

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER		PAGE 1 OF 37	
2. CONTRACT NO. M67854-03-A-5154		3. AWARD/EFFECTIVE DATE 01-Dec-2008		4. ORDER NUMBER 0025		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME				b. TELEPHONE NUMBER (No Collect Calls)	
9. ISSUED BY MARCORSYSCOM 2200 LESTER STREET QUANTICO VA 22134-6050  TEL: 703-432-3773 FAX: 703-432-3765		CODE M67854		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: % FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: NAICS: 541330		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE  <input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO  <b>SEE SCHEDULE</b>		CODE		16. ADMINISTERED BY  <b>SEE ITEM 9</b>		CODE	
17a. CONTRACTOR/OFFEROR AT&T GOVERNMENT SOLUTIONS, INC 1900 GALLOWS RD STE 105 VIENNA VA 22182-3865  TEL.		CODE 7N699		18a. PAYMENT WILL BE MADE BY DFAS-COLUMBUS CENTER MARINE CORPS ATTN- KANSAS CITY P.O. BOX 369022 COLUMBUS OH 43218-9022		CODE M67443	
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input checked="" type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<b>SEE SCHEDULE</b>						
25. ACCOUNTING AND APPROPRIATION DATA  <b>See Schedule</b>					26. TOTAL AWARD AMOUNT (For Govt. Use Only)  <b>\$6,093,475.00</b>		
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED.				ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED.				ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>0</u> COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				29. AWARD OF CONTRACT: REFERENCE <u>AT&amp;T's Proposal</u> OFFER DATED <u>19-Nov-2008</u> . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: SEE SCHEDULE			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)		31c. DATE SIGNED	
						02-Dec-2008	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Vicki L. Whiteman / Contracting Officer TEL: 703-432-3773 EMAIL: vicki.whiteman@usmc.mil			

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS  
(CONTINUED)**

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<p><b>SEE SCHEDULE</b></p>					

32a. QUANTITY IN COLUMN 21 HAS BEEN  
 RECEIVED  INSPECTED  ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: \_\_\_\_\_

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
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32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL				

38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
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41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY ( <i>Print</i> )		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42b. RECEIVED AT ( <i>Location</i> )	
		42c. DATE REC'D ( <i>YY/MM/DD</i> )	42d. TOTAL CONTAINERS

## Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Labor/Monthly Reports FFP IT C4I Annual Support shall be performed in accordance with the attached statement of work and the contractor's proposal dated 19 November 2008. FOB: Destination				\$0.00
NET AMT					\$0.00
0001AA	ACRN BW - M9470509RC00038 FFP FOB: Destination MILSTRIP: M9470509RC00038	3,338,382	Each	\$1.00	\$3,338,382.00
NET AMT					\$3,338,382.00
ACRN BW CIN: M9470509RC000380001AA					\$3,338,382.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AB		2,674,342	Each	\$1.00	\$2,674,342.00

ACRN BX - M9470509RC00039  
 FFP  
 FOB: Destination  
 MILSTRIP: M9470509RC00039

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NET AMT	\$2,674,342.00
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ACRN BX	\$2,674,342.00
CIN: M9470509RC000390001AB	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002					\$0.00

Travel/ODC's  
 FFP  
 FOB: Destination

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NET AMT	\$0.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002AA		15,000	Each	\$1.00	\$15,000.00

ACRN BX - M9470509RC00039  
 FFP  
 FOB: Destination  
 MILSTRIP: M9470509RC00039

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NET AMT	\$15,000.00
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ACRN BX	\$15,000.00
CIN: M9470509RC000390002AA	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003	T&M Labor FFP IT C4I Annual Support shall be performed in accordance with the attached statement of work and the contractor's proposal dated 19 November 2008. FOB: Destination				\$0.00

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NET AMT	\$0.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003AA	ACRN BX - M9470509RC00039 T&M FOB: Destination MILSTRIP: M9470509RC00039	30,000	Each	\$1.00	\$30,000.00
				TOT ESTIMATED PRICE	\$30,000.00
				CEILING PRICE	\$30,000.00
	ACRN BX CIN: M9470509RC000390003AA				\$30,000.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004	Labor/Monthly Reports FFP IT C4I Annual Support shall be performed in accordance with the attached statement of work paragraph 2.1.2.4 and the contractor's proposal dated 19 November 2008. FOB: Destination				\$0.00
				NET AMT	\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004AA	ACRN BX - M9470509RC00039 FFP FOB: Destination MILSTRIP: M9470509RC00039	35,751	Each	\$1.00	\$35,751.00
					NET AMT
					\$35,751.00
ACRN BX CIN: M9470509RC000390004AA					\$35,751.00

### INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0001AA	Destination	Government	Destination	Government
0001AB	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
0002AA	Destination	Government	Destination	Government
0003	Destination	Government	Destination	Government
0003AA	Destination	Government	Destination	Government
0004	Destination	Government	Destination	Government
0004AA	Destination	Government	Destination	Government

### DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 15-DEC-2008 TO 14-DEC-2009	N/A	N/A FOB: Destination	
0001AA	N/A	N/A	N/A	N/A

0001AB	N/A	N/A	N/A	N/A
0002	N/A	N/A	N/A	N/A
0002AA	N/A	N/A	N/A	N/A
0003	POP 15-DEC-2008 TO 14-DEC-2009	N/A	N/A FOB: Destination	
0003AA	N/A	N/A	N/A	N/A
0004	POP 28-SEP-2009 TO 14-DEC-2009	N/A	N/A FOB: Destination	
0004AA	N/A	N/A	N/A	N/A

## ACCOUNTING AND APPROPRIATION DATA

BW: 179110627A0 250 67004 067004 2D M94705  
 COST CODE: 9RC00038DDCH  
 AMOUNT: \$3,338,382.00  
 CIN M9470509RC000380001AA: \$3,338,382.00

BX: 179110627A0 250 67004 067004 2D M94705  
 COST CODE: 9RC00039DDCH  
 AMOUNT: \$2,755,093.00  
 CIN M9470509RC000390001AB: \$2,674,342.00  
 CIN M9470509RC000390002AA: \$15,000.00  
 CIN M9470509RC000390003AA: \$30,000.00  
 CIN M9470509RC000390004AA: \$35,751.00

## AWARD TERMS AND CONDITIONS

### SECTION TWO

**1. Blocks 19-24 – SCHEDULE OF SUPPLIES/SERVICES.** Task Order 0025 is issued as a **FIXED PRICE** order for Labor (CLIN 0001) and **Cost Reimbursable** for ODCS and Travel/Per Diem (CLIN 0002). (In order to insure timely invoice processing in Wide Area Workflow, CLIN 0002 has been entered into the automated contracting system as fixed price resulting in the appearance of FFP on this CLIN and the associated SubCLINs. This action is taken for payment processing purposes only. As stated, CLIN 0002 will be administered as Cost Reimbursable.)

**2. APPROPRIATION DATA/SPECIAL INSTRUCTIONS:** The Government Payment Office shall make all payments against this order in accordance with the CLIN/ACRN association specified below. All contractor requests for payment made against this contract that fail to specify a CLIN/ACRN association shall be promptly rejected by the Government Payment Office.

**FUNDS AVAILABLE FOR PAYMENT**

ACRN >>	Labor	Travel/ODC	T&M Support	Total
BWV	3338382.00	0.00	0.00	\$3,338,382.00
BX	2710093.00	15000.00	30000.00	\$2,755,093.00
Total	\$6,048,475.00	\$15,000.00	\$30,000.00	\$6,093,475.00

The total amount of funding available for payment under this task order is:

**\$ 6,093,475.00**

**3. PACKAGING AND MARKING:** All items shall be prepared and marked for shipment using best commercial practices.

**4. INSPECTION AND ACCEPTANCE:** All deliveries shall be inspected and accepted at point of destination.

**5. PROJECT OFFICER:** The Project Officer (e.g., sponsor) for this order is:

**Glenda Hanson 229-639-5142**

[glenda.hanson@usmc.mil](mailto:glenda.hanson@usmc.mil)

Inspection and Acceptance of contract deliverables is the responsibility of the project officer, or their duly authorized representative(s). Moreover, the Project Officer serves in a supporting role to the Contracting Officer, providing advice and expertise on technical issues (e.g., COTR). However, only the Contracting Officer has authority to authorize deviations from the terms and conditions of this contract, including deviations from specification requirements and approval of ODCs, or related charges not previously identified in the Contractor's proposal. In the event the Contractor does deviate without written approval of the Contracting Officer, such deviation shall be at the risk of, and all costs relating thereto shall be borne by the Contractor.

**6. INVOICES:**

In compliance with DFARS 252.232-7003, "Electronic Submission of Payment Requests (March 2007)", the United States Marine Corps (USMC) utilizes WAWF-RA to electronically process vendor requests for payment. The contractor shall be required to utilize this system when processing invoices and receiving reports under this contract, unless the provision at DFARS 252.232-7003(c) apply. The Contractor shall (i) register to use WAWF-RA at <https://wawf.eb.mil/> and (ii) ensure an "electronic business" Point of Contact is designated in the Central Contractor Registration at <http://www.ccr.gov>, within ten (10) days after award of this contract. The USMC WAWF-RA point of contact for this contract is Kristin Gomez and can be reached on 703-432-3793.

Additionally, upload a copy of your invoice into eP<sup>2</sup> using the embedded feature, then send email notification of your invoice postings to [kristin.gomez.ctr@usmc.mil](mailto:kristin.gomez.ctr@usmc.mil). To ensure prompt payment and resolution of anomalies, ACSS uses a central billing model

that requires the Project Officer (e.g., sponsor) to review and verify invoice charges within 48-hrs. of posting. ACSS staff coordinates this action and validates/certifies the approved charges using WAWF. In this capacity, ACSS technical sponsors serve as the authorizing officials (e.g., Contracting Officer's Representative (COR)) for all CEOss tasks. Anomaly invoicing issues (e.g., type of charges, rationale, costs, etc.), must be resolved within 72-hrs. of submission, or the invoice will be rejected for cause.

Data entry information for WAWF:

Payment Office DoDAAC: M67443

Admin Office DoDAAC: M67854

Service Acceptor DoDAAC: M67854 Extension ACSS

**Contract Number: M67854-03-A-5154**

**Task Order Number: 0025**

**The contractor shall bill labor monthly in accordance with the following invoicing matrix:**

CLIN 0001 <a href="#">Modify</a> <a href="#">Delete</a>	Total
01/15/2009	501060.0
02/14/2009	501060.0
03/16/2009	501060.0
04/15/2009	501060.0
05/16/2009	501060.0
06/15/2009	501060.0
07/16/2009	501060.0
08/15/2009	501060.0
09/15/2009	501060.0
10/15/2009	501060.0
11/15/2009	501060.0
12/15/2009	501064.0
Total	\$6,012,724.00

CLIN 0004 <a href="#">Modify</a> <a href="#">Delete</a>	Total
10/28/2009	11917.0
11/28/2009	11917.0
12/28/2009	11917.0
Total	\$35,751.00

**7. DELIVERY DESTINATION:**

Commander MARCORLOGCOM

C4 ATTN: **Glenda Hanson**

MARCORLOGCOM Data Center (Bldg 1360)

Albany, GA

**8. GOVERNMENT FURNISHED PROPERTY (GFP) REQUIREMENTS– N/A**

**9. FACILITIES REQUIREMENTS** – Reference SOW paragraph 3.0. All aspects of facilitization are borne by the Offeror unless specific exception is noted in their proposal, or the task specially notes that “on-site,” e.g., government site, performance will be required.

**10. PERIOD OF PERFORMANCE** - The period of performance for this effort is 12 months beginning **15 December 2008 with the first two weeks devoted to transition activities only, as described in SOW paragraph 2.2. All other SOW requirements will commence on 1 January 2009.** There is one option in the base period (SOW paragraph 2.1.2.4), with a 2.5 month period of performance (PoP commences on 28 September 2009). There is the possibility for two (2) renewal option periods of performance contingent upon superior performance and compliance with the Quality Assurance Surveillance Plan (QASP). Each renewal option period is expected to be 12 months in length and includes costs associated with continuation of base period option 1 requirements.

**11. . OPTION PERIODS** - Per your proposal dated 19 November 2008, the Government reserves the right to exercise one or all option periods contingent upon superior performance and compliance with the Quality Assurance Surveillance Plan (QASP) and funds available. If option periods are exercised, the contractor will be notified and a new Task Order will be awarded.

**SECTION THREE**  
**STATEMENT OF WORK**  
**FOR**  
**MARINE CORPS LOGISTICS COMMAND**  
**INFORMATION TECHNOLOGY (IT) C4 SUPPORT**  
  
**SPECIALTY ENGINEERING**

**1.0 Scope** The scope of this effort is for Information Technology (IT) support services to both local and external customers at Headquarters Marine Corps Logistics Command, Command, Control, Communications and Computers (HQ MARCORLOGCOM, C4), ESD and LSD. This support includes: (1) providing IT customer support and performing Incident Management (i.e. “Service Desk”) outlined in the Information Technology Infrastructure Library (ITIL) best business practices as adopted by C4 Director; (2) providing IT database management, applications management, web and OS support, SAN and RAC management, Information assurance, mainframe support, enterprise backup and recovery, and system architecture support; and (3) providing IT project management (software development related) and application software support (analytical, testing and programming).

**1.1 Background.** HQ MARCORLOGCOM’s mission is to provide worldwide, integrated logistics/supply chain and distribution management; depot level maintenance management; and strategic pre-positioning

capability in support of the operating forces and other support units to maximize their readiness and sustainability and to support enterprise and program level Total Life Cycle Management.

In support of HQ MARCORLOGCOM C4, **ESD Operations missions** are as follows:

- To provide end-to-end world class IT service management and service delivery in support of the HQ MARCORLOGCOM and the Marine Corps enterprise environment.
- To implement, manage and maintain an enterprise architecture which incorporates the latest approved Marine Corps technologies in security, application and web hosting, database management, performance tuning, monitoring, backup and recovery which will maintain and support current and future Defense Community customers.
- Manage, Administer, Support Databases and Business Applications and environments, Monitor Resources and activities to ensure Confidentiality, Integrity, and Availability.
- Determine requirements for database solutions.
- Serve as the focal point and principal advisor to HQ MARCORLOGCOM C4 Director on the MARCORLOGCOM Information Assurance Program (IAP).
- Provide technological safeguards and managerial procedures to assure the availability, integrity, confidentiality, authenticity and non-repudiation of computer-based resources.
- Ensure compliance with Marine Corps Orders, Directives, and methodologies in the area of IA.
- Audit and monitor local network activity on government and contractor-owned resources.
- Manage and coordinate the IA Awareness Training Program.
- Manage and control changes to the IT production environment with the least possible risk of service level disruption.
- Provide Mainframe Security, Production Analysis, Production Control, Mainframe Connectivity and Print Support to the worldwide customer requiring access to the Logistic Domain. This is accomplished by being the focal point for all mainframe issues and initiatives with the Marine Corps Network Operations Service Center (MCNOSC), Mainframe Support Team, and Defense Information Systems Agency (DISA) Defense Enterprise Computing Center (DECC)-Mechanicsburg.

In support of HQ MARCORLOGCOM, C4 – **LSD mission** is to provide enterprise and program-level policy, guidance, and management for Marine Corps Logistics Information Systems. Provide professional Information Technology (IT) services to the Command and advise the CG, MARCORLOGCOM on all IT initiatives and to ensure Command IT resources are integrated and balanced to optimize capabilities, resources, and readiness. In order for HQ MARCORLOGCOM to execute its stated mission, application software used by the various business units must be developed and maintained using the Project Management Book of Knowledge (PMBOK), Capability Maturity Model Integration (CMMI), Business Analysis Book of Knowledge (BABOK), Lean Six Sigma, Agile and other best practices and methodologies.

The application software is hosted on International Business Machine (IBM) mainframe computers managed by Defense Information System Agency (DISA) at one of its designated operating centers. The remaining software is hosted on mid-tier servers with operating systems such as Linux 4.x, Windows 2003 Enterprise server, Hewlett Packard (HP) UNIX 11.x, Sun 10.x and others as required. The application software is a critical element in HQ MARCORLOGCOM having the ability to effectively and efficiently meet its stated mission and goals. Application software is written in many languages such as COBOL II, Natural and IBM 360 Assembler, JAVA, C, C++, HP UNIX scripting (Borne/Korn Shell), ANSI C, Pearl scripting, .Net and other languages on

a needed basis. Additional toolsets are used such as Oracle Developer Suite and Cognos. Some software performs direct calls to databases using Ada Base, IBM Web Sphere, Oracle, SQL Server, DATACOM DB and other unique software.

**2.0 General Requirements.** The Contractor shall provide HQ LOGCOM C4 ESD and LSD support as generally aligned with the percentage effort stipulated:

Activity – Anticipated Percentage	Para	Metric
• IT Service Desk, Incident Management, Change Management and Account Management Support	16% 2.1.1	Ref: QASP (attachment 1)
• IT Operations Support	38% 2.1.2	
• IT Analytical and Programming Support	41% 2.1.3	
• Technical Management and Administration	5% 2.1.4	

The percentage of work associated with each of these task activities may vary slightly by program precedent and volume throughout the performance period. The Contractor is responsible for providing suitable technical and analytical expertise to support ongoing responsibilities delineated by activity, as well as variances in the scope of activities. The Contractor shall appoint a technical manager to act as both coordinator of task activities and to serve as the overall expert for successful completion of this task initiative. Administrative support shall be provided as required.

## 2.1 Specific Requirements.

Unless otherwise specified below, normal standard operating hours are Monday through Friday from 0700 to 1700, except for Federal holidays. Meal periods (e.g., lunch) shall not be included when determining whether overtime hours are to be incurred. The work schedules may vary depending upon current mission requirements, but not to exceed 80 hours per pay period per individual (i.e. shift start and end times may vary; some Sunday work may be required). The Contractor shall schedule personnel to preclude the need for overtime, beyond the standard operating hours, to the maximum extent possible. Contractor must have coverage to coincide with Government work hours. Overtime will be handled on a case-by-case basis and will be charged to the Time and Materials CLIN. Overtime requires pre-approval from the Project Officer, unless for an unplanned emergency. In the effect of an unplanned emergency, the Project Officer shall be informed at the beginning of the next business day. All work schedule changes will be provided with 2 weeks advance notice, unless the result of an emergency.

All Contractors (dependent upon IA position assigned) are required to meet DoD 8570.01-M certification requirements. IA specific positions require 100% Certified Information Systems Security Professional (CISSP) certification at the time of award for all contractors. For government identified IA workforce positions located in areas other than IA, contractors have four years to meet the requirements of the DoD 8570.01-M. The requirement is for 10% to be certified in the first year and 30% each year following. Contractors must possess and maintain the appropriate background investigation and certifications for the position. In addition, all Contractor personnel must have their IA certification and function level documented in DEERS (the contractor must provide the required IA certification documentation that will be loaded into DEERS by a government representative).

**2.1.1 IT Service Desk, Incident Management and Change Management Support.** Customer Support Center (CSC) Branch is to serve as the single entry point to a One

Stop Shop to ensure accessibility for IT Support Services. The Customer Support Center Branch provides IT support for both local and external customers to request IT products and services, monitoring and Change Management in C4. The Service Desk assumes and maintains ownership of incidents throughout the complete lifecycle from recording to closure and ensures customer satisfaction. The Customer Support Center Branch serves as the focal point and source to provide IT information to C4 Director and MARCORLOGCOM customers. The contractor shall provide Information Technology Service Desk Support, Incident Management Support, Account Management, Change Management, ITIL's Service Desk function and complete ITIL Processes Support and monitor applications, databases, servers and tools assigned to the Customer Support Center Branch using Government methodologies, guidelines, templates, tools, Security Technical Implementation Guidelines (STIG), Information Assurance Vulnerability Management (IAVM), processes and procedures and in accordance with Standard Operating Procedures (SOPs) and Information Technology Infrastructure Library (ITIL). The contractor shall provide CSC Branch with employees who are ITIL Foundation Certified and Practitioner Certified in Change and Release Management. The contractor shall provide employees proficient in generating reports upon request using Crystal Reports. The contractor shall ensure that the Customer Support Center Branch operates as a "One Stop Shop" environment, in accordance with C4 Director Memorandum direction, to provide IT support. Customer Support Center Branch support involves two types of customer support – incidents (i.e. problems or issues that require resolution) and service requests (e.g. ordering software and/or hardware). Customer Support Center Branch coverage is required 16 hours per day, Monday through Saturday, generally between the hours of 0700 to 2300. Only limited coverage is needed for second shift (e.g. one person). The work schedules may vary depending upon current mission requirements, but not to exceed 80 hours per pay period per individual (i.e. shift start and end times may vary; some Sunday work may be required).

This support includes:

- a) Providing Service Desk function, Incident Management, Account Management, Change Management and Command and Control support in accordance with ITIL and other industry standard best practices for applications, servers and database tools assigned to the Customer Support Center Branch (including, but not limited to: WRRIT, WDTT, MERIT, Single Sign-On (SSO), Remedy and What's Up Gold)
- b) Performing account management performance monitoring and metrics reporting; gathering data and generating reports using available tools (e.g. Remedy, Crystal Reports)
- c) Responding to new and old Trouble Tickets (TT) based on Customer Support Center (CSC) assigned priority outline
- d) Diagnosing problems through discussions with users; includes problem recognition, research, isolation and resolution steps
- e) Escalating incidents to upper Tier IT support, as required
- f) Providing IT project management guidance and expertise to MARCORLOGCOM C4 employees for projects as needed, by assisting with project charters, schedules, requirements and other project management related task
- g) Apply all of ITIL's best business processes and Service Desk functions with expertise knowledge through the lifecycle of processing incidents.
- h) ITIL Foundations Certified upon arrival or have ITIL Foundations Certification within 30 days of hire.

- i) Two employees must be ITIL Practitioner Certified in ITIL's Change and Release Management processes within 60 days of ITIL Foundation Certification.
- j) ITIL Change and Release Practitioner contractors shall train all other CSC Branch contractors (provided under this task order) to perform ITIL Change and Release Management processes.
- k) Overseeing all avenues for receipt of incident requests: Email, Remedy, telephone, fax and walk-ins
- l) Recording incidents in established timeframe from time of receipt
- m) Ensuring all phases of Service Desk support and progression of incidents are properly coordinated, monitored, logged, tracked and resolved appropriately
- n) Contacting IT support technicians on existing trouble tickets according to outline priorities to reduce or eliminate backlog
- o) Actively pursuing statuses of incidents from the IT support technicians with meaningful information such as analysis, actions, progressions and estimated time of resolution
- p) Performing cold calls (calls to customers who have not contacted the Service Desk) to inform customers with current meaningful incident statuses
- q) Providing meaningful statuses to customers who contact the Service Desk for current updates of incidents
- r) Providing daily open incident reports to division managers
- s) Providing monthly service desk metrics reports NLT the first day of each month
- t) Identifying and understanding customer requirements (e.g. knowing what questions to ask to better characterize the incident or service request)
- u) Ensuring customer contact information is recorded accurately and updated in Remedy or current service desk tool for proper communication and metrics reporting.
- v) Acting as a liaison between customers and IT support staff to assist with issue resolution and to serve as the "One Stop Shop" for IT support
- w) Providing after hours support via cell phone and pager; contacting appropriate support staff for customers
- x) Proactively identifying and reporting trends and potential problems to management
- y) Daily monitor the availability and accessibility of local resources used at the Service Desk (including basic monitoring of the environment such as checking if the internet is up; checking if the mainframe is up, ensuring outlook is functioning properly, Remedy is up and functioning properly, applications and databases activity and connectivity)
- z) Resolve and close incidents on tiers one and limited two levels.
- aa) Perform and record initial troubleshooting in incident prior to escalating for upper tier support.
- bb) Identifying requests to be resolved by the IT Support staff or NMCI helpdesk
- cc) Identify and process change requests according to ITIL adopted practices.
- dd) Provide accurate information in management reports.
- ee) Perform command and control functions to include: ITIL's Change Management, Configuration Management, Release Management, Post Implementation Review, identifying critical alerts on applications, servers and databases.
- ff) Schedule Change Advisory Board meetings, in accordance with the adopted ITIL's best business practices, for change requests.
- gg) Notify appropriate support personnel and management of critical alerts and record incidents in Remedy database.
- hh) Monitor and report network activities using What's Up Gold or software provided.
- ii) Ensuring compliance with Marine Corps Orders, directives and methodologies in the area of Information Assurance, including completion of IA awareness training for new employees
- jj) Preparing and briefing team leads or management on anything that requires management attention (such as current events, issues, trends, etc)

In order to provide the support required, the contractor shall assign qualified personnel who are certified ITIL Foundations Agents who knows and can apply all the ITIL processes when processing and handling incident and service requests. Personnel must know and can apply ITIL's Service Desk function when recording and assuming ownership of incidents and service request, supporting customers and the IT technical support staff. Provide qualified are skilled personnel in using Crystal Reports, Remedy, Microsoft Office Suite, who

have experience with service desk support and customer service, and have an understanding of IT system administration, DoD information assurance, project management and Service Desk functions, incident management and account management industry standards and best practices. All contractors dependent upon Service Desk are required to meet DoD 8570.01 security training and certification requirements, and must receive and maintain the appropriate background investigation for the position. In addition, all contractor personnel must have their IA certification and function level documented in the Defense Enrollment Reporting System (DEERS).

2.1.1.2 Notional Deliverables. This effort is expected to include the full range of deliverables as described below. This is not all inclusive; additional deliverables may be required and will be managed as part of the WBS development and update process:

Deliverables. Crystal Reports, Microsoft Word, Project, Access, Excel, Visio and Power Point shall be the standard word processing, project management, database, spreadsheet, data modeling and presentation programs unless otherwise specified by the Government. Prompt submission of the following deliverables will be part of the Contractor's annual performance evaluation.

All requests from the Government shall be provided to the Contractor via Microsoft Word, Project, Access, Excel file, adhoc or Crystal Reports with task to be completed, start dates and requested delivery dates and requested form. Contractor shall be required to provide updated status on a weekly basis (min) or as required by Government personnel outlined in request. Contractor must meet schedule delivery dates or provide written justification to Government Representative as soon as possible that the requested delivery date will not be met and the reason(s) why the dates will not be met.

#### Deliverables Schedule.

<b>Deliverable Title</b>		<b>Number/Format</b>	<b>Calendar Days after contract start</b>
Monthly Status Report of all assigned tasks	Crystal Report	Branch Chief and Branch SharePoint Site	Due 1 <sup>st</sup> work day of the each month.
Two Daily Branch Report	Crystal Reports	Branch Chief and Branch SharePoint Site	Due by 0930 and 1430
Monthly Performance Metrics Report	Crystal Reports	Branch Chief and Branch SharePoint Site	Due 1 <sup>st</sup> work day nlt 2 <sup>nd</sup> work day the beginning of each month
Weekly OPS Intel	Microsoft Products or Crystal Reports	Branch Chief and Branch network drive	Due every Friday before 1400
Service Desk Agent Daily Incident Report	Microsoft, Remedy or Crystal Reports	Service Desk Agent, Branch Chief and Branch network drive	Due each morning by 0900
Incident Management	In accordance with Customer Support Center Incident Management SOP	Service Desk Agent, Branch Chief and Branch network drive	Daily
Customer Communication and Feedback	In accordance with Customer Support Center Incident Management SOP	Service Desk Agent, Branch Chief and Branch network drive	Daily
Change Advisory Board Meeting	In accordance with ITIL's Incident and	All Stakeholders	Prior to processing Incident Change

	Change Management Processes		Requests
Release Management	In accordance with ITIL's Processes	All Stakeholders	Approved Incident Change Requests
Configuration Management	In accordance with ITIL's Processes	All Stakeholders	Approved Incident Change Requests
Post Implementation Review	In accordance with ITIL's Processes	All Stakeholders	Approved Incident Change Requests

2.1.2 **IT Operations Support.** This effort encompasses IT database management, applications management, web and OS support, SAN and RAC management, Information assurance, mainframe support, enterprise backup and recovery, and system architecture support in support of HQ MARCORLOGCOM C4 ESD.

Within paragraph 2.1.2, IT Operations Support is generally aligned with the percentage effort stipulated below:

Activity – Anticipated Percentage	Para	Metric
• Database Management	20%	2.1.2.1
• Applications Management	12.5%	2.1.2.2
• Web and OS Management	12.5%	2.1.2.3
• SAN Management (when at 12 month PoP)	6%	2.1.2.4
• Oracle RAC Management	6%	2.1.2.5
• IA and Computer Security	12.5%	2.1.2.6
• Mainframe	6%	2.1.2.7
• Enterprise Backup and Recovery	12.5%	2.1.2.8
• System Architecture & Capacity/Availability Management	6%	2.1.2.9
• Command & Control	6%	2.1.2.10

Ref:  
QASP  
(Attachment  
1)

The percentage of work associated with each of these task activities may vary slightly by program precedent and volume throughout the performance period. The Contractor is responsible for providing suitable technical and analytical expertise to support ongoing responsibilities delineated by activity, as well as variances in the scope of activities. The Contractor shall appoint a technical manager to act as both coordinator of task activities and to serve as the overall expert for successful completion of this task initiative. Administrative support shall be provided as required.

2.1.2.1 Database Management. The contractor shall perform database management for Oracle, OEM, OAS, Portal, SSO, SQL server and STIG. The Contractor shall work with stakeholders, team members and sponsors to manage Oracle database software over various operating system platforms, including Windows, Red Hat Linux, SUN, HP-UX, and VMWare. Support includes, but is not limited to:

- a) Creating, editing and executing scripts to process data. Monitoring Database performance. Assisting Developers.

- b) Creating, edition and maintaining database schemas.
- c) Creating database instances to include control files, redo logs, archive log mode and other required parameters.
- d) Providing IT project management guidance and expertise to HQ MARCORLOGCOM C4 employees for projects as needed, by assisting with new project charters, schedules, requirements and other project management related task.
- e) Integrating DBMS(s) and data with existing application software, web sites, portals, storage devices or business applications.
- f) Recovering from database failures, DBMS and data using Oracle RMAN and FLASHBACK or other designated recovery utilities.
- g) Reading/interpreting database error messages and execute recovery of database instance, data or other pertinent database components. If necessary, engaging Oracle support by submitting and monitoring the status of an Oracle Service Request via *Metalink* or similar tool.
- h) Implementing Oracle RAC, automatic storage management and data guard at desired levels according to industry best business practices.
- i) Supporting Virtual Web hosting, Virtual Databases, and virtual management of DBMS(s).
- j) Remotely administering database instances using secure shell, KVM over Internet Protocol (IP) and other remote access tools.
- k) Implementing DoD, Department of the Navy (DoN), and Marine Corps mandated upgrades and security patches to the DBMS Software, to include quarterly Critical Patch Updates.
- l) Analyzing database error messages/alert logs and implementing corrective actions to resolve issues.
- m) Designing, managing, implementing and configuring Logical Unit Numbers (LUN), file systems, disks, zones and other storage media on various storage devices in a Redundant Array of Independent Disks (RAID). Implementing shared database file systems in a SAN/NAS/RAC environment.
- n) Utilizing OEM or other designated tools to monitor and maintain the database environment.
- o) Integrating DBMS(s) to OS(s), business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.
- p) Designing, managing, implementing and configuring LUN(s), file systems, disks, zones and other storage medial on various storage devices in a RAID.
- q) Interpreting error codes generated by log and system files from DBMS(s), OS(s), business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.
- r) Recommending and implementing hardware, software, database or network solutions to resolve problems.
- s) Evaluating indicators from hardware or network devices and consistently implement a permanent resolution, where possible.
- t) Analyzing LUN(s), file systems and storage zones to resolve issues.

- u) Creating/Modifying/Updating/Closing Trouble Tickets and Work Orders via a Customer Services Solution such as Remedy.

2.1.2.2 Applications Management. The contractor shall perform applications management on COGNOS, CITRIX and similar applications/systems. The Contractor shall work with stakeholders, team members and sponsors to manage and support applications over various operating system (OS) platforms, including Windows, Red Hat Linux, SUN, HP-UX, and VMWare. Support includes, but is not limited to:

- a. Installing application software over a variety of OS software and configure per instructions/customers request.
- b. Configuring application software to perform optimally.
- c. Uninstalling application software.
- d. Integrating application software with DBMS(s), risk mitigation/monitoring agents.
- e. Installing application software and connect to web servers, other application servers, database management software or storage devices as required.
- f. Applying IA policies as directed.
- g. Reading/listening to written/verbal instructions to upgrade application programs.
- h. Supporting application co-hosting in a clustered environment.
- i. Designing, managing, implementing and configuring LUN, file systems, disks, zones and other storage medial on various storage devices in a RAID.
- j. Designing, managing, implementing and configuring Virtual hosting software to support co-hosting multiple applications, DBMS(s), business applications or OS(s).
- k. Integrating application software to OS(s), DBMS(s), and business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.

2.1.2.3 Web and OS Management. The contractor shall provide web systems management of Apache, Internet Information Systems (IIS), Tom Cat, STIG, Microsoft Office Sharepoint Services (MOSS), Lightweight Directory Access Protocol (LDAP), and similar web systems. The contractor shall support the following operating systems and network components: LINUX, UNIX, Windows. SUN, VMWare, Cabling, Keyboard Video Mouse (KVM) and switches. The contractor shall provide connectivity from application servers to data storage, including network devices such as switches/routers, Network Attached Storage (NAS), SAN, and NFS. Support includes, but is not limited to:

- a) Installing and upgrading network monitoring tools, software, and agents.
- b) Monitoring network performance, where applicable (not to include NMCI) and make recommendations to modify configuration to improve performance.
- c) Communicating network performance issues to MCNOSC in supporting CONUS/OCONUS and Deployed customers to resolve latency issues.
- d) Completing Firewall Modification Requests in support of ensuring network connectivity.

- e) Providing recommendations to Government personnel in network design, implementation and modifications for legacy systems. Providing support to unclassified and classified systems.
- f) Integrating web services to OS, application software, DBMS(s), business applications, monitor agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.
- g) Performing all levels of analysis (simple to complex) of OS(s), business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.
- h) Interpreting error codes generated by log and system files from DBMS(s), OS(s), business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.
- i) Recommending and implementing hardware, software, database or network solutions to resolve problems.
- j) Evaluating indicators from hardware or network devices and consistently implement a permanent resolution, where possible.
- k) Analyzing LUN(s), file systems and storage zones to resolve issues.
- l) Creating/Modifying/Updating/Closing Trouble Tickets and Work Orders via a Customer Services Solution such as Remedy.

2.1.2.4 **SAN Management (OPTION 1)**. The contractor shall support the following SAN devices: EMC SAN, NAS, Network File System (NFS), and RMAN. The contractor shall handle strategic planning and day-to-day activities associated with Storage Administration such as performing daily health checks on both the NAS and SAN along with regular backup and restore administration. In addition, the contractor shall architect the growing SAN/tape environment composed of mid-range and enterprise class storage, and be able to apply software patches and NAS upgrades to the NAS Gateway, fiber channel, and SAN. Support includes, but is not limited to:

- a) Monitoring performance of disk/tape systems in relationship to host performance.
- b) Ensuring critical data is replicated for disaster recovery, and validate, run jobs to backup/clones, and restore Oracle databases via EMC RMAN or similar software products.
- c) Projecting quarterly needs for SAN environment.
- d) Troubleshooting share disk issues in SAN environment and/or escalating to EMC Level 2 Support if necessary in order to address any EMC related issues.
- e) Providing technical support and coaching to team members on the operation of the current EMC hardware and software to perform tasks such as allocating and de-allocating storage, and reporting on data storage events and conditions and contacting EMC Support.
- f) Providing a secure architecture for preserving privacy and integrity of SAN data.
- g) Interfacing closely with the Enterprise Backup and Recovery Support team such as Allocating/De-allocating data, operating, managing, troubleshooting, and working with the Enterprise Backup Support Team to ensure that the data is protected, and report on data storage events and conditions to management and/or Enterprise Backup and Recovery.
- h) Installing software agents over a variety of operation systems, and configure as required.

- i) Interpreting error codes generated by log and system files from DBMS(s), OS(s), business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices.
- j) Analyzing LUN, file systems and storage zones to resolve issues such as providing LUN mapping, LUN masking and zoning via EMC Control Center or similar software products.
- k) Recommending/proposing performance metrics, SOP(s) to assist in providing faster, accurate and reliable services across the entire operational environment.
- l) Working with other departments/customers, as required to analyze performance issues and determine problem resolution.
- m) Communicating with internal/external parties to provide update status, analyze simple to complex problems and determine possible solutions to technical and procedural issues that may arise.
- n) Designing, managing, implementing and configuring LUN(s), file systems, disks, zones and other storage media on various storage devices.
- o) Documenting procedures for basic SAN tasks; provide metrics and reports that show how the SAN is performing and how disk space is being utilized.

2.1.2.5 Oracle RAC Management. The contractor shall handle strategic planning and day-to-day activities associated with RAC Administration such as performing daily health checks on the NAS, RAC and SAN along with regular backup and restore administration. In addition, the contractor shall architect the growing RAC clustered environments composed of mid-range and enterprise class storage, and be able to apply software patches and NAS upgrades to the NAS Gateway, fiber channel, RAC and SAN. Support includes, but is not limited to:

- a. Monitoring performance of disk/tape systems in relationship to RAC performance.
- b. Ensuring critical data is replicated for disaster recovery, and Validate, run jobs to backup/clones, and restore Oracle databases.
- c. Projecting quarterly needs for RAC environment.
- d. Troubleshooting share disk issues in RAC environment and/or escalating to EMC Level 2 Support if necessary in order to address any EMC related issues.
- e. Providing technical support and coaching to team members on the operation of the current EMC hardware and software to perform tasks such as allocating and de-allocating storage, and reporting on data storage events and conditions and contacting EMC Support.
- f.
- g. Providing a secure architecture for preserving privacy and integrity of RAC data and clustered configurations.
- h. Interfacing closely with the Enterprise Backup and Recovery Support team such as Allocating/De-allocating data, LUN(s), operating, managing, troubleshooting, and working with the Enterprise Backup Support Team to ensure that the data is protected, and report on data storage events and conditions to management and/or Enterprise Backup and Recovery.
- i. Interpreting error codes generated by log and system files from DBMS(s), OS(s), business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices; and recommend/implement improvements to reduce/eliminate errors.

- j. Analyzing LUN, file systems, and storage zones to resolve issues such as providing LUN mapping, LUN masking and zoning via EMC Control Center or similar software products.
- k. Recommending/proposing performance metrics, SOP(s) to assist in providing faster, accurate and reliable services across the entire operational environment.
- l. Working with other departments/customers, as required to analyze performance issues and determine problem resolution.
- m. Communicating with internal/external parties to provide update status, analyze simple to complex problems and determine possible solutions to technical and procedural issues that may arise.
- n. Designing, managing, implementing and configuring LUN(s), file systems, disks, zones and other storage medial on various storage devices.
- o. Documenting procedures for basic RAC tasks, provide metrics and reports that show how the RAC is performing and how disk space is being utilized.

2.1.2.6 IA and Computer Security. The contractor is responsible for establishing and maintaining a comprehensive IA and computer security program in accordance with Department of Defense Information Assurance Certification Program (DIACAP) and related policies/directives. As such, the contractor shall communicate network performance issues to MCNOSC in supporting CONUS/OCONUS and Deployed customers to resolve latency issues to include all Data Center systems/applications, SIPRNET and SAN; Process and implement Marine Corps Enterprise Network (MCEN) Operational Directives; Complete network drawings, while performing certification and accreditation analysis, in support of Applications Security Plans (ASP) and System Security Authorization Agreements (SSAA) document preparation. Support includes, but is not limited to:

- a. Providing assistance in the mitigation of security risks to OS(s), application programs, Web sites, DBMS(s) and other required products via authorized tools, such as Hercules.
- b. Following all security measures to protect resources (data, computers, personnel).
- c. Providing technical analysis support to unclassified and classified systems.
- d. Communicating security risks to Government personnel.
- e. Working with MCNOSC to resolve/implement risk mitigation issues.
- f. Developing POA&M as required to support risk mitigation requirements levied by IA Manager, Designated Approving Authority (DAA) or MCNOSC.
- g. Performing all scans on the MCEN with government furnished scan tools as directed by the Command IA Manager (IAM), DAA, MCNOSC, or Headquarters Marine Corps (HQMC).
- h. IA specific functions require 100% Certified Information Systems Security Professional (CISSP) certification at the time of award for all contractors.

2.1.2.7 Mainframe Support. The contractor shall support the IBM mainframe environment including servicing as the Terminal Area Security Officer (TASO); as assisting in scheduling production jobs in an IBM mainframe environment using Control-M or other designated scheduling software; performing JCL edits to assist in restarting a scheduled/unscheduled task; supporting internal/external schedulers in resolving scheduling issues with Control-M. Support customers in creating/modifying/implementing

schedule, to include weekends and holidays using procedures such as overrides, force completes, Calendars, and backouts; supporting C&A for the mainframe environment. Support includes, but is not limited to:

- a. Analyzing de-allocations and perform blackouts/recovery to a designated location (beginning, middle, and end) of the process.
- b. Performing research and analysis of system, database and processing errors codes and implement solution to correct issue or communicate with required personnel to correct issue.
- c. Supporting CONUS/OCONUS customers in Scheduling/Job Monitoring/Recovery issues.
- d. Troubleshooting and repairing mainframe printers (IBM, Xerox) connected over network using various software and techniques.
- e. Troubleshooting and repairing application software supporting designated forms, as required.
- f. Assisting in development, testing and implementation of new printers, forms or other directed outputs.
- g. Assisting in developing mainframe printing solutions for existing and future applications.
- h. Recreating printed reports as required and have output directed to appropriate printing location, with no little or no assistance.
- i. Redirecting prints from one printer to another.
- j. Monitoring printer performance and request preventative maintenance service request via Government representative.

2.1.2.8 Enterprise Backup and Recovery. The contractor shall implement an enterprise backup and recovery process using VERITAS, Net Backup, EMC Control Center and similar backup tools & software: Implement backup policies to include OS(s), business applications, monitoring agents, risk mitigation agents, backup/recovery agents, network devices and storage devices; Perform accurate labeling and cataloging of storage media. Execute all levels of recovery procedures (simple to complex) ranging from data files, OS(s), business applications, monitoring agents, risk mitigation agents, network configurations and storage configurations. Support includes, but is not limited to:

- (i) Packaging storage media for shipping.
  - (ii) Tracking package shipments.
  - (iii) Maintaining accurate library and documentation of storage media.
  - (iv) Implementing backup policies as documented by standard service level agreements.
  - (v) Constructing LUN(s), file systems and zones to support backup of OS(s), business applications, DBMS(s), file systems, data files, user files, network devices and storage devices.
- b) (h) Assisting and providing support to other team members as needed.
- (i) Performing functions defined in paragraph 2.1.2.3, as required.

2.1.2.9 System Architecture & Capacity/Availability Management. The contractor shall develop and maintain system architecture to ensure sufficient capacity and availability: Allocate file system space as

required on client/application servers and storage devices to include, but not limited to NFS, NAS and SAN; Reallocate storage space across physical file systems and logical storage units/volumes; Participate in the planning, implementation and monitoring of storage capacities. Support includes, but is not limited to:

- a. Modifying available storage to ensure maximum limits are not exceeded on an as needed basis.
- b. Planning and executing storage implementation plans to support development, beta and production environments.
- c. Engineering and implementing solutions to resolve storage issues or support new storage requirements, prior to occurrence.
- d. Effectively managing available storage.
- e. Recovering lost data quickly and efficiently as possible.
- f. Assisting in the development/modification of procedures to assist in effectively managing storage.
- g. Designing, managing, implementing and configuring LUN(s), file systems, disks, zones and other storage medial on various storage devices in a RAID.
- h. Participating in the planning, implementation and monitoring of project plans.
- i. Reviewing and improving on existing systems, making use of new technologies and methodologies to seek continual improvement for existing systems.
- j. Providing high level guidance and direction on project work, making sure that new projects fit in with an overall strategic vision.
- k. Performing functions defined in paragraph 2.1.2.3, as required.

2.1.2.10 Command and Control. A Command and Control Center will be provided in a secure building. This center will operate as the Divisions monitoring center, coordination office and alarm monitoring center all in one. Support includes, but is not limited to:

- a) ORACLE Enterprise Manager (OEM)
- b) EMC Control Center (ECC)
- c) Storage Area Network (SAN)
- d) Network Attached Storage (NAS)
- e) Network File Shares (NFS)
- f) What's Up Gold Monitoring Program
- g) Data Center Server Room and Facilities
- h) Metrics Reporting
- i) Other Performance and Monitoring Tools and Utilities for
  - a. Performance

- b. Space
- c. Utilization
- d. Capacity
- e. Virtual Environments
- f. Networks
- g. Availability
- h. Security on servers and networks that host:
- i. Applications
- j. Web Services
- k. Databases
- l. Storage
- m. Performing functions defined in paragraph 2.1.2.3, as required.

2.1.2.11 Notional Deliverables. This effort is expected to include the full range of deliverables as described below. This is not all inclusive; additional deliverables may be required and will be managed as part of the WBS development and update process:

All requests from the Government shall be provided to the Contractor via Microsoft Word, Project, Access, Trouble Ticket/Incident resolution solution, work order; email, POA&M, Excel file, or similar government approved communication media with task to be completed, start dates and requested delivery dates. Contractor shall be required to provide updated status on a weekly basis (min) or as required by Government personnel outlined in request. Contractor must meet schedule delivery dates or provide written justification to Government representative as soon as possible that the requested delivery date will not be met and the reason(s) why the dates will not be met.

#### Deliverables Schedule.

<b>Deliverable Title</b>	<b>Number/Format</b>	<b>Calendar Days after contract start</b>
Monthly Status Report of all assigned tasks	Distribution to Management and Branch Chief	Due 1 <sup>st</sup> work day of the each month.
Project Management (see Project Management appendix)	Project Manager, Branch Chief	Due based upon project schedule, as outlined by procedures
Report of Initial Trouble Ticket Status	Trouble Ticket Tracking Solution: ex. Remedy	Weekly, due on Monday Morning for Previous weeks status
Trouble Ticket Summary Resolution	Resolution Solution: ex. Remedy	Weekly, due on Monday Morning for Previous weeks status
Aged Tickets > 21 Days	Distribution to Management and Branch Chief	Weekly, due on Monday Morning for Previous weeks status
Monthly Performance Metrics Report	Branch Chief	Due within 5 days of the beginning of each month
Weekly OPS Intel	Team Lead/Branch Chief	Due every Friday before noon

#### Information Assurance Deliverables:

<b>Deliverable Title</b>	<b>Number/Format</b>	<b>Calendar Days after contract start</b>
Monthly Status Report of all assigned tasks	Distribution to Management and Branch Chief	Due 1 <sup>st</sup> work day of the each month.

IA Project Management of Tasks	Branch Chief	Due based upon IA project schedules and POA&Ms as received from supported Project Managers
Report of Initial Trouble Ticket Status and Trouble Ticket Summary Resolution	Trouble Ticket Tracking and Resolution Solution: ex. Remedy	Twice-Weekly, due on Tuesday and Thursday IA Branch Morning meeting to discuss IA Remedy Ticket status and any additional IA assignments
Perform Monthly Vulnerability Assessment Test of network using network scan tools. Perform accurate scan report validation before and after vulnerability remediation to ensure all identified vulnerabilities have been remediated or POA&M has been produced	Distribution to IA Branch Chief and MCNOSC	Complete by the 12th calendar day of each month for submission to MCNOSC VMT by the 15th calendar day of each month.
Win-Pak Access control system administration -Sanitized user accounts within Win-PAK Access Control System	Branch Chief	Thoroughly administer and technically operate the Win-Pak Access Control System for Bldg access on a daily basis to include user account management and sanitization of all delinquent user profiles each month.
Monthly Performance Metrics Report	Branch Chief	
MCEN Operational Directives - Acknowledge receipt, evaluate, validate and complete directive tasks then report operational directive compliance to the MCNOSC by due dates	Branch Chief	Twice daily- morning and afternoon - check MCEN Operational Database status for receipt of new directives posted from the MCNOSC
DIACAP/DITSCAP Certification- perform Certification and Validation analysis of applications as routed through IA by project officers using Remedy/Altiris ticketing system	Branch Chief	Complete certification and validation of application packages using DIACAP/DITSCAP process within (8) working days of application package assignment through Altiris and Remedy tickets for submission to MCEN C&A to achieve final certification with final accreditation approval from the MCEN DAA
Weekly OPS Intel	Branch Chief	Due every Friday before noon

2.1.3 **IT Analytical and Programming Support.** This effort includes IT Project Management (software development related) and Application Software Support (analytical, testing and programming) to support HQ MARCORLOGCOM C4 LSD. Contractor employees may be required to work outside normal working hours, in support of batch processes to meet LSD's mission.

Within paragraph 2.1.4, the Contractor shall provide IT analytical and programming support as generally aligned with the percentage effort stipulated:

Activity – Anticipated Percentage	Para	Metric
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- IT Project Management Support 17% 2.1.3.1 Ref: QASP
- Software Analytical/Programming Support 83% 2.1.3.2 (attachment 1)

The percentage of work associated with each of these task activities may vary slightly by program precedent and volume throughout the performance period. The Contractor is responsible for providing suitable technical and analytical expertise to support ongoing responsibilities delineated by activity, as well as variances in the scope of activities. The Contractor shall appoint a technical manager to act as both coordinator of task activities and to serve as the overall expert for successful completion of this task initiative. Administrative support shall be provided as required.

**2.1.3.1 IT Project Management Support.** The Contractor shall work with stakeholders, team members and sponsors to develop a project schedule that highlights the task, resources, cost, roles and responsibilities of the proposed project for presentation to upper level management and for review and approval of the Director, HQ MARCORLOGCOM C4. The Contractor shall work with functional experts, technical specialists, and support staff to produce a project charter in conformance with established processes, procedures and department guidance. Personnel assigned to this effort shall understand and have experience using the Project Management Book of Knowledge (PMBOK) project techniques and methodology for developing Information Technology software products; shall understand and have experience with the Software Development Life Cycle (SDLC) phases as it relates to the PMBOK project processes; shall understand customer needs and developing and executing a plan that meets those needs utilizing requirement gathering and determination processes; and shall have a technical background in software development. Support shall include, but is not limited to:

- a) Providing project management planning, guidance, oversight, control and technical expertise for non-NMCI IT solutions/improvements and accountability for HQ MARCORLOGCOM C4. Participating in the planning and delivery of a full range of IT support services to customer organizations.
- b) Coordinating the assembly of project teams, identifying appropriate resources needed, and developing schedules to ensure timely completion of projects. Individuals assigned to this task must be familiar with the systems scope and projects objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Responsible for team morale, productivity, cohesiveness, and effectiveness.
- c) Communicating, formally and informally, with senior managers, functional area managers, and stakeholders regarding the status of specific projects.
- d) Providing functional management responsibilities for Contractor project team members. Providing performance feedback to functional managers in matrix situations. May directly manage contractor personnel through coaching, personnel administration, and professional guidance including objective criticism.
- e) Conducting all project initiation activities.
- f) Conducting all project planning activities.
- g) Conducting all project execution activities.
- h) Conducting all project monitoring activities.

i) Conducting all project closeout activities.

2.1.3.2 Software Analytical/Programming Support. The Contractor shall execute all phases of software life cycle development, to include but not limited to, generate/execute systems specification documents, generate/execute technical design documents, generate/execute test plans (unit and system integration), generate/execute implementation plans write/modify code, perform functional, system and technical analysis & design, code, and document (functional & technical) the development and maintenance of software applications and systems which includes Application software written in many languages, but not limited to such as VS COBOL II, Natural and IBM Assembler, JAVA, C, C++, .Net, Oracle Developer Suite tools, TSO Some software performs direct calls to databases such as ADATABASE, Oracle, SQL Server and DATACOM DB. Personnel assigned to this task shall have knowledge of programming languages constructs, commands, syntax and industry standard testing best practices. Support shall include, but is not limited to:

- a) Performing software development life cycle activities (Requirements Gathering, Analysis, Design, Programming, Testing (Unit and System Integration), Implementation/Release and Documentation.
- b) Utilizing Best business practices such as Business Analysis Book of Knowledge (BABOK), Capability Maturity Model Integration (CMMI), Lean Six Sigma, Agile methodologies and other best practices
- c) Analyzing log/error files to determine cause of problem and implementing a solution to resolve without major impact to software operations
- d) Utilizing software configuration management principles/software including, but not limited to, CC Harvest, Endeavor and NATURAL N2O configuration management tools
- e) Utilizing Common Access Card (CAC) technologies to design and implement web based application software
- f) Conducting all phases of software life cycle development
- g) Solving simple, intermediate and complex problems via software development or maintenance
- h) Generating Business cases, point papers, recommendations and other technical advice to ensure an integrated solution is reached and does not compromise existing business
- i) Generating documentation/artifacts to support/sustain best business practices
- j) Developing/maintaining software in accordance to government policies, which may change from time to time

2.1.3.3 Notional Deliverables. This effort is expected to include the full range of deliverables as described below. This is not all inclusive; additional deliverables may be required and will be managed as part of the WBS development and update process:

**Project Management Deliverables (SOW 2.1.3.1):**

- a. Project Charter
- b. Project Plan
- c. Work Breakdown Structure (WBS)
- d. Project Schedule
- e. Cost Estimates and Budget
- f. Success Criteria, Assumptions and Constraints

- g. Resource & Responsibility Matrix
- h. Communication, Change and Quality Plans
- i. Action Items, Issues & Risk Management Plan
- j. Information Assurance Plan
- k. Implementation Plan
- l. Support and Training Plans
- m. Meeting Minutes and Status Updates
- n. Project Reviews and Briefs
- o. Lessons Learned
- p. Turnover/Cutover Plan
- q. Final Review and Customer Signoff
- r. Completed Project Documentation
- s. Release of Project Team
- t. Application Security Plans (As Required)
- u. Test Plans
- v. Training Plans
- w. User Guides

**Software Analytical and Programming Deliverables (SOW 2.1.3.2):**

- a. Requirements Document (Signed by business Analyst & IT analyst)
- b. Walk Through Minutes
- c. System Design Specification
- d. Joint Application Development Minutes
- e. Technical Design Document
- f. Functioning/Compiled software module(s) that meets/exceeds the requirements in the Technical specification package
- g. Unit test plans
- h. Unit test scripts, with results documented
- i. System Integration/Unit Test Plan
- j. System Integration/Unit Test Documents
- k. Roles Matrix
- l. System Integration/Unit Test Cases
- m. System Integration/Unit Test Execution Results
- n. Defects
- o. Defect Detail Document
- p. Enhancement Request
- q. User Acceptance (Signature)
- r. Training
- s. System Demonstration Handouts
- t. Training Plan
- u. Training Handouts
- v. Training Evaluation
- w. Release Implementation Plan
- x. Application Security Plan
- y. DADMS Questionnaire.
- z. User's Manual.
- aa. Release Notes
- bb. Lessons Learned
- cc. Application Security Plans (As required)

2.1.4 Management & Administration. The LOGCOM Sponsor is responsible for establishing a cohesive management framework that ensures task order activities produce the desired objectives coincident with the notional schedule of events. The Contractor is responsible for maintaining the management plan (e.g.

POA&M) collaboratively developed with the LOGCOM Sponsor, providing weekly updates, and supporting necessary actions required to ensure compliance with the prescribed schedule of events. Key facets of management performance include developing formal processes for executing task actions, interfacing with Government customers, and ensuring adherence to quality assurance provisions. Additional requirements include ensuring the overall effectiveness of the technical management program (e.g., products, issues, status tracking), and maintaining an appropriate Work Breakdown Structure (WBS). Specific responsibilities between the Government and Contractor, as well as a final schedule of activities and deliverables shall be coordinated within five (5) days of task order award, reviewed quarterly, and modified only through bilateral agreement.

## 2.2 Transition Period

### Phase In

In order to ensure a smooth transition phase and to prevent possible decreases in productivity or service quality, provisions have been made to allow a two-week (10 business days) transition period to allow the Contractor to become familiar with the systems requiring support under this Task Order. This transition period commences at task order award. During this transition period, the Project Officer will provide assistance and guidance to the contractor to familiarize the contractor with the operations, processes, and functions to be performed as well as access to facilities and the current operations. The contractor is expected to observe current operations, familiarize themselves with all aspects of the IT environment, review system documentation, logs and related database records, participate in GFP inventory process, meet system owners and functional representatives, and consult with the current vendor. This assistance is being made available to explain procedures for conducting support under this contract, introduce the contractor the various types of systems, and introduce the contractor to Marine Corps system owners and functional representatives. The contractor shall become familiar with the task order requirements in order to commence full performance on the first day following the two week transition period. The contractor shall complete the necessary steps for assumption of the operation during the transition period and the contractor shall meet all requirements as specified in this SOW with the beginning of full performance. During the phase-in period, the contractor shall be responsible for ensuring all elements are in place for full performance under this contract. During this transition period, the contractor shall keep the Project Officer informed of their progress in ensuring their full contract compliance after the transition period. It is not expected, nor desired, that the contractor providing full staffing in support of transition activities. The contractor shall provide sufficient staff to ensure a smooth transition, and to train staff that does not participate in transition activities.

### Phase Out

In order to ensure a smooth phase-in to the next contractor and to prevent possible decreases in productivity or service quality, the contractor shall provide a phase-out plan for the 30 calendar day period prior to task order end date (i.e. at the end of all option periods). During this period, while still maintaining full performance, the contractor shall make available to key incoming contractor personnel, a representative of the incumbent contractor who is versed in the operation of other functions to be performed. This service shall be made available to explain procedures for conducting PDSS of the applicable systems, introducing the next contractor to the system owners and functional representatives, etc. Inventories of GFP shall be conducted jointly with the PDSS Project Officer representatives and representatives of the incoming contractor. Transfer of GFP will be made at the end of the phase-out period.

**3.0 Facilities, ODCs and Travel Requirements.** Work efforts in support of this task effort will be accomplished primarily on-site at HQ MARCORLOGCOM, Albany, Georgia or other designated locations, as directed/approved by the Government. Contractor access to the Government facilities after normal business hours shall be coordinated with the Government representative in advance. This task will require the Contractor to provide facilities for meetings and IPTs (e.g., 10-50 personnel), as well as a suitable infrastructure to manage program requirements (document library, databases, web site)

throughout the course of performance to support the scope of activities. The Government expects that computers (except as specified below), selected models and software applications, cellular phones, and other elements of facilitation are included in the GSA rates. Any exceptions must be identified in the Contractor's proposal at the time of submission. Local travel is authorized (e.g., JTR rates) and travel to operational sites may be required. One service desk personnel will be required to carry a government issued pager for after hours support. The contractor shall include pager service in their proposal as an ODC expense.

The Government shall provide office space IAW OSHA standards, computer equipment, communications and forms unique to the Government for supporting this task. The Government will provide access to the existing HQ MARCORLOGCOM NMCI Network to include electronic mail capability as needed by the existing function for official business use only. The Contractor shall not use the NMCI network for purposes other than for work required under this contract. The Contractor shall comply with all applicable security regulations and requirements and implement all Information Assurance Vulnerability Assessment (IAVA) actions as soon as they are received. The Contractor shall be aware that the network is monitored for excessive Internet surfing, extended connect times, and the accessing of inappropriate non-official Internet sites.

**ATTACHMENT 1****QUALITY ASSURANCE SURVEILLANCE PLAN**

**1. Objective.** This Quality Assurance Surveillance Plan (QASP) serves as the principal basis for assessing overall performance quality associated with this effort. This document will be used by the Government to assess the effectiveness of the Contractor's management and technical services. This QASP provides the methodology by which the Contractor's performance will be monitored to determine compliance with established performance objectives and to establish performance benchmarks that ensure a quantifiable basis for measuring effectiveness. The plan is designed so that surveillance is limited to that which is necessary to verify the Contractor is performing management and technical services satisfactorily and relates directly to performance the objectives delineated in the SOW.

**2. Government Surveillance.** The Government will identify an individual to function as the Technical Representative for this task, and her/his authority will be limited to administering specific technical aspects of the contract. The Technical Representative will not provide direction that is outside the scope of responsibilities delineated under this task order. The designated individual will:

- Maintain a detailed knowledge of the technical requirements of the contract;
- Document Contractor performance in accordance with the QASP;
- Identify and immediately forward notifications of deficient, or non-compliant performance to the Contracting Officer;
- Approve priorities of support, resources, and associated schedules.

**3. Surveillance Methods.** Surveillance of Contractor performance is the method used by the Government to determine whether the contractor is effectively and efficiently complying with all terms and conditions of the task order. In addition to statistical analysis, the functional expertise of the Technical Representative plays a critical role in adequately evaluating contractor performance. The below listed methods of surveillance shall be used in the administration of this QASP and the standards are delineated by WBS element in the Performance Requirements Survey (PRS) table at Enclosure 1:

Demonstration - A qualification method that is carried out by operation and relies on observable functional operation. It does not require the use of instrumentation or special test equipment;

Analysis. A qualification method that is carried out by examining and assessing the application of techniques in order to determine if they are appropriate and sufficient. The quality of performance can be determined from government or contractor task-based or Management Information System (MIS) reports, contractor ISO 9000 techniques and procedures, or from government observation of completed tasks. In some instances, reports may be available in the form of information on a contractor's performance

against contract requirements. Reports generally provide information regarding various characteristics of tasks and can, therefore, be used to determine acceptability of a contractor's performance.

Inspections: A qualitative inspections can be accomplished through one of the following techniques:

- *Random or Stratified Sampling*: With random sampling, services are sampled to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained. Stratified sampling focuses on selected parts of total contractor output for sampling. Computer programs may be available to assist in establishing sampling procedures.
- *Periodic Inspection, Judgmental Inspection, or Planned Sampling*: This method, sometimes called "planned sampling, " consists of the evaluation of tasks selected on other than a 100% or random basis.

**4. Performance Requirements.** The performance requirements set forth in this section correspond to the SOW paragraphs delineated in the table. Enclosure (1) of this document provides standards for performance for specific requirements:

**4. Performance Requirements.** The performance requirements set forth in this section correspond to the SOW paragraphs delineated in the table. Enclosure (1) of this document provides standards for performance for specific requirements:

### **IT SERVICE DESK SUPPORT:**

IT Service Desk, Incident Management and Account Management Support. The Contractor will be evaluated on key Service Desk metrics, effectiveness of processes (including alignment with ITIL), quality of products (reports, briefings, correspondence, etc) and customer satisfaction.

### **IT OPERATIONS SUPPORT:**

Database Management. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to maintain database availability, administration, security, performance.

Applications Management. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to maintain application availability, administration, security, and performance.

Web and OS Management. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to maintain server availability, security, and performance for web services and operating systems.

SAN Management. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to maintain availability of the SAN, NAS, and related hardware and software, security, and performance.

Oracle RAC Management. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to maintain Oracle RAC Databases, Clusters, LUN's, etc., availability, security, and performance.

IA and Computer Security. The contractor will be evaluated on the quality of their overall accuracy of their ability to interpret and provide analysis for the IA and computer security program in accordance with Department of Defense Information Assurance Certification Program (DIACAP) and related policies/directives to include Marine Corps Enterprise Network (MCEN) Operational Directives; including quality of providing vulnerability assessment scanning, assisting in remediation efforts, as well as ensuring all security measures to protect resources are followed.

Mainframe. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to maintain Mainframe availability, administration, print capability, security, and performance.

Enterprise Backup and Recovery. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to maintain Backup services, tape management, recoverability, availability, administration, and backup performance, and to provide reporting and metrics daily or as required.

System Architecture & Capacity/Availability Management. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to provide System Architecture & Capacity/Availability Management, and to provide reporting and metrics as required.

Command & Control. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to provide command and control services for databases, applications, web services, operating systems, monitoring agents and networks, and to provide reporting and metrics monthly or as required.

## **IT ANALYTICAL/PROGRAMMING SUPPORT:**

IT Project Management Support. The Contractor will be evaluated on effectiveness of processes (including alignment with PMBOK), quality of products (draft and final) and customer satisfaction as it relates to the objective to effectively manage assigned IT projects to rapidly develop software products within 120 business days.

Software Analytical/Programming Support. The Contractor will be evaluated on effectiveness of processes (including alignment with PMBOK, BABOK, SLDC), quality of products (draft and final) and customer satisfaction as it relates to the objective to complete software request within 15-30 business days.

Deliverables. The contractor will be evaluated on the quality of products (draft and final), timeliness of delivery, compliance with prescribed formats and response to Government comments/recommendations.

Management, & Administration. The Contractor will be evaluated on the quality of their overall technical management strategy, ability to preclude, or resolve issues, and effectiveness of their use of resources to meet planning goals and schedules.

Table 1

**PERFORMANCE REQUIREMENTS SURVEY (PRS)**

<b>Performance Objective</b>	<b>SOW</b>	<b>Performance Standard</b>	<b>Quality Level<sup>1</sup></b>	<b>Method of Surveillance</b>
IT Service Desk, Incident Management and Account Management Support	2.1.1.1	Acceptable performance has been met when the IT Service Desk, Incident Management and Account Management processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
Database Management	2.1.2.1	Acceptable performance has been met when the database management processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
Applications Management	2.1.2.2	Acceptable performance has been met when the applications management processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
Web and OS Management	2.1.2.3	Acceptable performance has been met when the web and OS processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
SAN Management	2.1.2.4	Acceptable performance has been met when the SAN management processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis

<sup>1</sup> Numerical values for the adjectival ratings are: >.95 – Excellent – Exceeds standard compliance; .85 - .95 standard compliance – Acceptable; and <. 85 – unacceptable. For the first option period, a contractor must receive a rating of .85 or greater. To qualify for a second option period, a contractor must receive an rating of .95 or greater.

<b>Performance Objective</b>	<b>SOW</b>	<b>Performance Standard</b>	<b>Quality Level<sup>1</sup></b>	<b>Method of Surveillance</b>
Oracle RAC Management	2.1.2.5	Acceptable performance has been met when the Oracle RAC management processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
IA and Computer Security	2.1.2.6	Acceptable performance has been met when the IA and computer security processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
Mainframe	2.1.2.7	Acceptable performance has been met when the mainframe management processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
Enterprise Backup and Recovery	2.1.2.8	Acceptable performance has been met when the enterprise backup and recovery processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
System Architecture & Capacity/Availability Management	2.1.2.9	Acceptable performance has been met when the system architecture & capacity/availability management processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
Command & Control	2.1.2.10	Acceptable performance has been met when the command and control processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptable Poor	Inspection Demonstration Analysis
IT Project Management	2.1.3.1	Acceptable performance has been met when the project management	Excellent Acceptable	Inspection Demonstration

<b>Performance Objective</b>	<b>SOW</b>	<b>Performance Standard</b>	<b>Quality Level<sup>1</sup></b>	<b>Method of Surveillance</b>
Support		processes and resulting products have been accepted by the Government as effectively supporting program goals.	e Poor	Analysis
Software Analytical/Programming support	2.1.3.2	Acceptable performance has been met when the software analytical/programming processes and resulting products have been accepted by the Government as effectively supporting program goals.	Excellent Acceptabl e Poor	Inspection Demonstration Analysis
Deliverables	2.1.1.1, 2.1.2.11 and 2.1.3.3	Acceptable performance has been met when the deliverables have been accepted by the Government.	Excellent Acceptabl e Poor	Inspection Demonstration Analysis
Staffing Management	N/A	Acceptable performance has been met when the Contractor is fully staffed within 30 days of award, provides personnel IAW proposal by name assignments, is able to maintain a satisfactory retention rate, and fills vacancies within 14 days with personnel meeting or exceeding the qualifications of their predecessors.	Excellent Acceptabl e Poor	Analysis
Technical Management & Administration	2.1.4	Acceptable performance has been met when the Contractors methodologies, schedules, and quality standards have been accepted by the Government. This is inclusive of quality provisions for each of the previous WBS elements, effective reporting, and methods for ensuring immediate resolution of anomalies.	Excellent Acceptabl e Poor	Inspection Demonstration