DISA's Telecommunications Certification Office Support System (TCOSS) and DISA's web ordering automation system. Submit in-effect, delayed service reports, and exception reports to DISA as required. Coordinate funding requirements with USTRANSCOM, AFCA, and Defense Information Technology Contracting Office (DITCO).

Deliverable: Conference Minutes

2.2.6.4. Task 2-6.4. - Assistance for AMC Special C4 Support Function

The contractor shall provide assistance for special C4 support functions, assisting government personnel in implementing and maintaining C4 supporting the AMC command's senior level executives, their immediate support staff, and other senior managers. Duties require the research, design, testing, and implementation of C4 technical solutions supporting senior level management and their support staff for both unclassified and classified command and control requirements. Support includes building, deleting, and maintaining local area network and e-mail accounts, desktops, laptops, software, printers, other peripherals, configuration, and troubleshooting activities, and network connectivity. These requirements also include remote worldwide command and control connectivity, command and control functions in quarters, and during TDYs. This function will provide network systems administration, client configuration, technical and troubleshooting activities supporting the remote access program for both the classified and unclassified local area networks. Additionally, the contractor may be required to assist C4 support for senior level management during AMC-sponsored conferences and contingencies.

2.2.7. Task 2-7 - Systems Augmentation Function for Selected USTRANSCOM Applications

The contractor shall provide an augmentation function for USTRANSCOM's UOIS. Contractor shall be responsible for the administration and operation of the following applications: Enhanced Traffic Management System (ETMS), DOORS, and Web mail. Normal on-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. The government reserves the right to extend the on-site hours during contingencies or network emergencies not to exceed the limits established in paragraph 3. Duties require identification, evaluation, documentation, installation, and configuration of unclassified hardware/software to meet user needs and will ensure all services are available as required. Establish detailed fault management, configuration control, and performance monitoring to support USTRANSCOM users. This function is responsible for activation, back up, deactivation, and restart of each application's resources/services; problem isolation and correction; certification/re-certification actions, and advice on operational impacts of network expansions, additions, upgrades, and reconfigurations in

hardware/software suites. This function is responsible for performing Local Registration Authority (LRA) duties, which include issuing and revoking PKI certificates throughout the command. This function is responsible for stopping and starting on-site servers; identifying and correcting system problems; performing system backups; printing facilities; recovering system files when necessary; performance monitoring and tuning; configuration control establishing user accounts and permissions; analyzing the impact of system software releases and reconfigurations of server software. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday.

Deliverable: Conference Minutes
Monthly Status Report

2.2.7.1. Technical Environment

Contractor personnel shall have desired experience in the following systems, software, and hardware. This list includes, but is not limited to:

Hardware:

- Data General AVIION 2700
- Dell P3000 DLT
- Dell PowerEdge 6450
- Dell PowerEdge 2550

Software:

- HP UNIX
- Microsoft Windows NT 4.0
- Microsoft Windows 2000

2.2.8. Task 2-8 - Automated Message Handling System (AMHS) Administration

In addition to the applications identified in paragraph 2.2.7., the contractor will conduct system administration of the AMHS servers. Normal on-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday. The government reserves the right to extend the on-site hours during contingencies or network emergencies not to exceed the limits established in paragraph 3. In addition to the normal on-site hours the contractor will provide 24x7 on call coverage with AMHS certified personnel. These on-call personnel will respond and commence working the problem within 2 hrs of notification. Normal duties require identification, evaluation, documentation, installation, and configuration of hardware/software to meet user needs and will ensure all AMHS services are available as required. This function is responsible for activation, backup, deactivation, and restart of each application's resources/services, problem isolation, and correction. Additionally, this function is responsible for stopping and starting on-site servers; identifying and correcting system problems; performing system backups; printing facilities; recovering system files when necessary; performance monitoring and tuning. Implement DISA's configuration control policies; establishing user accounts and permissions; and analyzing the impact of system software releases and reconfigurations of server software. The contractor shall attend meetings held at USTRANSCOM and/or other locations as

identified by the government, and provide summary/detailed results/impact of meetings upon request by the government with six estimated reports per year. All government required meetings would generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday. The government will provide AMHS certification and other AMHS specific training.

Deliverable: Monthly Status Report

2.2.8.1. Technical Environment

Contractor personnel shall have desired experience on the following hardware. This list includes, but is not limited to:

Hardware:

Dell Poweredge Server

Software:

Microsoft Windows 2003

Telos AMHS 2005

Commpower XML Portal

Microsoft Internet Information Server

Verity K2

Microsoft SQL Server

Internet Explorer

2.3. INFORMATION PROTECTION (IP)

2.3.1. Task 3-1 - General IP Duties

The contractor will perform daily operation and maintenance of USTRANSCOM information security mechanisms and execute IP processes and procedures. USTRANSCOM security mechanisms to be supported are located at Scott AFB, the Defense Enterprise Computing Center (DECC) in St. Louis and Robins AFB GA. On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday at Scott AFB, with additional on-site hours as requested and on-call at all other times with a 1- hour response time. The contractor shall provide support on-site 24-hours per day and 7-days per week during periods of major exercises, contingencies, and emergencies. On-site at the Defense Enterprise Computing Center (DECC) in St. Louis, Robins AFB, and at the USTRANSCOM alternate operating site will be as required. The contractor will support the following IP capabilities: firewalls, proxy servers, and anti-virus operations. The personnel assigned under this task must have a Top Secret or Secret clearance as determined by the government. In support of daily operations, the contractor shall: perform system administration on information security mechanisms (including intrusion detection systems); document processes and procedures for daily operations; ensure the integrity of computer system security is maintained in accordance with applicable policies and instructions; and modify security mechanisms at the request of the government (e.g. firewall rule modifications, etc). The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government. The government estimates five trips to remote sites per year. Attendance by the contractor personnel to meetings held in the local area shall be at no additional cost to the

government. These meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday, but can extend beyond these core hours when needed to support major exercises, contingencies, and emergencies.

Deliverables: Monthly Status Report
Trip Reports
Process Documentation

2.3.1.1. Technical Environment

Contractor personnel shall have desired experience, working knowledge, and desired expertise in the following core competencies, systems, software and hardware. This list includes, but is not limited to:

Core Competencies:

- Common Services/Protocols (e.g., Domain Name Service (DNS))
- Dynamic Host Configuration Protocol (DHCP)
- Hyper Text Transfer Protocol (HTTP)
- Secure Hyper Text Transfer Protocol (HTTPS)
- Internet Protocol Security (IPsec)
- Secure Shell (SSH)
- Simple Mail Transfer Protocol (SMTP)
- Information security devices
- Stateful packet inspection devices/applications
- Information security concepts (e.g., authentication, confidentiality, integrity, non-repudiation, network segmentation, Public Key Infrastructure (PKI))
- Network architectures and concepts (e.g., Asynchronous Transfer Mode (ATM), Classless Inter-Domain Routing (CIDR), Gigabit Ethernet, Ethernet, Network Address Translation (NAT), Router/Switch Functions, Remote Access Server (RAS), Transmission Control Protocol/Internet Protocol (TCP/IP), Virtual Private Networking (VPN))

Hardware:

Sun SPARC Ultra workstations/servers
Intel Platforms

Operating System Software:

UNIX operating systems (e.g., SOLARIS, HP-UX, FreeBSD)
Microsoft NT 4.0, 2000, XP, 2003

Application Software:

Anti-virus Software (e.g., Symantec, McAfee, Trend Micro)
Content Filtering (e.g., Bluecoat Proxy server, Squid, SmartFilter)
Firewalls (e.g., Checkpoint NG/Firewall-1, IPFilter, Raptor, Sidewinder)
Intrusion Detection Systems (e.g., Snort, ISS Real Secure, Argus)
Network Tools (e.g., TCPDUMP, nmap, What's up Gold)

2.3.2. Task 3-2 - Intrusion Detection Analysis

The contractor shall support the identification, analysis and correlation of security events for USTRANSCOM. The contractor shall provide support on-site at Scott AFB at a minimum 5:00 a.m. – 5:00 p.m. Monday – Friday, 7:30 a.m. – 4:30 p.m. Saturday and Sunday, with additional on-site hours as requested and on-call at all other times with a 1-hour response time. The contractor shall provide support on-site on a 24 hour, 7 day basis during periods of major exercises, contingencies, and emergencies. In support of this task, the contractor shall perform intrusion detection and incident response. This includes reviewing audit reports and network traffic data for irregularities or other indications of real or potential security violations and investigating all security related issues and incidents involving USTRANSCOM LANs. The contractor will also modify intrusion detection signatures and filters at the request of the government. The personnel assigned under this task must have a Top Secret or Secret clearance as determined by the government. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government.

Deliverables: Ad Hoc Reports
Monthly Status Report
Process Documentation

2.3.2.1. Technical Environment

Contractor personnel shall have experience with and working knowledge, expertise preferred, in the following core competencies, systems, software and hardware. Desired experience includes, but is not limited to:

Core Competencies:

- Network Traffic Analysis
- Computer Forensics
- Link Analysis
- Secure systems architecture and design
- Common Services/Protocols (e.g., Domain Name Service (DNS))
- HTTP
- Secure Hyper Text Transfer Protocol (HTTPS)
- Secure Shell (SSH)
- Simple Mail Transfer Protocol (SMTP)
- Information security devices
- Stateful packet inspection devices/applications
- Information security concepts (e.g., authentication, confidentiality, integrity, non-repudiation, network segmentation, Public Key Infrastructure (PKI))
- Network architectures and concepts (e.g., Asynchronous Transfer Mode (ATM), Classless Inter-Domain Routing (CIDR), Gigabit Ethernet, Ethernet, Network Address Translation (NAT), Router/Switch Functions, Remote Access Server (RAS), Transmission Control Protocol/Internet Protocol (TCP/IP), Virtual Private Networking (VPN))

Hardware:

Sun SPARC Ultra workstations/servers
Intel Platforms

Operating System Software:

UNIX operating systems (e.g., SOLARIS, HP-UX, FreeBSD)
Microsoft NT 4.0, 2000, XP, 2003

Application Software:

Firewalls (e.g., Checkpoint NG/Firewall-1, IPFilter, Raptor, Sidewinder)
Intrusion Detection Systems (e.g., Snort, ISS Real Secure)
Network Tools (e.g., TCPDUMP, Argus, CISCO NetFlow)

2.3.3. Task 3-3 - Configuration/Vulnerability Management

In support of USTRANSCOM configuration/vulnerability management activities, the contractor shall: monitor the USTRANSCOM unclassified and classified systems for compliance with command security policies by performing monthly vulnerability scanning and ensure reporting of vulnerability scanning results to Joint Task Force-Global Network Operations (JTF-GNO). On-site hours are from 7:30 a.m. to 4:30 p.m., Monday through Friday at Scott AFB. The contractor shall attend meetings held at USTRANSCOM and/or other locations as identified by the government, and provide summary/detailed results/impact of meetings upon request by the government. Attendance by the contractor personnel at meetings held in the local area shall be at no additional cost to the government. These meetings will generally take place during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday, but can extend beyond these core hours when needed to support major exercises, contingencies, and emergencies. The personnel assigned under this task must have a Top Secret or Secret clearance as determined by the government.

Deliverables: Ad Hoc Reports
Monthly Status Report
Process Documentation

2.3.3.1. Technical Environment

Contractor personnel shall have experience with and working knowledge, expertise preferred, in the following core competencies, systems, software and hardware. Desired experience includes, but is not limited to:

Core Competencies:

- Thorough understanding of DoD, USTRANSCOM, NIST, and best commercial security guidance
- Strong documentation skills and working knowledge of the networking architecture, devices, technologies and protocols
- Ability to meet and deal with customers with a high degree of tact and diplomacy
- Ability to thoroughly assess the configuration of USTC systems at a technical and non technical level

Hardware:

- Sun SPARC Ultra workstations/servers
- Intel Platforms

Operating System Software:

- UNIX operating systems (e.g., SOLARIS, HP-UX, FreeBSD)
- Microsoft (e.g., NT 4.0, 2000, XP, 2003)

Application Software:

- Vulnerability assessment tools (e.g., Nessus, Retina, Nmap)

3. CONTINGENCY OR EMERGENCY OPERATIONS SUPPORT (Optional)

USTRANSCOM C4 systems are designed to operate 24 hours per day/7 days per week, and some functional areas will receive full-time support as specifically identified in this PWS. During operation of the C4 systems that support USTRANSCOM, there may also be other instances where the government may elect to increase the level of support as requirements dictate due to contingencies or network emergency operations. When increased levels of operation are forecast, a designated government representative will notify the contractor, in writing, if possible, 30 days prior to the change. For example, during contingency operations the government may require 24 hour continuous C4 support for the USTRANSCOM CAT. When increased C4 support for the USTRANSCOM CAT is required, TCJ6 or a designated government representative will notify the contractor, in writing, a minimum of 24 hours prior to the need of contingency operation support. In the event of an unforeseen contingency or a network emergency, the government may notify the contractor verbally, to be followed up in writing. Notification will include the identification of additional support by function(s) and level of support required. Extended support shall be activated within 24 hours after notification by the government unless otherwise specified. The government may extend the on-site hours during contingencies or network emergencies for an estimated 10 continuous days of 24 hour operations for estimated maximum of six periods per year.

4. CONTRACTOR TRAVEL

The contractor may be required by the government to perform worldwide travel in performance of this contract. When travel outside the local Scott AFB area is required, the contractor shall obtain written approval from the Contracting Officer's Representative (COR). Information shall include approximate travel dates, expected duration, origin and destination, purpose, estimated costs and number/names of personnel traveling. Travel in support of this contract will be performed on a cost-reimbursable basis. Travel reimbursement will be in accordance with the Federal Acquisition Regulation or Joint Travel Regulation (JTR), Volume 2, Paragraph C6002, as applicable. Contractors cannot use GSA city pair contracts. The airfare shall be the prevailing rates for commercial airlines at tourist class. When required, the most reasonable means of ground transportation (i.e., taxi, bus, car rental) shall also be used. Contractor shall maintain copies of expense reports and receipts with monthly invoices for payment. The government will not reimburse local travel and related expenses to the contractor for daily travel to or from work at Scott AFB.

4.1. CONTRACTOR TRAVEL FOR SPECIAL ASSISTANCE

The contractor may be required by the government to perform worldwide travel in performance of this contract to a location identified by TCJ6-O. This travel will be referred to as "special assistance".

Deliverable: Travel Expense Report

5. MISCELLANEOUS AND OTHER DIRECT COSTS

The government will reimburse the contractor for cellular phone or pager services for the on-call support. Any additional cellular phone or pager service must be identified to the government for approval. Subject to government approval, this Contract Line Item Number (CLIN) may also be used for acquisition of low-cost unforeseen requirements/assets and will be reimbursed by the government. The government will reimburse in accordance with the Federal Acquisition Regulation (FAR) Part 31.

6. PERIOD OF PERFORMANCE

The initial award for this delivery order was awarded 1 June 2004 and covers a total of 7 years. The Period of Performance for the base period is 1 June 2004 through 30 September 2004. There are seven option periods (seventh option period ends 31 March 2011).

7. DELIVERABLES

The contractor shall deliver all technical reports, working papers, and conference minutes in Microsoft Word format. Technical drawings shall be submitted in a format to be mutually agreed by the contractor team and government. All deliverables shall be presented in hard copy with electronic format available if requested by the government. All deliverables become the property of the government upon delivery and acceptance. A summary of all deliverables under this task order are listed as follows:

<u>Task</u>	<u>Description</u>	<u>Due</u>
2-3	Maintenance Report	Completed for each maintenance action
2-4.2	Inventory Listing of IT Asset Hardware/Software Applications	Daily
2-4.2	Equipment Certification Report	10 days after contract start
2-4.2	Non-Operational Equipment Certification	10 days after contract start
2-4.2	Equipment Recertification	2 weeks before contract period ends
3-1	Process Documentation	As required

All	Travel Expense Report	15 th of the following month
All	Conference Minutes/Trip Reports	As required
All	Monthly Status Report	15th of the following month

8. PLACE OF PERFORMANCE

All work except Contract Management will be performed within government furnished facilities at Scott Air Force Base IL, or Defense Enterprise Computing Center (DECC) St Louis facilities at St Louis MO, and other DECC facilities as required by the government. Contract Management will be conducted at the contractor's facility.

9. HOURS OF OPERATION

The contractor shall, generally, perform work between the hours of 7:30 AM to 4:30 PM, Monday through Friday, excluding government holidays except where indicated differently within individual tasks of this PWS.

10. GOVERNMENT-FURNISHED PROPERTY

USTRANSCOM will provide all property necessary to satisfy the requirements of the PWS. The contractor shall inform the government of the need for any additional property necessary for the performance of their tasks. The support provided will include, but is not limited to:

10.1. FACILITIES

The contractor will provide government-owned and maintained facilities for use for those tasks designated by the government to be performed in government facilities. The facilities will be jointly occupied by both government and contractor personnel. All utilities (including government telephone lines and instruments) will also be provided. Use of government telephones is for official use only. Space will be provided for storage of tools, test equipment, and necessary documentation.

10.2. OFFICE FURNISHINGS

Office furnishings in appropriate quantities and quality, as determined by the government, to include desks, computers, chairs, tables, bookcases, and file cabinets, will be provided for those tasks required to be performed in the government facilities. Office automation equipment of sufficient capacity and configuration that includes training assistance and technical support are to be provided.

10.3. TOOLS

10.3.1. Network Management Tools

Network tools used to monitor and maintain the unclassified network include:

Compaq Insight Manager	Sun Net Manager
HP OpenView	TrendTrak
BindView	NW Admin/Netware Admin
BMC Patrol	

Network tools used to monitor and maintain the classified network include:

Remote LandView	Sun Net Manager
DEC ClearVision HubWatch	HP OpenView
Cabletron LAN View	Network General Sniffer

10.3.2. Inventory Tools

The following Inventory Management tools will be provided as GFE: Air Force Information Processing Management System (IPMS), with bar coding capabilities; USTRANSCOM ACSRD System, and Microsoft Excel for locally developed equipment tracking.

11. GOVERNMENT REPRESENTATIVES

A USTRANSCOM government task monitor will be identified for each task. In most cases, day-to-day task related questions of the contractor should be addressed to their immediate task monitor. The task monitor will contact the COR or Alternate COR regarding any contract issues or actions that need to be addressed to the Contracting Officer.

12. SECURITY REQUIREMENTS

DD Form 254 provides security classification guidance applicable to the contractor.

13. PHASE-IN/OUT

The incumbent contractor shall provide phase-in/out orientation if there is a change in contractor or if the operation reverts to the DOD. The incumbent contractor shall begin phase-in/out orientation as soon as possible after contract award or changeover is directed. During the phase-in/out orientation period, the incumbent contractor shall be fully responsible for PWS performance requirements and cooperate to the extent required to permit an orderly changeover to the successor.

14. PERFORMANCE OBJECTIVES

Performance Objective	PWS Reference	Performance Threshold
Conduct quarterly program review	2.1	No instances where the contractor fails to present a program review each quarter. An exception to this is allowed if government personnel are not available to attend a review during any given quarter, in which case review will be combined with the review in the following quarter or cancelled, at the government's option.
Provide monthly status report	2.1	No instances where the contractor fails to provide a report by the 15 th calendar day of each month in MS Word format.
Government milestone	2.1	No instances where the contractor fails to provide a written report within 24 hours of the missed deadline.

15. INCENTIVES (POSITIVE AND/OR NEGATIVE)

The incentive/disincentive is performance will be taken into account in reporting past performance and in determining whether to exercise options.