Performance Work Statement

Defense Media Activity (DMA)
On-Site Information Technology Support

16 May 2012

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1. SCOPE.

The objective of this task order is to obtain a broad range of high quality, information technology services, equipment, and software to support the Defense Media Activity (DMA) and its affiliates' missions, users, and customers.

The scope of services includes Information Technology (IT) Operations Support (network, system and database administration, and help desk), Application Development, IT Security Services, Integration Services, Configuration Management, Administration, Project Management, Program Management and Acquisition support.

The contractor shall provide high-quality information technology, engineering, application and web development, administration, management, program and project management, and acquisition services to the DMA and its affiliates. The contractor shall provide the requisite number of technically qualified, technically accredited staff who have the depth and breadth of experience, expertise, and skills necessary to perform the tasks specified in this task order.

The requirements of this task order include all information technology and information management services required to support DMA and its affiliates. The contractor shall provide support in the following major task areas throughout the period of performance:

- Program Management describes the tasks required to provide ongoing support throughout the period of performance. Tasks in this area include, but are not limited to, project orientation, project transition, management reporting, performance metrics tracking and reporting, in-progress reviews, personnel management, presentations, and project financial analysis and reporting.

- Transition describes the tasks required to ensure a coordinated and efficient transition from the current task order to this task order in an efficient and timely manner. The transition shall have specific goals to minimize both negative impact on operations and cost.

- Customer Support describes the day-to-day network and helpdesk operations, installation, upgrades, asset management, acquisition, and maintenance support for the DMA and its affiliates, and their customers. This support also includes operating the Helpdesk, and providing configuration management, systems engineering, information assurance, database management, functional requirements definition, quality assurance, hardware management, maintenance, lifecycle management and system administration support to ensure the highest state of reliability for the network. The support also includes recommending LAN policies and procedures and creating and maintaining technical drawings. In addition, this network support includes server system administration duties across the network enterprise.

- Information Systems Security and Information Assurance describe tasks required to ensure the information technology assets are reliable, available, provide confidentiality and non-repudiation, and that IT systems are safe from unauthorized use and intrusion. Tasks in this area include vulnerability assessments, recommending information system security policies and procedures (e.g., remote, internet, firewall, and Defense Information Assurance Certification and Accreditation Process (DIACAP) procedures), business continuity planning, and recommending automated tools to identify and neutralize threats to information systems and users. The contractor shall ensure that data is protected in case of a disaster. This includes, as a minimum, development of a Continuity of Operations Plan (COOP) and possibly managing off-site tape storage.

- Application and Web Development describes software engineering, development and integration tasks that meet the current and future needs of the enterprise.

- Network Infrastructure Management describes tasks required to manage and improve the data network infrastructure. This includes configuration management, account management, fault management, security management, and lifecycle management, and management reporting. In addition, this area includes investigating and recommending new technologies for the data network infrastructure.

- **Unclassified & Classified Voice & Fax Systems Management.** These activities describe tasks required to manage and improve the Voice and Fax systems and infrastructure. This includes configuration management, account management, fault management, security management, and lifecycle management, and management reporting. In addition, this area includes investigating and recommending new technologies for the voice & fax system infrastructure.

1.1GENERAL

The Defense Media Activity (DMA), established on January 1, 2008, is a consolidation of all media activities of the Army, Navy, Air Force, Marine Corps, and American Forces Information Service (AFIS). These media activities requiring on-site Information Technology (IT) support are at the following sites:

- American Forces Network(AFN) and Defense Imagery Management Operations Center (DIMOC) located at Riverside, CA.
- Defense Media Activity (DMA) located in Ft. Meade, MD.

More than 2,000 military, DoD civilian and contract employees worldwide comprise the new DMA. The headquarters is located in a 186,000 square-foot facility on the grounds of Fort Meade, Maryland.

The Defense Information School (DINFOS) at Fort Meade, Maryland, is affiliated with DMA, and partners with them on this contract.

1.1.1 Defense Media Activity Mission

The mission of the DMA is to:

Provide a wide variety of information products to the entire DoD family (Active, Guard, and Reserve Military Service members, dependents, retirees, DoD civilians, and contract employees) and external audiences through all available media, including: motion and still imagery; print; radio; television; Web and related emerging Internet, mobile, and other communication technologies.

Communicate messages and themes from senior DoD leaders (Secretary of Defense, Secretaries of the Military Departments, Chairman of the Joint Chiefs of Staff, Military Service Chiefs of Staff, Combatant Commanders), as well as other leaders in the chain-of-command, in order to support and improve quality of life and morale, promote situational awareness, provide timely and immediate force protection information, and sustain readiness.

Provide U.S. radio and television news, information, and entertainment programming to Active, Guard, and Reserve Military Service members, DoD civilians and contract employees, and their families overseas, on board Navy and Coast Guard ships, and other authorized users.

Provide, throughout the Department of Defense and to the American public, high quality visual information products, including Combat Camera imagery depicting U.S. military activities and operations.

Provide joint education and training for military and civilian personnel in the public affairs, broadcasting, and visual information career fields to meet DoD-wide entry level skills and long-term career development requirements.

1.1.3 Defense Information School (DINFOS)

The Defense Information School has a long-standing tradition of producing outstanding Public Affairs and Visual Information personnel for the U.S. Department of Defense. DINFOS is a field activity of the Assistant Secretary of Defense (Public Affairs). The mission of DINFOS is to grow and sustain a corps of professional organizational communicators who fulfill the communication needs of military and government leaders and audiences. DINFOS goals include delivering total professional development support to organizational communicators throughout their careers, whenever and wherever needed, and becoming the DoD and Interagency center of excellence for organizational communications. To accomplish its mission, DINFOS exploits information technology, especially through its knowledge management and educational technology initiatives to produce training for real-time, worldwide, joint-Service requirements. DINFOS provides entry level, intermediate, and advanced training in the principles, techniques, and applications of public affairs, journalism, photojournalism, broadcasting, electronic imaging, broadcast systems maintenance, video production, and visual information management. Instruction is provided to officers, enlisted personnel, and civilian employees of all branches of the armed forces and other government organizations to prepare them for worldwide assignments within the Department of Defense. DINFOS conducts residential, contract, mobile and distributed learning to meet the training requirements of the Services. The DINFOS resident training facility includes one main building and a nearby Field Training Exercise (FTX) area. Information Technology (IT) support is also provided to four student detachments located adjacent to the DINFOS building.

1.1.4 American Forces Network(AFN)

AFNpresents, broadcasts and distributes media to support the Office of the Secretary of Defense's (OSD) Internal Communications missions. The AFNprovides stateside radio and television programming, "a touch of home", to U.S. service personnel, DoD civilians, and their families serving outside the continental United States. It also serves as the source throughout DoD for immediate and unique procurement of broadcast and visual information equipment and systems. DIMOC-Riverside is the official records center for the storage and preservation of visual information (VI) records of the U.S. military and the Department of Defense. Its holdings include digital still and motion imagery, CD-ROM stock photo collections, videotape, motion picture film, and still photographs, for use by Department of Defense (DoD) customers in support of mission requirements. Imagery is also made available to the public on a cost-recovery fee basis.

1.2. Period of Performance/Place of Performance.

The period of performance shall be twelvemonths from the date of award with three twelve month option periods from8/30/12 to 4/30/13

The normal place of work performance shall be at Government locations. The specific locations are indicated below.

The primary places of performance for the DMA task are:

DMA
6702 Taylor Ave
Ft. Meade MD 20755

     DMA-Pentagon
     1400 Defense Pentagon
     Washington, DC 20301-1400

     DIMOC-Tobyhanna
     Building 3, Bay 3
     11 Hap Arnold Blvd
     Tobyhanna Army Depot
     Tobyhanna, PA 18466-5102

DMA-CRP
5921 16th St., Bldg #190
Fort Belvoir VA 22060

The primary place of performance for the DINFOS task is:

     DINFOS
     6500 Mapes Road
     Fort George G. Meade, MD 20755

The primary place of performance for the AFNand DIMOC-Riverside task is:

     AFN
     23755 "Z" Street
     Riverside, CA 92518

1.3 Government Furnished Equipment/Materials/Facilities

The Government shall provide the Contractor application and development software, documentation, workstations, printers, Internet access and server access as required for them to perform their duties under this SOW and as authorized by their IT position category.

The Contractor is responsible for the proper and reasonable care, use and safekeeping of all government property provided for contractor use. The Contractor shall report all theft, vandalism, or destruction of property and/or equipment to the Government Task Leader (GTL) immediately upon discovery. The Contractor shall ensure that no pilferable material is left unattended.

1.4 Inspection and Acceptance/FOB

Inspection and acceptance shall be conducted by the GTL or COR.

1.5 Security

1.5.1 Security Requirements

Security requirements for this task are defined in the attached DD254.

The contractor shall be required to have a SECRET facility clearance with NO safeguarding capability required. The contractor shall require access to Communications Security (COMSEC) information; and For Official Use Only (FOUO) Information.

The contractor shall be responsible for all costs incurred for a background/security clearance.

In performing this contract, the contractor shall have access to classified information only at another contractor's facility or government activity; perform services only; be authorized to use the services of the Defense Technical Information Center (DTIC) or other secondary distribution center, and have Operations Security (OPSEC) requirements.

The Contractor may require access to classified information. All provisions of DoD information assurance policies apply. IT position categories include: IT-1 (Privileged), IT-II (Limited Privileged), and IT-III (Non-Privileged), as defined in DoD 5200.2-R. Position is synonymous with the older term Automated Data Processing (ADP) Position. Contractor shall ensure compliance with DoD 5200.2-R and DoD 5220.22-R and follow the guidance of DoDI 8500.2. All contractor personnel shall require background investigation to perform their duties at levels commensurate with particular jobs as indicated below:

- Contractor personnel who require access to Classified National Security Information (CNSI) or who work on Information Technology System(s) connected to the SIPRNET must possess a SECRET security clearance.

- Contractor personnel who require Privileged access to Government IT resources must meet the suitability requirements for the IT-I position category.

- Contractor personnel who require Limited Privileged access to Government IT resources must meet the suitability requirements for the IT-II position category.

- Contractor personnel who require Non-Privileged access to Government IT resources must meet the suitability requirements for the IT-III position category.

The IT position categories are specified in each task's staffing plan.

The contractor is not authorized to release any classified information to any activity or person, including subcontractors, without the government Contracting Officer's written approval. Only with the expressed permission of the government Contracting Officer may the contractor reproduce any classified information or material. All requirements for control and accounting of classified material apply.

The Government reserves the right to make random inspections of the Contractor's employees' vehicles and/or personal possessions on entry or exit or at any time while on Government installations. The Contractor shall display government issued security badges at all times while on Government premises.

1.5.2 Site Security Personnel

Each site's Security Officer shall brief contract personnel on collateral security procedures including return of equipment/material to Government control, local procedures, transportation and control of classified materials or media.

2.0 Applicable Documents

Applicable documents shall be provided by the Government as required.

3. DEFENSE MEDIA ACTIVITY REQUIREMENTS

3.1DMA HQ REQUIREMENTS

3.1.1 DMA HQ On-Site Technical and Program Management Support

The mission critical requirements of the DMA HQ and DMA affiliates demand a comprehensive, responsive, and formalized system of program management to ensure continued, systematic growth and efficiency of operations. The contractor shall provide program management support to ensure that task order requirements are met and are managed efficiently and effectively. The contractor shall employ industry or Government best practices, including knowledge management and total quality management, to ensure effective project management and communications. In the absence of formal written delegations of authority, the primary point of contact shall be the contractor's Program Manager. The contractor's Program Manager shall be the person with the primary responsibility to ensure effective project management, direction, administration, quality assurance, and financial control of the overall task order.

The contractor shall perform general program management to include direct supervision of contractor personnel, ensuring there are adequate levels of staffing to meet all requirements. The Program Manager shall produce all necessary reports to ensure the accounting of project hours and other direct charges are correctly reported. Discussions and conclusions of meetings held with customers and upper management shall also be documented and distributed by the Program Manager.

3.1.2On-site technical and administrative support for both DMA HQ and Tobyhanna (DIMOC-Tobyhanna) is essential to ensure continued operations of critical applications and communications systems to meet mission and support requirements. This task provides remote and on-site system analysis and engineering support services as well as system administration and operational support to assist DMA HQ and DIMOC-Tobyhannain operations and maintenance of systems and applications. The required support is focused primarily at DMA HQ, but also includes support to all DMA affiliates in designing and implementing enterprise-wide systems. Specifically, the contractor shall provide the following support:

3.1.3 Investigate emerging technologies for potential implementation in the DMAenterprise. Develop and maintain a standard DMA enterprise architecture, which must address all levels of the DMA enterprise, including telecommunications support. Implement enterprise technologies at DMAand its affiliates. These technologies currently include VPN, SANS, Windows 2000 Active Directory, and Enterprise Management Systems.

3.1.4Improve the overall security posture by recommending system-wide security policies and procedures. Review new and existing DoD and OSD security policies, and oversee implementation, as appropriate, at all sites. Maintain accreditation for all sites by following and implementing the guidelines established in DIACAP. In addition, actively participate in Information Assurance Vulnerability

Assessment (IAVA) and Computer Emergency Response Team (CERT) programs to ensure the use of common security practices.

3.1.5 Provide a top level, detailed design for support and implementation of an internal security plan to protect the DMA HQnetwork from internal sources. Implement approved security firewall procedures as required. Monitor and manage the DMA HQfirewalls, and provide recommendations for system improvements.

3.1.6 Assist in the development of Continuity of Operations Plans (COOP) for DMA HQ and DMA affiliates. Test these plans on a regular basis to determine their ability to support mission requirements.

3.1.7 Manage the DMA HQtest laboratory ensuring that the technical requirements of the groups utilizing them are met.

3.1.8 Perform general systems operation to include moving, adding, and deleting users, backing-up system and user data, and general system troubleshooting. Troubleshooting includes hardware and peripherals, networks, and software. In addition, problems related to the functionality and performance of systems shall be addressed. Identified problems shall be resolved and reported in a System Analysis Log.

3.1.9 Provide system evaluation and implementation plans for deploying updated operating systems, new system capabilities and products, and other systemic changes into the current IT environment at DMA HQand DMA affiliates. This includes evaluation, integration, configuration, installation, and testing of COTS applications, servers, workstations, printers, and other peripheral devices on the local and wide area network.

3.1.10 Support the site inventory program by maintaining a complete and accurate record of existing hardware and software, carefully recording the movement and location of all equipment, and assisting the Inventory Manager as required. Maintain an accurate software database, which reflects licensing and usage levels, and provide reports on software in use as required. Maintain an accurate list of hardware in use, and provide reports as required.

3.1.11 Identify and resolve system and application program errors. Identify and resolve LAN related problems. Identify resolution of system and program errors in the Monthly Status Report. Identify, develop, and maintain comprehensive Standing Operating Procedures (SOP) for all operations.

3.1.12 Coordinate, configure, set up, and operate audio, video, and computer hardware and software in conference rooms, meeting rooms, and other designated areas as required.

3.1.13 Configure communications lines and routers from DMA HQto remote facilities for Internet, LAN, and e-mail connectivity.

3.1.14 Perform operational and maintenance support of siterelated facility databases, to include administration, data integrity and security, data backups and restoration, and performance tuning.

3.1.15 Provide operations, testing, and system programming assistance and support to the on-site applications team as required to implement and maintain applications systems.

3.1.16 Perform operational and maintenance activities to evaluate UNIX and Windows system performance. Make recommendations for improving performance, and implement approved recommendations at DMA HQand worldwide locations. Ensure functionality and performance of DMA HQand worldwide systems.

3.1.17Provide support to DMA HQ management by researching and assisting in the development and presentation of reports, briefings and presentations. Document discussions and conclusions of meetings held with customers and upper management.

3.1.18 Provide technical support to DMA HQ staff in planning for future requirements.

3.1.19 Operate and support the helpdesk, including the following activities:

- Respond promptly to user calls for assistance
- Provide knowledgeable and friendly service to users
- Track status of calls and elevate calls to higher level of technical assistance if problems are not resolved promptly or as needed.
- Research and evaluate comprehensive helpdesk software that shall provide valuable problem tracking metrics and reporting features
- Install and maintain selected software
- Identify and rectify areas where the helpdesk can be improved
- Draft a list of standard PC software and hardware descriptions
- Participate proactively in the computer user group (CUG) and provide ongoing support
- Identify, coordinate, and provide necessary user training on new systems or modified systems as needed
- Use the Remedy system to identify trends; design and implement appropriate response procedures.
- Develop User Surveys to provide a means for user participation and feedback.
- Assist in development of quarterly IRM newsletters

3.1.20The contractor shall prepare the System Security Authorization Agreement (SSAA) (with all required appendices). The SSAA format is prescribed in DoD 8510.1-M, dated 31 July 2000. As explained in the DIACAP, the SSAA is a living document that evolves through the DIACAP phases culminating with the inclusion of the formal Certification and Accreditation (C&A) approvals. The contractor shall provide recurring updates for Government review, as major sections of the document are prepared.

3.1.21The contractor shall assist in the development of Continuity of Operations Plans (COOP) for DMA HQ and DMA affiliates. The contractor shall test these plans on a regular basis to determine their ability to support mission requirements.

3.1.22The Contractor shall, in all support areas, follow and apply DoD, OSD, site specific internal standard operating procedures, and DISA approved security configurations to include Information Assurance Vulnerability Assessment procedures (i.e., installing patches) and Security Technical Implementation Guides (STIGS). The contractor shall consult the Vulnerability Management System to correct, update or mitigate any network, server, desktop and any other system vulnerabilities. The Contractor shall ensure that all systems are free of any Category I vulnerabilities at all times and that other category findings be maintained at the standard compliance percentage.

3.1.23The contractor shall develop and maintain documents showing the configuration of all servers and the network environment for each site and shall develop and maintain life cycle management plans.

3.1.24The contractor shall develop as required Business Case Analyses or Cost-Benefit Analyses prior to procuring IT solutions. The BCA/CBA should demonstrate that at least three alternatives were

considered, and the chosen alternative is the most cost-effective within the context of budgetary and other considerations.

3.1.25The contractor shall develop weekly status report. The weekly status report shall include, at a minimum, project deliverable status, accomplished tasks, upcoming tasks/plans.

3.1.3 DMA HQ Applications Support

On-site applications support forDMA HQis essential to ensure continued operation of critical applications and communications systems to meet mission and support requirements. The Contractor will provide on-site applications support, including technical support for development of applications, systems integration, requirements analysis, configuration/change management, intranet and Internet development and support, systems analysis, systems security, troubleshooting, office automation design and development support, database design, development and administration, applications maintenance, project management, and applications helpdesk support. The required support is focused primarily at DMA HQ, but also includes support to DMA affiliates for implementation and maintenance of enterprise-wide systems.

Specifically, the contractor will:

3.1.3.1 Provide a full range of application development support. Tasks include support of all phases of the software application development lifecycle including project initiation evaluation, project planning, evaluation and integration of COTS (commercial off-the-shelf) products as required, preparation of cost risk/benefits analysis studies as required, risk management planning, feasibility studies as needed, resource management planning, requirements analysis, design of application frameworks, environments, database schemas and reports; development, integration and testing, performance analysis, implementation, training planning, operations and maintenance, documentation, and project close-out reporting.

3.1.3.2Design new applications and modify existing ones. Tasks include preparing the operating environment(s), defining major subsystems and their inputs and outputs, identifying necessary interfaces with internal and external systems and subsystems, and allocating processes to resources. Contractor shall specify the physical characteristics of the system and prepare a detailed design. Subsystems identified during design shall be used to create a detailed structure of the system. High-level designs shall be presented to the Government for review and approval. Upon approval, contractor shall proceed with development/modification process in accordance with the project plan. Government Rights to all non-proprietary source code shall be in accordance with the ITES-2S contract terms and conditions.

3.1.3.3 Provide application development support for all aspects of DMA HQmission operations. Application development support includes integration and use of commercial-off-the-shelf (COTS) products, custom applications, testing, and user training. As required, the contractor may provide technical support for development of rapid prototypes using an agile development approach. As requirements are identified, the contractor shall develop, implement, document, and support application development efforts in accordance with specific projects. Each application development effort shall progress in accordance with a contractor or Government-developed project plan.

3.1.3.4 Develop installation, integration, and test plans for implementation of new applications. The installation plan shall document the activities required to install necessary components. The integration plan shall describe how components shall be synthesized into an integrated system. The test plan shall determine whether the installed and integrated application satisfies identified requirements. As necessary, these plans shall be incorporated into the overall project management plan.

3.1.3.5 Provide direct support to the operations staff as required implementing and integrating new applications, troubleshooting problems, installing upgrades, and performing other related tasks as defined by the Government.

3.1.3.6 Develop, maintain, and plan for the proper operation and technical configuration of the intranet and internet sites, to include any application or feature which uses the internet or intranet.

3.1.3.7 Organize and lead working groups, and conduct requirements interviews with users to elicit details for assigned projects and future requirements. Interface with, or act as technical lead on, project planning teams.

3.1.3.8 Develop and maintain Crystal reports in accordance with customer requirements and industry best practices.

3.1.3.9 Provide DAMS system supporting general systems operations and administration for DAMS system components. Provide technical advice and support related to general trouble-shooting relating to DAMS. Troubleshoot functional problems encountered by DAMS users. Assist in the design and development of all DAMS reports. Provide technical assistance in integrating, installing and configuring DAMS hardware and software into the current DMA HQ IT environment. Provide technical advice related to the functionality and performance of DAMS systems.

3.1.3.10 Provide support to manage every aspect of the full software development life-cycle process, including use of automated tools to manage and track requirements, change requests, defects, bug fixes, code synchronicity and code reuse, testing, and version control.

3.1.4 DMA HQPersonnel Requirements

3.1.4.1 Key Personnel are senior leadership positions that have specific technical and/or managerial requirements. Key Personnel serve as primary points-of-contact for Government personnel for all aspects of the task order. All key personnel resumes must be submitted, in writing, to the site GTL and COR for review and approval. All key personnel substitutions must be submitted, in writing, to the site GTL and COR for review prior to the implementation of the change. Each request must provide an explanation of the circumstances necessitating the proposed substitution, and a resume for the proposed substitute. All proposed substitutes must have qualifications that are at least equal to the stated expertise/experience cited in this SOW for the position. New key personnel brought onto the project shall be on a 90 day probationary trial period. The Government is identifying the following personnel as key to this project.

- DMA-wide Program Manager
- Network & Security Manager
- Helpdesk Manager
- Applications Manager

3.1.4.2The government considers the following staffing resources adequate to provide IT support to the DMA HQ operations. The staffing plan below specifies labor categories, numbers of Full Time Equivalent (FTE) per category, and IT position categories. FTE is based on 1960 hrs a year and the staffing plan includes key personnel. All personnel resumes must be submitted, in writing, to the site GTL and COR for review and approval. New personnel brought onto the project shall be on a 90 day probationary trial period.

3.1.4.3DMA Program Manager.Analyzes the IT needs of departments and establishes priorities for implementation of information technology systems. Responsible for management of multiple enterprise-wide projects with varying scopes and priorities (setting, coordinating and controlling scope, budget and schedule). Daily contact in setting and managing expectations, providing status reports, resolving issues across sites and dealing with challenging situations. Supports the Government Program Manager with overall IT project management needs. Requires management experience with information systems and technology (enterprise systems and applications, networking, and Help Desk.).

3.1.4.4Support Service. Support services for contract procurement, responsible for maintaining hardware and software licenses and assisting program manager in various administrative duties as needed.

3.1.4.5Network & Security Manager. Responsible for performing requirements analysis, providing product demonstrations, and devising strategies and solutions to enterprise technology issues. Responsible for prioritizing and tracking enterprise project deliverables. Also responsible for establishing IT project plans and keeping the project plans on target. Provides enterprise operations oversight for the technical areas of networking, systems administration, computer support helpdesk and Information Assurance.

3.1.4.6Enterprise Architect. Designs, develops, engineers and implements robust, high available solutions for the DMA enterprise. Researches and evaluates tools and technologies for inclusion into the DMA Enterprise. Recommends and implements policies and procedures to ensure adherence to security standards. Leads DMA HQ operations team in prioritizing projects and determining individual assignments. Responsible for prioritizing and tracking operations project deliverables. Responsible for overall projects' success and communications to either the customer or internal program manager.

3.1.4.7Security Analyst. Assists in researching and evaluating technologies and organizing information necessary for the development and implementation of enterprise projects. Supports DMA-wide security compliance program. Records and maintains security compliance program data for central and remote sites using VMS, IAVM, FISMA and DIACAP standards and procedures. Coordinates and manages the security readiness and review process to verify VMS and IAVA compliancy as required for enterprise annual network certification and accreditation. Manages the functions of the Computer Network Defense Program. Performs the duties of Information Assurance Officer and Registration Authority. Responsible for receiving and processing SIPRNET messages using SIPRNET hardware and software.

3.1.4.8Enterprise Security Engineer. Designs, develops, engineers and implements enterprise solutions necessary to ensure the security of information systems assets. Recommends and implements policies and procedures to ensure adherence to security standards. Leads DMA HQ operations team in prioritizing projects and determining individual assignments. Responsible for prioritizing and tracking operations project deliverables. Responsible for overall projects' success and communications to either the customer or internal program manager.

3.1.4.9Network Engineer. Designs, tests, implements, and maintains LANs/WANs. Monitors firewall and network performance. Troubleshoots and resolves complex problems to ensure no disruption of mission critical applications. Adheres to all Information Assurance standards and practices. Takes proper measures to insure optimum data and device security. Supports remote access platforms and connectivity to those platforms. Creates and updates network documentation in support of network operations. Provides product and new technology research and evaluation. Upgrades and updates network products based on vendor specifications. Performs network troubleshooting in support of system malfunctions. Updates direct manager on a weekly basis. Tracks work using an industry level tracking system. Responsible for scheduled and non-scheduled after-hours maintenance.

3.1.4.11UNIX Administrator. Provides UNIX administration in support of applications, SFTP service, user accounts, and Sendmail. Maintains HP and SUN servers. Adheres to all Information Assurance standards and practices. Takes proper measures to insure optimum data and device security. Supports tape backup libraries, applications and media. Supports remote access platforms. Provides monitoring and diagnostic services for Solaris based systems. Provides support for DBA team and Application Development team. Creates and updates Unix system documentation in support of network operations. Provides product and new technology research and evaluation. Upgrades and updates Unix based products based on vendor specifications. Performs troubleshooting in support of system malfunctions. Updates direct manager on a weekly basis. Tracks work using an industry level tracking system. Responsible for scheduled and non-scheduled after hours maintenance.

3.1.4.12DBA Administrator. Provides database administration for projects. Designs and creates database structure. Performs optimization of database to increase performance. Prepares database environment(s) for application deployments; works closely with the development team. Adheres to all Information Assurance standards and practices. Takes proper measures to insure optimum database security. Creates and updates database documentation in support of the database platform. Provides product and new technology research and evaluation. Upgrades database products based on vendor specifications. Performs troubleshooting in support of system malfunctions. Updates direct manager on a weekly basis. Tracks work using an industry level tracking system. Responsible for scheduled and non-scheduled after-hours maintenance

3.1.4.13Operations Manager. Manages and oversees all operations and management of network, servers, applications, helpdesk and workstations. Responsible for determining individual assignments and ensuring timely deliverables. Responsible for maintaining 24x7 client support. Evaluates and provide recommendations to purchase hardware and software for operation enhancements. Maintains close communications with client Task Monitor with daily operations. Ensure all critical servers and applications' support maintenance are up to date.

3.1.4.14Systems Administrator.Provides user and server administration for Microsoft 2003 Active Directory and Microsoft Exchange 2003 infrastructure. Provides Blackberry user and server support. Enforce ongoing DISA and JTG-GNO security policy on all servers and workstations. Troubleshoots and resolves server problems. Recommends system enhancements, tests, and implements approved solutions. Administer and support PKI\PKE, CAC, and SAN environments. Performs network backups and manages tape library. Provides Active Directory and Exchange 2003 Server support to the remote sites.

3.1.4.15Helpdesk Lead.Responsible for leading a team of Support Analysts focused on the timely and accurate resolution of our clients mobile guest related issues, system user administration requests, partner system outages/failures, and retail order entry issues. This role shall be responsible for staffing the Central Help Desk with qualified candidates and ensuring they have the appropriate tools, processes, and training required to perform their role to the best of their ability. The Manager shall also be expected to become familiar with all products and services in addition to the Operational Support Systems and provide subject matter expertise to the Support Analysts as required. The Manager shall be responsible for developing the Analyst's work schedule to ensure adequate Help Desk coverage during the required hours of operation. Leads helpdesk team in prioritizing projects and determining individual assignments. Manages the day-to-day operations of the helpdesk. Responsible for overall projects' success and communications to either the customer or internal program manager.

3.1.4.16Remedy Administrator/Developer. Develops, implements, and maintains the Remedy application and provides an analysis of client processes to develop workflows for system functionality and customization. Consults with clients to gather project requirements, objectives, and functions. Elicits

analysis and specifications, and validates end-user requirements. Responsible for performing other tasks as requested by the other team leads.

3.1.4.17Helpdesk Engineer. Provides phone and in-person support to clients in a wide range of computer hardware and software support. Confers with user and IT personnel to develop new approaches or alternatives to ensure that user assistance is being provided effectively and efficiently. Maintains network and PC preventive maintenance logging efforts via Remedy to ensure network and data integrity. Evaluates new software applications and provide procurement recommendations where required. Takes appropriate corrective action, interfacing with vendor, carrier, client and DMA HQ staff as necessary. Provides support of Blackberry handheld devices to ensure user e-mail delivery and calendar/schedule management.

3.1.4.18DIMOC-Tobyhanna Systems Engineer.Provides phone and in-person support to DIMOC-Tobyhanna on-site clients in a wide range of computer hardware and software support. Provides desktop, printer server and printer support. Provides database and report administration of the Order Fulfillment system using HEAT. Support digitization software and hardware of the Anystream System. Conducts Windows 2003 Server updates and performs system backups of all critical data daily. Provides daily administration and support of the NetDisc DVD Order Fulfillment System and the Rimage DVD disc duplicator appliance.

3.1.5DMA HQApplication Support

3.1.5.1 Applications Manager. Manages and directs the development and ongoing support for multiple applications for the DOD OASD (PA) organization. Applies knowledge of project management principals and methods, and leads web project teams using diverse technology. Oversees application development from inception through production using Application Development Life Cycle concepts and tools. Oversees application support activities and upgrades to ensure application availability. Identifies technical architecture for projects and works with other IT groups to ensure project coordination. Applies knowledge of application infrastructure, web development, relational databases, data modeling, and web publishing to a variety of applications, and understands technology which includes Java, Weblogic, UNIX, Oracle, ColdFusion, HTML, and XML. Develops policies, procedures, guidelines, and standards for managing application resources. Assesses and evaluates emerging technologies and software packages. Works with business leaders to identify and determine IT strategic direction, solutions, and strategies. Coordinates multiple project plans and changes in priorities to resolve resource conflicts.

3.1.5.2 Applications Architect/Software Developer. Acts as a source of technical expertise in key technologies critical to the mission of the customers and serves as a technology expert across project boundaries. Responsible for providing front-end application architecture support working with cross-functional groups (hardware, sys admin, network, business, data) in understanding business needs and developing high-level solution architecture. Assists the Applications Teams in translating the architecture into application design. Works independently to manage the evolution of new/key technologies, and researches and recommends strategic upgrades. Defines, documents, and implements technology standards. Assists in the training and development of junior associates in various areas of expertise. Participates as a Sr. Software Developer for projects.

3.1.5.3 Software Developer. Using development tools and standards, performs core software development activities including translating design requirements and specifications into implementation. Designs, develops, tests and implements software solutions across functional areas in support of project needs.

Prepares design specifications, test plans, deployment plans, systems documentation, and occasionally user documentation. Follows the application development life cycle utilizing defined development processes and SDLC tools. Suggests and implements configuration management tools to keep code integrity and utilize code reuse/reconstitution. Develops process flows, data models, prototypes, user interface designs, screen layouts and specifications. Supports and maintains existing applications. Works as part of team to develop quality solutions within required timeframes and works closely with customers and internal staff. Responds to support questions, ensuring consistent service reliability, timely problem resolution, and notification to users. Technical skills include Web Development, Java, Weblogic, Oracle, UNIX, EJB, J2EE, JavaScript, JSP, servlets, HTML Crystal Reports, and XML.

3.1.5.4 Software Engineer, Senior. Using development tools and standards, performs core software development activities including translating design requirements and specifications into implementation. Designs, develops, tests and implements software solutions across functional areas in support of project needs. Prepares design specifications, test plans, deployment plans, systems documentation, and occasionally user documentation. Follows the application development life cycle utilizing defined development processes and SDLC tools. Suggests and implements configuration management tools to keep code integrity and utilize code reuse/reconstitution. Develops process flows, data models, prototypes, user interface designs, screen layouts and specifications. Supports and maintains existing applications. Works as part of team to develop quality solutions within required timeframes and works closely with customers and internal staff. Responds to support questions, ensuring consistent service reliability, timely problem resolution, and notification to users. Technical skills include Web Development, Java, Weblogic, Oracle, UNIX, EJB, J2EE, JavaScript, JSP, servlets, HTML Crystal Reports, and XML

3.1.5.5 Systems Analyst. Consults with clients to gather information about project requirements and objectives. Uses a wide set of IT-related disciplines for the planning analysis, design, and construction of information systems on an enterprise-wide basis. Elicits, analyzes, specifies and validates end-user requirements and develops detailed requirements specifications such as conceptual diagrams, process flows, data models, prototypes, user interface designs, use cases, screen layouts. Manages requirements and packages them for project releases. Develops application testing scenarios and assist with system and functionality testing. Researches and evaluates software packages and tools and collaborates with others to identify alternative solutions to business problems. Leads a team and prioritizes group tasks and determines individual assignments. Ensures compliance with application delivery timeline, methods and procedures, and suggests and implements improvements. Implements and customizes software packages as needed. Provides product demonstrations and participates in client interactive meetings regarding requirements and problem solving.

3.1.5.6 Systems Analyst, Senior. Consults with clients to gather information about project requirements and objectives. Uses a wide set of IT-related disciplines for the planning analysis, design, and construction of information systems on an enterprise-wide basis. Elicits, analyzes, specifies and validates end-user requirements and develops detailed requirements specifications such as conceptual diagrams, process flows, data models, prototypes, user interface designs, use cases, screen layouts. Manages requirements and packages them for project releases. Develops application testing scenarios and assist with system and functionality testing. Researches and evaluates software packages and tools and collaborates with others to identify alternative solutions to business problems. Leads a team and prioritizes group tasks and determines individual assignments. Ensures compliance with application delivery timeline, methods and procedures, and suggests and implements improvements. Implements and customizes software packages as needed. Provides product demonstrations and participates in client interactive meetings regarding requirements and problem solving.

3.1.5.7 Webmaster/Software Developer. Analyzes, designs, develops, tests, documents, deploys, and maintains internal and public Web sites and web-based solutions. Evaluates, installs, integrates, and troubleshoots COTS products. Interacts with users to define requirements. Builds intuitive web sites based on customer requirements. Proficient in graphic design and html coding including knowledge of 508 accessibility requirements web content management, and web site security. Provides 24x7 support. Technical skills include ColdFusion, JavaScript, Perl, HTML, XML, Oracle, UNIX, Photoshop, Fireworks MX Studio, Crystal Reports, and Dreamweaver.

3.1.5.9**Database Developer.** The database developer collects data, analyzes the collected information, designs algorithms, create flowcharts and implements code for the logic developed through algorithms and flowcharts. Develops appropriate queries to retrieve data from the database, looks into the security issues of the data and develops structures, procedures and triggers. Designs Relational Database models and tests the developed code with test data to make sure the code is error free. Prepares and maintains reports of the entire backend development life cycle.

3.1.5.10Technical Writer. Assists in collecting and organizing information to develop user guides, system guides, quick reference guides, online documentation, web help pages, and other customer assistance deliverables. Develop templates, macros, handbooks, guidelines (style, procedures, and forms) to help staff increase quality and efficiency. Prepares documents for electronic distribution.

3.1.5.11Tester. Provide and execute test plans. Test and diagnose system performance and document testing results. Coordinate with proper teams to modify/update systems according to the results, enhancing system performance and repairing application abnormalities.

3.2 DEFENSE INFORMATION SCHOOL (DINFOS) REQUIREMENTS

There are approximately 350 employees at DINFOS. The workforce consists of DoD civilians, military personnel and contractors. DINFOS trains approximately 3,500 students per year in seminars and courses which last anywhere between 2 weeks to 6 months or more. There is also an evolving Advanced Distributed Learning (ADL) program which shall provide training to additional students via on-line training. DINFOS requires support in Program Management; Helpdesk Support; Information Assurance and Security; Network Management and Systems Administration; Project Management; and Database Administration, Programming and Website Management to support this training mission.

In addition to local support, the scope for all service areas shall be affected by Enterprise initiatives developed by the DMA HQ located in Ft. Meade, MD. The contractor shall be required to work with and coordinate with other contractors and Government personnel at DMA and its affiliates. Examples of Enterprise initiatives may include, but are not limited to, projects involving shared network resources, Information Assurance and Security, and Continuity of Operations.

In addition to the technical day-to-day operational support, the contractor shall investigate emerging technologies for potential implementation; provide support to the Government by researching and assisting in the preparation of technical reports, briefings and presentations; assist in the development, implementation and testing of the Government's Continuity of Operations Plan (COOP); and support projects such as Host Based Security Systems (HBSS), Computer Network Defense Service Provider (CNDSP) and other DOD IA initiatives. Many projects require close coordination with IT staff at other DMA affiliated offices, both Contractor and Government, as well as various DoD organizations.

The Government shall provide the initial and the final authority and approval for all tasks.

3.2.1 DINFOS IT Operations Support

3.2.1.1 The Contractor shall provide day-to-day administrative support for the DINFOS Local Area Network (LAN). Duties may include general network operation; design, test, maintain, troubleshoot, diagnose and resolve problems of all routers, switches, hubs, firewalls, domain controllers and intrusion detection systems; remote access; DNS administration and network security.

3.2.1.2 The contractor shall perform the following. Operate and support the DINFOS Helpdesk, including the following activities:

- Respond promptly to user calls for assistance, giving first priority to classroom emergencies and staff work stoppages.
- Provide knowledgeable and friendly service to users, maintaining a professional demeanor at all times.
- Track status of calls, identifying and resolving issues where possible, and elevating calls to a higher level if problems cannot be resolved promptly.
- Use the automated trouble ticketing system to identify trends; design and implement appropriate response procedures.
- Maintain bench stock of IT equipment for Operations.
- Report unresolved hardware failures to appropriate hardware vendor for repair. Maintain documentation on progress and resolution.
- Add, set up, and delete user accounts, unlock accounts when appropriate, etc.
- Set up, configure, and troubleshoot computer hardware and software in DINFOS offices, conference rooms, classrooms, FTX site, and other designated areas as required.
- Record carefully the movement and relocation of all IT equipment, and assist the DINFOS Logistics staff with equipment accountability.

3.2.1.3 Oversee development, maintenance, and implementation of the DINFOS Life Cycle Management program.

3.2.1.4 Maintain an accurate list of hardware in use per classroom, in staff areas, in Student Detachment study halls and offices, and provide reports as required.

3.2.1.5 Coordinate disposition of excess hardware with DINFOS Logistics office.

3.2.1.6 Maintain master software loads for staff, faculty, and student desktop computers throughout the school, ensuring IA requirements are met and maintained.

3.2.1.7 Maintain an accurate software database which reflects licensing and usage levels. Provide reports on software in use as required.

3.2.1.8 Investigate current and emerging technologies for potential implementation in the DINFOS environment. Advise DINFOS IT management of recommended solutions including the alternatives considered, estimated prices, deliveries, etc.

3.2.1.9 Maintain or improve the security posture of the network by developing system-wide security policies and procedures. Maintain Authority to Operate (ATO) the DINFOS network by reviewing DoD and OSD security policies and deploying solutions compliant with these policies. In addition, actively

participate in Information Assurance Vulnerability Assessment (IAVA) and Security Technical Implementation Guide (STIG) programs to ensure the use of best of breed security practices.

3.2.1.10Manage DINFOS test lab, ensuring comprehensive testing of new functionality can be performed prior to deployment on operational systems.

3.2.1.11Ensure security of the DINFOS network via effective use of firewalls, intrusion detection systems, antivirus software, and other applicable tools.

3.2.1.12 Perform operational and maintenance activities for all servers to ensure data integrity and security. Evaluate system performance and make recommendations on improving performance, and implement approved recommendations.

3.2.1.13Collaborate with Knowledge Management personnel to accomplish system integration and implementation.

3.2.1.14Comply with DoD Information Assurance Certification and Accreditation Process (DIACAP) requirements prescribed in DoD 8510.01 dated 28 November 2007. The contractor shall provide recurring documentation updates for Government review, as major sections of the document are prepared and updated.

3.2.1.15Assist in the development of Continuity of Operations Plans (COOP) for DINFOS. The contractor shall test these plans on a regular basis to determine their ability to support mission requirements.

3.2.1.16In all support areas, follow and apply DoD, OSD and DISA approved security procedures to include prompt response to new Information Assurance Vulnerability Assessments (IAVA) alerts and Security Technical Implementation Guides (STIGs). The contractor shall utilize the Vulnerability Management System (VMS) to document security posture and IT security Plans of Action and Milestones (POA&Ms). The Contractor shall ensure that all systems are free of Category I vulnerabilities at all times and that other category findings be maintained at the standard compliance percentage.

3.2.1.17Develop and/or maintain up-to-date documents showing the configuration of all servers and drawings of the DINFOS network environment.

3.2.1.18Perform operational maintenance and general system troubleshooting. This includes backing up system and user data and troubleshooting hardware, peripherals, networks, and software. Problems related to the functionality and performance of systems shall be documented and reported to management.

3.2.1.19Provide system evaluations and implementation plans for deploying updated operating systems, new system capabilities and products, and other systemic changes into the current IT environment. Integrate and configure new hardware and software into the current IT environment to support the DINFOS day-to-day operations and mission. This includes evaluation, integration, configuration, installation, and testing of COTS applications, servers, workstations, printers, and other peripheral devices.

3.2.1.20Provide technical support to DINFOS staff in planning for future requirements.

3.2.1.21Identify user training and documentation required, and provide user training as needed.

3.2.1.22Identify, develop, and maintain comprehensive Standard Operating Procedures for all operations.

3.2.1.23Notify GTL of downtime requirements for scheduled network maintenance at least 1 week in advance.

3.2.1.24Produce a weekly status report. This report shall include, at a minimum, accomplished tasks, upcoming tasks/plans, and all current or foreseen issues/risks. (CDRL for this report?)

3.2.1.25Provide support to the DINFOS management by researching and assisting in the development and presentation of reports, briefings, and presentations. Document discussions and conclusions of meetings held with customers and upper management.

3.2.1.26Develop, at Government request, Business Case Analyses or Cost-Benefit Analyses prior to procuring IT solutions. The BCA/CBA should demonstrate that at least three alternatives were considered, and the chosen alternative is the most cost-effective within the context of budgetary and political considerations.

3.2.1.27Develop and execute User Surveys to identify opportunity for improvements in processes; implement improvements approved by DINFOS IT Management.

3.2.2 DINFOS Knowledge Management Support

On-site applications and development support is essential to ensure continued operation and support of critical applications. These systems provide the essential automation support to accomplish the business processes necessary to conduct the DINFOS training mission. This contractor support provides on-site application development, maintenance, and project management support to assist DINFOS in the analysis, design, development, testing, integration, documentation, deployment, administration, and maintenance of DINFOS applications and projects. The DINFOS knowledge management effort focuses on developing strategic plans and systematic processes which create, capture, share, and leverage the knowledge that it needs to succeed. DINFOS has initiated new distance learning initiatives, which are expanding its outreach to Public Affairs and Visual Information practitioners worldwide. To support these efforts, the contractor shall provide the following:

3.2.2.1 Review existing high-level requirements, and assist in identifying emerging requirements and developing plans to support a collaborative environment. Provide a full spectrum of application development analysis, design engineering and technical support, including product evaluation, integration, programming, testing, maintenance, system operation, and performance analysis. Tasks may include planning and organizing requirements analysis activities, conducting user requirements analyses, developing communications packages, and documenting the results in a Functional Description.

3.2.2.2 Design new applications and modify existing ones. System designs shall include both an overall architecture and detailed designs. As appropriate, the contractor shall prepare system and subsystem design and performance specifications. Detailed designs shall accommodate all system and subsystem functions, identify processes, inputs and outputs, and identify the necessary interfaces with internal and external systems and subsystems. The contractor shall present high-level designs to the Government for review. Upon approval, the contractor shall proceed with the detailed design. The contractor shall provide all source code for custom developed applications or modifications to the Government.

3.2.2.3 Provide application development support covering all aspects of DINFOSmission operations. Application development support includes the integration and use of commercial-off-the-shelf (COTS) products, custom applications, and user training. As requirements are identified, the contractor shall develop, implement, document, and support application development efforts in accordance with specific

projects. Expansion and refinement of distance learning initiatives are priority tasks. Each application development effort shall progress in accordance with a developed project plan.

3.2.2.4 Develop installation, integration, and test plans for implementation of new applications. The installation plan shall document the activities required to install the necessary components. The integration plan shall describe how components shall be synthesized into an integrated system. The test plan shall determine whether the installed and integrated application satisfies identified requirements. As necessary, these plans shall be incorporated into the overall project management plan and briefed to key stakeholders. Report shall be submitted in contractor format.

3.2.2.5 Web Support. The Contractor shall develop, integrate and maintain Intranet and Internet applications for the DINFOS website. The Contractor shall design page layout and prepare web graphics for it. The Contractor shall develop applications to operate on multiple platforms (i.e., Windows, UNIX) and browsers (e.g., Microsoft Internet Explorer, Mozilla Firefox). The Contractor shall support the following web languages: HTML, ASP, XML, SQL and Visual Basic.

3.2.2.6 Collaborate with the DINFOS IT Operations staff as required to implement and integrate new applications, troubleshoot problems, install upgrades, and perform other related tasks as defined by the Government.

3.2.2.7 Develop, maintain, and plan for the proper operation and technical configuration of the DINFOS Intranet and Internet sites, to include any application or feature which uses the Internet or Intranet.

3.2.2.8 Maintain and upgrade the automated trouble ticketing to support the school's property inventory and accountability requirements, user request tracking, and trouble ticket reporting and trend analyses.

3.2.2.9 Provide project management expertise to assist in researching, structuring, documenting, and tracking of DINFOS projects. Maintain documentation files and status documents and use on-line systems to maintain project files for ready access by DINFOS management. Conduct project initiation, in progress review, and closure meetings to facilitate project evolution and key player involvement.

3.2.2.10 Organize and lead working groups, and conduct requirements interviews with users to elicit details for assigned projects and future requirements. Interface with, and act as technical lead on, project planning teams. Streamline the coordination, research, and documentation efforts for proposed projects.

3.2.2.11 Document business flow to assist in identification of processes, which can benefit from automation. Report shall be submitted in contractor format.

3.2.3 DINFOS Personnel Requirements

Key Personnel are senior leadership positions that have specific technical and/or managerial requirements. Key Personnel serve as primary points-of-contact for Government personnel for all aspects of the task order. All key personnel resumes must be submitted to the site GTL and COR for review and approval.

The Government is identifying the following personnel as key to this project.

- Site Manager
- Helpdesk Manager
- Applications Manager

- Project Manager

The government considers the following staffing resources adequate to provide IT support to DINFOS. The staffing plan below specifies labor categories, numbers of Full Time Equivalent (FTE) per category, and IT position categories. FTE is based on 1960 hrs a year and the staffing plan includes key personnel.

3.2.3.1 Site Manager. Responsible for management of multiple IT projects with varying scopes and priorities (defining, coordinating, and controlling scope, budget and schedule). Oversees daily operations and projects of Help Desk, network, security, application development, and project management personnel. Daily contact with each in setting and managing expectations and project priorities, providing/obtaining status reports, resolving issues within and across teams and sites, and dealing with challenging situations. Interfaces with vendors for product research. Interfaces with technicians at other DMA and other government entities including DISA and U.S. Army Department of Information Management (DOIM) personnel. Supports the Government Task Monitor (TM) with overall IT project management needs. Requires broad ranging management experience with information systems and technology (enterprise systems and applications, security, networking, and Help Desk.) in an educational environment.

3.2.3.2 Applications Manager. Manages and directs the development and ongoing support for multiple applications for DINFOS. Oversees application development from inception through production using Application Development Life Cycle concepts and tools. Works with customers to identify and determine IT strategic direction, solutions, and strategies. Elicits, analyzes, specifies, and validates end-user requirements. Oversees development of prototypes, user interface designs, use cases, and screen layouts. Coordinates multiple project plans and changes in priorities to resolve resource conflicts. Ensures application security and availability. Identifies technical architecture for projects and works with other IT groups to ensure project coordination. Assesses and evaluates emerging technologies and software packages. Applies knowledge of application infrastructure, web development, relational databases, data modeling, and web publishing to a variety of applications. Develops policies, procedures, guidelines, and standards for managing application resources.

3.2.3.3 Application Developer/Database Administrator. Performs set of disciplines for the planning analysis, design, and construction of custom applications on an organizational-wide basis. Develops, implements, maintains COTS and custom applications. Consults with clients to gather information about project needs, objectives, and functions. Elicits, analyzes, and validates end-user requirements. Develops prototypes, user interface designs, use cases, reports, and screen layouts. Optimizes databases to improve performance. Prepares environment(s) for application deployments. Performs other tasks as assigned by Applications Manager.

3.2.3.4 Web Programmer/Administrator. Analyzes, designs, develops, tests, documents, deploys, integrates, and maintains internal and public Web sites and web-based solutions. Evaluates, installs, integrates, and troubleshoots COTS and custom products. Interacts with users to define requirements. Builds intuitive web sites based on customer requirements. Proficient in graphic design and HTML coding including knowledge of Section 508 accessibility requirements, web content management, and web site security.

3.2.3.5 Software Engineer, Senior. Using development tools and standards, performs software development activities supporting PA/VI initiatives, and supports and maintains existing applications. Designs, develops, tests and implements software solutions across functional areas in support of project needs. Includes translating user requirements into design specifications and implementation. Prepares test plans, deployment plans, systems documentation, and user documentation. Follows the application development life cycle utilizing defined development processes and SDLC tools. Suggests and

implements configuration management tools to keep code integrity and utilize code reuse/reconstitution. Develops process flows, data models, prototypes, user interface designs, screen layouts and specifications. Works as part of team to develop quality solutions within required timeframes and works closely with customers and internal staff. Responds to questions, ensuring consistent service reliability, timely problem resolution, and notification to users.

3.2.3.6 Helpdesk Manager. Manages the day-to-day operation of the Helpdesk. Leads Helpdesk team in organizing and prioritizing projects and determining individual assignments. Works closely with the Project Management Office, Network Operations team, and with the Property Book Manager. Oversees tracking and reporting of hardware and software configurations, software license usage, and patch management. Responsible for overall projects' success and communications to the customers, Site Manager, and Government TM.

3.2.3.7 Helpdesk Technician, Lead. Assists and backs up the Helpdesk Manager. Primary technical expert for helpdesk issues. Installs, upgrades and maintains desktop and portable computer hardware, software, printers, and peripherals. Troubleshoots and resolves complex technical problems. Enters and updates tickets into the automated trouble ticketing system. Tracks trends and recommends corrective actions. Ensures compliance with applicable security and equipment accountability requirements.

3.2.3.8 Helpdesk Technician, Senior. Assists users via phone and field support in a wide range of computer issues. Installs, upgrades and maintains desktop and portable computer hardware, software, printers, and peripherals. Enters and updates tickets into the automated trouble ticketing system. Tracks trends and recommends corrective actions. Ensures compliance with applicable security and property accountability requirements. Interfaces with Network Operations team on integration issues and product research and installation testing. Tracks and manages software licenses.

3.2.3.9 Helpdesk Technician, Intermediate. Assists users via phone and field support in a wide range of computer issues. Includes installing, upgrading and maintaining desktop and portable computer hardware, software, printers, and peripherals. Enters and updates tickets into the automated trouble ticketing system. Tracks trends and recommends corrective actions. Ensures compliance with applicable security and property accountability requirements. Provides minor network cabling installations and modifications as required

3.2.3.10 Helpdesk Technician, Associate. Under the direction of more experienced Helpdesk Technicians, assists users via phone and field support in a wide range of computer issues. Includes installing, upgrading and maintaining desktop and portable computer hardware, software, printers, and peripherals. Updates tickets into the automated trouble ticketing system. Escalates issues for resolution when necessary. Provides minor network cabling installations and modifications as required.

3.2.3.11 Internal Project Manager. Consults with clients throughout DINFOS to gather information about project needs, objectives, and functions. Performs planning, analysis, design, and construction of projects organization-wide. Creates, coordinates, and maintains Project Charters, Work Breakdown Structure (WBS), milestone charts, and other project documentation. Elicits, analyzes, specifies, and validates end-user requirements. Coordinates with DINFOS Audio-Visual Engineering Office to capture IP-related requirements and correlate with IT projects whenever possible to optimize resource utilization. Manages requirements and estimates project efforts. Coordinates product demonstrations; participates in client interactive meetings regarding requirements and problem solving. Manages expectations, scope, timeline, and overall project communications.

3.2.3.12 Internal Project Specialist. Consults with clients to gather information about project needs, objectives, and functions. With guidance from Internal Project Manager, performs planning, analysis,

design, and construction of projects organization-wide. Drafts and maintains Project Charters, Work Breakdown Structure (WBS), and other project documentation. Elicits, analyzes, specifies, and validates end-user requirements. Provides requirements and estimates project efforts. Provides product demonstrations; participates in client interactive meetings regarding requirements and problem solving.

3.2.3.13 Network Security Engineer, Senior. Leads network operations team. Responsible for monitoring network and network security systems. Recommends, designs, develops, engineers, tests, and implements network solutions necessary to ensure the integrity, availability, confidentiality, and security of information systems. Deploys and manages CISCO network equipment, as well as firewalls and intrusion detection systems. Recommends and implements policies and procedures to ensure adherence to security standards. Researches new technologies and recommends technical solutions. Troubleshoots and resolves complex technical problems. Interfaces with vendors for product research and problem resolution. Interfaces with technicians at other OASD-PA sites, the U.S. Army Department of Information Management (DOIM), the Defense Information Systems Agency (DISA), and others as required.

3.2.3.14 Network Security Engineer, Intermediate. Assists and backs up the Network Security Engineer. Monitors network and network security systems. Recommends, designs, develops, engineers, tests, and implements network solutions necessary to ensure the integrity, availability, confidentiality, and security of information systems. Deploys and manages CISCO equipment, firewalls, and intrusion detection systems. Recommends and implements policies and procedures to ensure adherence to security standards. Researches new technologies and recommends technical solutions. Troubleshoots and resolves complex technical problems. Interfaces with vendors for product research and problem resolution. Interfaces with technicians at other OASD-PA sites, the U.S. Army Department of Information Management (DOIM), the Defense Information Systems Agency (DISA), and others as required.

3.2.3.15 Network Administrator, Senior. Assists the Network Security Engineer in managing and maintaining the network and email systems. Provides server administration and support, including Windows and Linux/UNIX support. Verifies network backups and tape library functions. Provides administration of Microsoft Exchange server and email accounts. Recommends system enhancements, and tests and implements approved solutions. Performs network backups and manages tape library. Troubleshoots and resolves complex technical problems. Interfaces with vendors for product research and problem resolution.

3.2.3.16 Network Administrator, Intermediate. Under general direction of Network Security Engineer and Senior Network Administrator, assists with administration and support of email accounts and servers. Researches, troubleshoots and resolves problems. Recommends system enhancements. Assists in monitoring and maintaining the network.

GTL will establish a start date for the following positions after task award

3.2.3.17 IT support plays an integral role in supporting new DINFOS mission initiatives. DINFOS often receives short-fused requirements which require deployment of new technologies within a short period of time. The DINFOS IT environment requires flexibility in staffing levels, in order to ramp up to support these initiatives. The optional staffing plan below specifies labor categories and FTEs per category which may be called upon to support special DINFOS initiatives, in addition to those specified above.

3.2.3.18 Systems Analyst. Consults with clients to gather information about project requirements and objectives. Uses a wide set of IT-related disciplines for the planning, analysis, design, and construction of information systems. Elicits, analyzes, specifies and validates end-user requirements; develops detailed requirements specifications such as conceptual diagrams, process flows, data models, prototypes, user

interface designs, use cases, screen layouts. Manages requirements and packages them for project releases; estimates project efforts. Develops application testing scenarios and assists with functionality testing. Researches and evaluates software packages and tools; collaborates with others to identify alternative solutions to business problems. Ensures compliance with application delivery timeline, methods and procedures, and suggests and implements improvements. Implements and customizes software packages as needed.

3.2.3.19Software Engineer, Senior.Using development tools and standards, performs software development activities supporting PA/VI initiatives, and supports and maintains existing applications. Designs, develops, tests and implements software solutions across functional areas in support of project needs. Includes translating user requirements into design specifications and implementation. Prepares test plans, deployment plans, systems documentation, and user documentation. Follows the application development life cycle utilizing defined development processes and SDLC tools. Suggests and implements configuration management tools to keep code integrity and utilize code reuse/reconstitution. Develops process flows, data models, prototypes, user interface designs, screen layouts and specifications. Works as part of team to develop quality solutions within required timeframes and works closely with customers and internal staff. Responds to questions, ensuring consistent service reliability, timely problem resolution, and notification to users.

3.2.3.20Web Programmer/Administrator. Analyzes, designs, develops, tests, documents, deploys, integrates, and maintains internal and public Web sites and web-based solutions, including Advanced Distributed Learning environments. Evaluates, installs, integrates, and troubleshoots COTS and custom products. Interacts with users including course developers and instructors to refine requirements. Builds intuitive web sites based on customer requirements. Proficient in graphic design and HTML coding including knowledge of Section 508 accessibility requirements, web content management, and web site security.

3.2.3.21Application Developer/Database Administrator. Plans, analyzes, design, and constructs, and/or maintains and support COTS and custom applications on an organizational-wide basis. Develops, implements, maintains COTS and custom applications and databases. Consults with clients to gather information about project needs, objectives, and functions. Elicits, analyzes, and validates end-user requirements. Develops prototypes, user interface designs, use cases, reports, and screen layouts. Optimizes databases to improve performance.

3.2.3.22Helpdesk Technician, Intermediate. Assists FTX users via phone and field support in a wide range of computer issues. Includes installing, upgrading and maintaining portable computer hardware, software, printers, and peripherals. Enters and updates tickets into the automated trouble ticketing system. Tracks trends and recommends corrective actions. Ensures compliance with applicable security and property accountability requirements. Provides minor network cabling installations and modifications as required.

3.2.3.23Internal Project Specialist.. Consults with clients to gather information about project needs, objectives, and functions. With guidance from Internal Project Manager, performs planning, analysis, design, construction, and management of projects organization-wide. Drafts and maintains Project Charters, Work Breakdown Structure (WBS), and other project documentation. Analyzes and quantifies requirements, and estimates project efforts. Provides or coordinates product demonstrations; participates in client interactive meetings regarding requirements and problem solving.

3.2.3.24Network Security Engineer, Intermediate. Monitors network and network security systems. Recommends, designs, develops, engineers, tests, and implements network solutions necessary to ensure the integrity, availability, confidentiality, and security of information systems. Deploys, configures, and

manages network equipment. Implements policies and procedures to ensure adherence to security standards. Researches new technologies and recommends technical solutions. Troubleshoots and resolves complex technical problems.

3.2.3.25Network Administrator, Intermediate. Under general direction of Network Security Engineer and Senior Network Administrator, assists with deployment, administration, and support network equipment. Researches, troubleshoots and resolves problems. Recommends system enhancements. Troubleshoots and resolves complex technical problems. Assists in monitoring and maintaining the network.

3.2.3.26Network Administrator, Associate. Under direction of Network Security Engineers and senior Network Administrators, assists with deployment, maintenance and support of network infrastructure. Researches, troubleshoots and resolves problems.

3.2.3.27Technical Writer.Assists in collecting and organizing information to develop user guides, system guides, quick reference guides, online documentation, web help pages, and other customer assistance deliverables. Develops templates, macros, handbooks, guidelines (style, procedures, and forms) to help staff increase quality and efficiency of work. Creates documentation for IT processes, applications software, and operating procedures. Prepares documents for electronic distribution.

3.2.3.28Support Service. Provides administrative support services for contract procurement, hardware inventory and software license tracking; assists Site Manager others with various administrative duties as informed by the GTL or COR .

3.3 DMA HQ B-NET REQUIREMENTS

The DMA Broadcast Network (BNET) is assigned an IETF RFC-1918-compliant private address range. The IP address range is divided into 3 subnets, DMZ, Graphic & Editing, and Command & Control.
The network devices that most of the BLAN systems connect to are:
- 4 Cisco Catalyst 6509 switches
- 3 Cisco Catalyst 4510 switches
- 5 Cisco Catalyst 4948-10GE switches

Virtual Trunking Protocol (VTP) is used for multiple switches to share VLAN information. The backend routing protocol in use is Enhanced Interior Gateway Routing Protocol (EIGRP). The switches utilize Hot Standby Router Protocol (HSRP) to provide layer-3 redundancy to all subnets/VLANs in the network. On all switches, Cisco proprietary Rapid Per-VLAN Spanning Tree (RPVST) is enabled for fast spanning-tree convergence. The services and support provided in support of the DMA BNET includes the following:
- Avid ISIS, Interplay, and Command Omneon file system, Sundance automation
- Shared individual file storage
- Database services (SQL Server)
- Installation, integration, testing and quality control
- Network and local print services
- Virus, protection, firewall, and intrusion detection
- Remote access (VPN, web, SSH, and remotes desktop)

3.3.1 DMA HQ B-NET personnel requirements.

Broadcast Information Technology Specialist. The Broadcast IT Specialist must have current experience in broadcast information technology system architectures, networks, databases and base band signal interfaces used in television and radio broadcast applications. This must include, but is not limited to, knowledge of network routers, SANs, WANs, ATMs, fiber channel systems, SQL servers, Audio Visual Encoder/Decoders, Firewalls, VLAN

structures and digital video archival servers. The Broadcast IT Specialist is responsible for conforming to applicable DoD Information Assurance standards and regulations on the broadcast network. Formal civilian/military electronics and IT training is required for this position, with a broadcast engineering background preferred. Both will be used to support the DMA HQ BNET.

3.4 DEFENSE VISUAL INFORMATION (DVI) DIRECTORATE

3.4.1 DVI Support Requirements.

3.4.1.1 DVI requirements consist of system administration, web development, application development, requirements analysis, and training. Additional specialized support, such as network, firewall, email and database administration are obtained as necessary from the DMA HQIRM contracted staff. The contractor shall also maintain the physical asset system located at the DIMOC-Riverside location.

3.4.1.2 The contractor shall provide software development support for DVI using best practices, supporting a variety of software languages including, but not limited to, Java, Cold Fusion, Perl, JavaScript and Struts.

3.4.1.3 Best practices include, but are not limited to configuration control, application code version control, application code documentation, use of a development, test and production server development/deployment methodology, and automated task management.

3.4.1.4 In-depth knowledge of Artesia 6.7 DAM is required.

3.4.1.5 The contractor shall support the Oracle database that is the core of the DAMS (where necessary additional DBA support is provided by the DMA HQ team).

3.4.1.6 The contractor shall support the LDAP server (currently OpenLDAP) supporting DVI.

3.4.1.7 The contractor shall support the maintenance and development of web sites in support of DVI including public access sites and limited access sites using the Artesia APIs to interface with the DAMS. This support includes creating state-of-the-art web sites using industry standard languages (Java, Struts, JavaScript, XML, XHTML, RSS, etc.) and tools, and supporting all modern browsers (specifically IE 6 & 7, Firefox 1.5 and greater, all other Gecko based browsers). Web development efforts also include customization of the Artesia DAM core product as required.

3.4.1.8 The contractor shall provide general systems operations and administration for Sun Solaris, Windows, and applications within the DAMS.

3.4.1.9 The contractor shall monitor system health, monitor system logs for unexpected activity, manage system accounts, manage system storage, manage code deployment, manage system configuration, and prepare and submit change requests to the Government's Configuration Control Board (CCB) for action.

3.4.1.10 The contractor shall maintain, manage and configure as necessary Cloverleaf iSN

3.4.1.11 Contractor shall maintain, manage and configure as necessary large Storage Area Network systems which presently consist of Apple XServe and XSAN, HP SAN (Alexandria location), DigitalDirect (Riverside location) and other storage systems.

3.4.1.12The contractor shall ensure all systems connected to the DMA network comply with DISA Security Implementation Technical Guides (STIGs). Provide reports to the government authorized security manager as required.Implement security updates and bug fixes as required by JTF-GNO or the application/operating system manufacturer and test security updates and bug fixes prior to implementation in any production environment.

3.4.1.13The contractor shall support and develop the DAMS training program including lesson plan development, computer based training (CBT), and conducting training classes both on-site and at remote sites. Development, implementation and support of a DAMS certification program, and evaluate and monitor the results of the training program. Recommend improvements to the government program manager as appropriate.

3.4.1.14The contractor shall document and manage requirements for DVI web sites and applications, facilitate the Configuration Control Board, advise the government program manager and CCB on proper procedures for the collection and management of requirements, and record minutes of CCB meetings. Requirements analysis and gathering requires occasional travel to the four field activities to be identified by GTL..

3.4.1.15The contractor shall provide weekly status reports to the GTL and designated officials. The contractor shall also provide a quarterly summary report on task accomplishment to include level of effort estimates and actual and other data as specified by the government. Reports shall be submitted in contractor format.

3.4.1.16The contractor shall advise the GTL on new and emerging technologies with application for the DVI mission.

3.4.1.17Document, and maintain the documentation about the operation, configuration and support of the DVI web sites, applications and customization of COTS applications used by DVI.

3.4.2 DVI DIMOC-Riverside Support Requirements

3.4.2.1 Manage, maintain and trouble-shoot the ASRS, MIMS, and SEER, CSRS and DAVIS/DITIS and motion asset web search application.

3.4.2.2 Ensure data backups are performed and tested according to DIMOC Riverside policy and procedure

3.4.2.3 IT support of the ASRS includes troubleshooting communications between the cranes and conveyor systems, troubleshooting communications between the cranes and the operating software, manual operation of the cranes to diagnose communication issues or to fix something physically wrong with the system (misaligned pan, pan incorrectly stored,).

3.4.2.4 IT Support for MIMS generally involves resolving issues created by system anomalies/misuse, user tracking - resolving issues from user interactions, reporting on usage and asset status, data mining, user education.

3.4.2.5 IT support for the CSRS includes these components, batch input of large amounts of data, global data updates   corrections, dispositions, etc, Generate Folio Infobases weekly for use by researchers, and perform updates of the DIMOC-Riverside websites as needed

3.4.2.6 DIMOC-Riverside maintains two web sites, one for public access to motion media records, and the other for internal access to restricted motion media. IT support includes, maintaining server uptime, perform troubleshooting of data/performance issues, performing updates as needed to ensure that the most recent content is available, adding functionality as requested by DIMOC-Riverside, reporting on usage statistics

3.4.3 DVI DAMS Personnel Requirements

The DAMS project requires unique skills to support the project. The staffing plan below outlines what the government believes is required to meet the project schedule.

3.4.3.1 Project Lead. Serves as the primary POC for the DAMS project. Manages the DAMS staff. Responsible for determining individual assignments and ensuring the project schedule is met. Executes various projects to completion. Acts as the senior technical lead for all aspects of the DAMS project: system configuration and administration, DAMS storage system management, database management, and application development. Monitors development progress and systems status and advises the governmentTM of problems and issues that develop, advises on corrective action. Is the primary interface with the DMA HQ team. Has a thorough understanding of digital media file formats including meta data content. Monitors and manages assignments for DIMOC-Riverside as necessary. Provides weekly status reports to DIMOC government staff. Maintains the DAMS version control system and the DVI Program, Projects and Task Management System.

3.4.3.2 Java/Artesia Developer. Has thorough and intimate knowledge of the Artesia DAM core code and APIs. Work in a highly collaborative environment to develop highly productive, state-of-the-art digital asset management applications within the Artesia framework. Develops custom Java applications in support of specific DIMOC requirements.Has a thorough understanding of digital media file formats including meta data content. Understands how to read and write to IPTC, XMP and ExIF meta data standards for digital still media. Ensures version control protocols are developed and adhered to. Documents new and modified code using JavaDocs and other methods. Follows DAMS Team development processes to ensure all code deployed to the production environments is bug free and fully functional. Maintains the test server/application environment mirrors the production environment. Analyses and debugs applications developed by the team.

3.4.3.3 Cold Fusion Developer. Has advanced knowledge of Cold Fusion. Responsible for developing and maintaining the DVI Programs, Projects, and Task Management System; Visual Information Facilities Profile web site; Configuration Control Board automation; and the Events Management System (used to manage the periodic Worldwide DoD VI Workshops). Integrates with the Java/Artesia developers, assisting in development of front-end GUIs for customization of Artesia. Assists with system analysis of Artesia. Documents new and modified code using standard practices developed by the team. Follows DAMS Team development processes to ensure all code deployed to the production environments is bug free and fully functional. Maintains the test server/application environment mirrors the production environment. Analyses and debugs applications developed by the team.

3.4.3.4 Web Developer. Develops highly functional, state-of-the-art web sites and pages for digital asset delivery and management, system account management and other purposes. Acts as the primary point of contact for external DAMS customers in developing custom web pages/sites for the customer's digital content contained in the DAMS. Uses Struts, Javascript, DHTML, and other languages to build the sites. Interfaces with the Java/Artesia Developers daily ensuring version control rules are followed. Applies modern user interface design techniques. Collborates with the application developers creating or modifying front-end UI for applications as required.

3.4.3.5Trainer.The Artesia Teams user interfaces are completely Web enabled. Thus, the trainer needs a solid background in computer and Internet use. Experience with Artesia DAM software is preferred but not required. Experience with complex asset management systems is preferred. An understanding of asset management is preferred including the methodology of systems using roles-based technology. The trainer must become expert in DIMOC's Digital Asset Management vision and how that is being applied via Digital Asset Management tools. The trainer must be able to understand technical information and convert that into layman terminology for understanding by personnel not familiar with the system and its theoretical foundations. In addition, the trainer shall do the following:
- Work and interface with the development staff to learn the system first hand
- Continue course development (theoretical, hands on and computer-based on-line), to include curriculum, lesson plans, training materials, etc.) pertinent to the various groups of   users of the system (administrators, editors, registered users, public users, etc.)
- Conduct theoretical and hands-on computer training at the DIMOC field activities: DIMOC-Pentagon, DIMOC-Tobyhanna and DIMOC-Riverside, as well as for the Service   Component Accessioning Points (all located within the Washington D.C. area) and other locations as determined by the Director, DIMOC.
- Manage a continuous improvement process ensure the training provided is effective, that the training is focused on the actual needs, and to create new training courses as needed to stay abreast of new system features/functions/capabilities.
- Work with the DIMOC staff and DINFOS to get training in the use and function of the Defense Imagery Server worked into the DINFOS training of all students attending DINFOS.

3.4.3.6Systems Analyst. Performs functions as the requirements analyst and manages the Configuration Control Board for DIMOC. Has a thorough understanding of the requirements development process. Develops and manages the requirements documentation for the Digital Asset Management System (DAMS) including requirements for FrontRange HEAT and the DefenseImagery.mil web site. Gathers requirements from DIMOC staff, enterprise users and external users to ensure all requirements are identified, documented and validated. Schedules and runs CCB meetings. Publishes CCB meeting minutes in accordance with the CCB charter.

3.4.3.7Systems Engineer. Supporting DIMOC-Riverside, these positions are required at the Riverside location. Must have strong knowledge of the DMA Enterprise IT architecture. These engineers support a wide variety of environments at DIMOC-Riverside. Support Electronic Imaging workstations, large storage systems (SAN, NAS, DirectData, Cloverleaf iSN, etc.), tape backup systems, and provide support to the AFN IT staff as needed to ensure DIMOC-Riverside's operational requirements are met. Develop scripts to manage files and databases as required. Perform system administration duties for DIMOC-Riverside servers and EIC systems. Support Macintosh computers and operating systems. Must have a working knowledge of Window Operating Systems (all versions), Unix to include HP-UX and Linux, Web technologies including Apache, ColdFusion, JavaScript, Java, Perl, PHP and SQL. Basic knowledge of Oracle, MySQL and Sybase is required to maintain a variety of databases. Support the Automated Storage and Retrieval System (ASRS), Media Inventory Management System (MIMS) and the Catalogue Storage and Retrieval System (CSRS). Working knowledge of Artesia and the Digital Asset Management System (DAMS) supporting the DAMS backup system. Ensure all IT systems are in compliance with DISA Security guidelines, coordinating system configurations with the DAMS project lead. One engineer acts as the senior engineer for DIMOC-Riverside, communicating regularly with the DIMOC project lead and the government TM, ensuring the DIMOC-Riverside location is working in tandem with other DIMOC IT efforts.

3.4.4 DVI Performance Requirements Summary.

DVI (DAMS) PERFORMANCE REQUIREMENTS SUMMARY

Ref.	Task	Standard
3.4.1.15	Provide Program Management Support	All deliverables provided to the government on time 99.9% of the time.
3.4.1.2 3.4.1.3	Application Development	Ensure application code is documented, and that version control procedures are in place. Follow established procedures for development (Development, Test, Production). Ensure deployments of new code to the Production environment are error free 99.9% of the time.
3.4.1.12	Information Assurance and Security	Apply all updates and patches to the Operating Systems and standard software in the specified timeframe asked for by the Government. Compliance is reported to the Government IA Officer 100% of the time. All systems are 100% free of open Cat I findings and Cat II and CATIII findings are maintained at the 80% allowable level. Ensure all systems are free of viruses, worms, Trojan horses, spyware, malware and any other malicious or unauthorized software or files 99.9% of the time. Report all instances of suspected system intrusion immediately while taking appropriate remedial actions.
3.4.1.9 3.4.1.10	Server and Systems Administration	All servers run at optimal performance 99.9% of the time allowing for planned downtime for services, preventive maintenance, loss of critical power or other situation beyond the Contractor's control. Ensure Test server application and database environment is synchronized with the Production server application and database environment. Ensure data replication systems are functioning properly, perform disaster recovery plan once each quarter and provide a report for each test summarizing problems and recommending corrections. Prepare a monthly report on system log analysis for system intrusions, system/application errors and system outages.
3.1.4.12	Database Administration, Application Programming	Databases run at optimal performance 99.9% of the time allowing for planned downtime for services, preventive maintenance, loss of critical power or other situation beyond the Contractor's control. Ensure databases are configured for optimal performance, system downtime due to database errors shall be less

		than 2%. Monitor database server during anticipated peak traffic periods to ensure proper performance.
3.4.1.7	Website Management	Ensure the DefenseImagery.mil website is available 99.9% of the time allowing for planned downtime for services, preventive maintenance, loss of critical power or other situations beyond the Contractor's control.
3.4.1.13	Training Support	Training products will be evaluated for accuracy, usability and effectiveness through objective measures as well as trainee surveys.
3.4.1.14	System Analysis and Requirements Management	Ensure CCB meeting minutes are distributed electronically NLT 2 business days after each meeting. Ensure CCB meeting agendas are complete and accurate. Provide CCB members with meeting materials at least 2 days prior to the scheduled meetings for their review and comment.

4. DELIVERABLES

Operataions Task#	Deliverable Title	Format	Number	Calendar Days After TO Start
4.1	Program Management Plan	Contractor-Determined Format Alternate or additional formats may be specified by TM	Standard Distribution*	25 days
4.2	Contract Performance Report	Contractor-Determined Format Alternate or additional formats may be specified by TM	Standard Distribution*	Monthly, on 10th Workday Alternate or additional dates may be specified by TM
4.3	Weekly Status Report	Contractor-Determined Format Alternate or additional formats may be specified by TM	Standard Distribution*	Weekly, every Tuesday Alternate or additional dates may be specified by TM
4.4	Quality Control Plan	Contractor-Determined Format Alternate formats may be specified by TM	Standard Distribution*	25 days, upon changes and when specified by TM

4.5	Post Award Agenda/Meeting	Contractor-Determined Format	Standard Distribution	15 days after TO award
* Standard Distribution: 1 copy of the deliverable to each TM.				

4.1 Program Management Plan

The contractor shall provide program management support to DMA and its affiliates to ensure that work under this contract is managed efficiently, and shall provide best practices to provide ongoing support throughout the period of performance.

The Contractor shall provide a management plan to the Government that defines the assignment of duties and responsibilities for each position. Management plan shall be updated as changes occur, and shall indicate primary and alternate employees performing duties in each of the eight task areas.

The contractor shall develop and maintain a Program Management Plan (PMP) that shall be used as the underlying foundation for technical direction, resource management, and other planning, throughout the period of performance.

The PMP shall include, as a minimum, the following, where appropriate:

- Status of current and planned initiatives and programs
- All contractor performed tasks and subtasks
- Project organization
- Project transition processes, Transition Plan updates, and schedule
- Contractor organizational structure
- Contractor personnel assignments and duration
- Key deliverables
- Contractor travel information
- Budget information (planned versus actual, including incurred but not billed by task and subtask);
- Subcontract management (integration of personnel, software, and hardware)

4.2 Contract Performance Report

The contractor shall participate in regular In-Progress Reviews (IPRs) that provide the Government with a review of current and planned activities for major duty areas and to report current costs. The information provided in the IPR shall be considered as a foundation for the Contract Performance Report (CPR).

The CPR shall at a minimum:

- Summarize projects, schedules, activities, travel, and actions taken
- Identify concerns, issues, risks, and resolutions of identified problems or concerns
- Provide financial estimates concerning the costs of all CLINs expenditures during the previous months, including actual incurred, but not billed, expenses versus what was planned for the month, and cost projections through the remainder of the current task order
- Provide contractor personnel roster
- Timesheets for Contractor Employees for the review period

4.3 Weekly Status Report.

The contractor shall develop and submit a weekly status report to the Task Monitors to include, at a minimum, project deliverable status, accomplished tasks, status of ongoing projects and plans of any upcoming tasks and risks.

4.4 Quality Control Plan

The contractor shall submit a Quality Control Plan to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent and ensure non-recurrence of defective services.

4.5 Post-Award Agenda and Meeting

The Contractor shall schedule a post-award kickoff meeting with the Government within fifteen working days of the task order award. The contractor shall prepare an agenda that includes, as a minimum, an overview of project tasks, transition issues, development, deployment, and operational initiatives, security requirements, and any other logistics issues.

5. TRAVELAND SPECIAL REQUIREMENTS

5.1 Travel

Long distance travel may be required during the performance of this task order. Long distance travel shall be reimbursed to the extent allowable pursuant to the Joint Travel Regulations (JTR). Local travel shall be billed as an ODC and is defined as all travel within a fifty mile radius of the primary place of performance (excluding normal commuting travel).

5.2 Training

ALL training, regardless of type, will be coordinated and approved in advance with the local Government Task Monitor prior to scheduling or enrolling in the training. A written Cost Estimate shall be provided to the Government Task Monitor as part of the coordination process. Approval will be in writing.

5.2.1   Certification & Certificate Maintenance Training

Contractor shall bear the tuition, labor and travel costs for contractor certification preparation and maintenance training for 8570.01-M mandated certification. Other certification training, such as government required Information Assurance training and other general workforce training requirements levied by Defense Media Activity shall be provided by the Government at no cost to the Contractor. Labor hours during such training shall be billed to the Government.

5.2.2   Government Identified Unique Training

Training requirements defined by the government as unique to DMA and its affiliates shall be reimbursed by the Government. Travel costs shall be reimbursed by the government. Labor hours during the period of training shall be billed to the Government.

5.2.3   New Technology

New technology consists of Commercial Off-the-shelf (COTS) applications, operating systems and/or

integrated systems not identified in the original contract where the government requires in-house contractor expertise. Training and travel costs required for new technologies shall be reimbursed by the Government. Labor hours during the period of training shall be billed to the Government.

5.2.4   All Other Training

The Contractor shall bear the tuition and travel costs of all other training. Contractor hours spent in training, either during "official" duty hours or otherwise, shall not be billed to the Government.

5.3 Required Approvals

All requests for Long Distance Travel, Tools, Training and ODCs must be approved by the GTL or COR prior to incurring such costs.

5.4 Funding

Due to different sources of funding, Funding Contract Line Item Numbers (CLINs) will be established for each organization and shall consist of the following:
- CLIN(s): Costs associated with providing IT support for DMA HQ including labor and ODC.
- CLIN(s): Costs associated with providing IT support for DMA HQ B-Net including labor and ODC
- CLIN(s): Costs associated with providing IT support for DAMS including labor and ODC.
- CLIN(s): Costs associated with providing IT support for DINFOS including labor and ODC.

5.5 Additional Requirements

5.5.1 The contractor shall ensure vacancies are filled with technically qualified and appropriately skilled replacements and will provide the Government a request for key personnel substitution within four weeks of an incumbent's departure.

5.5.2 All contractor-developed solutions and related documents including all rights to the software, the source code, the customized commercial-off-the-shelf (COTS) tools, developer notes, and integration software developed at the request of Government and/or during Government-paid work hours shall be in accordance with the terms and conditions of the basic contract.

5.5.3 The Contractor shall provide support Monday through Friday, excluding Federal holidays, with some exceptions - see individual paragraphs above for specific hours and off-hour support requirements. Situations may arise where Government facilities may not be available for the performance of the task order.
5.5.4 The contractor shall comply with DoD Directive 8570.1, IA Workforce Improvement Guidance and maintain required certifications at no cost to the Government.

5.5.5 The Contractor shall report to the GTL all mishaps occurring during the execution of the task order if they result in personal injury, Government property damage, or financial loss to the Government. The Contractor shall support the Government in the mishap investigation.

5.5.6 The contractor shall not employ any persons for work on this contract who are identified by the Contracting Officer as a potential threat to the health, safety, security, general well-being or operational mission of the agency and its population. Company provided identification badges and nametags shall be prominently displayed at all times by contractor employees while on the installation. Contractor

"signature blocks" on email and correspondence shall be structured to indicate that an individual is contractor. Access to the facilities is granted to contractor employees only in the performance of their duties.

5.5.7The contractor shall maintain a record of employees for contingency notification purposes. This "emergency recall" list shall be provided to the Government and updated as changes occur.

5.5.9All IT solutions must conform to DoD's security requirement and align with DoD/DISA system accreditation requirements.

5.5.10All operation and integration solutions must be designed for scalability, allowing for futuregrowth, evolving business practices and integration of new technology.

5.5.11The Contractor may make arrangements with vendors to enable on-site product evaluations in support of this Task Order. These initiatives shall be coordinated with and approved in advance by the GTL. The manufacture, transportation and maintenance of articles submitted by a vendor for demonstration or testing shall be accomplished without cost to the Government. The submitter of any articles for evaluation shall furnish instructions for the disposal of such articles prior to completion of the test or evaluation. Any disposal in such instructions shall be at the expense of the submitter. Articles being evaluated shall not be donated to the Government. The evaluation or testing of such articles shall in no way obligate the on-site contractor or the Government to procure any quantities of the article submitted. The on-site contractor shall exercise due care in the handling and testing of voluntary submissions. The Government shall assume no responsibility or liability to submitters or others for (a) damages to, destruction of, or loss of voluntary submissions resulting from testing activities or otherwise, or (b) damages or injuries due to negligence or otherwise, which are incurred or suffered by submitters, submitter's employees, of invitees during any test or such article or disclosure which is under the control of the submitter, his authorized agents or employees, whether or not Government personnel are participating in the test. Demonstrations shall be conducted by an authorized employee of the vendor furnishing the item for demonstration. The submitter agrees to indemnify and hold harmless the Government, its agents, and employees from any and all claims or causes of action of whatsoever kind as may be incident to or arise from the Government's acceptance of and its participation in the test and evaluation of any article covered by this policy agreement. The submitter further agrees to be liable for any damages arising from either the negligence of its employees or any defects in equipment provided by the submitter.

5.6Duty Hours

The contractor shall be required to provide on-site support Monday through Friday within the normal duty hours of the organization being supported. The GTLshall provide detailed information.

Occasionally, contractor personnel may need to provide after-hours support to perform installations, upgrades, maintenance, troubleshooting, or to respond to emergency situations. The Contractor shall be required to provide unaccompanied support as needed 24 hours per day/7 days per week.

The Government shall make every attempt to notify the contractor at least 24 hours prior to requiring after-hours and off-site support. Occasionally, support may be required at a Government employee telecommuter's home. Travel shall be reimbursed in accordance with the JTR. The site GTL shall be the final approval authority for telecommuter support visits.

5.7 Overtime Requests.

The contractor shall notify the local GTL with a request for overtime. Government approval must be given before the contractor may work overtime except in the event of a Government work-stoppage or system failure. In that case, the Contractor Site Manager shall notify the GTL as soon as possible.

5.8 Government Task Leaders (GTLs) MUST NOT BE CONTACTED UNTIL AFTER AWARD OF SUBJECT TASK ORDER . ALL QUESTIONS MUST BE DIRECTED TO THE CONTRACTING OFFICER OR THE CONTRACT SPECIALIST.

5.8.1 Primary GTL for DMA HQ.

Name:	(b)(6)
Organization:	DMA HQ/ES/IRM
Department of Defense Activity Address Code (DODAAC):	HQ0347
Address:	6700 Taylor Ave., Ft. Meade, Maryland 20755
Phone Number:	(b)(6)
Fax Number:	
E-Mail Address:	

5.8.2 GTL for DAMS.

Name:	(b)(6)
Organization:	DVI
Department of Defense Activity Address Code (DODAAC):	HQ0347
Address:	6700 Taylor Ave., Ft. Meade, Maryland 20755
Phone Number:	(b)(6)
Fax Number:	
E-Mail Address:	

5.8.3 Primary GTL for DINFOS:

Name:	(b)(6)
Organization:	DINFOS
DODAAC:	H91261
Address:	6500 Mapes Rd, Fort Meade, MD 20755
Phone Number:	(b)(6)
Fax Number:	
E-Mail Address:	

5.8.4 Alternate GTL for DINFOS:

Name:	(b)(6)
Organization:	DINFOS
Department of Defense Activity Address Code (DODAAC):	H91261
Address:	6500 Mapes Rd, Fort Meade, MD 20755
Phone Number:	(b)(6)

Fax Number:	(b)(6)
E-Mail Address:	

5.8.5 GTL for DMA HQ B-net.

Name:	(b)(6)
Organization:	DMA HQ/TS
Department of Defense Activity Address Code (DODAAC):	HQ0347
Address:	6700 Taylor Ave., Ft. Meade, Maryland 20755
Phone Number:	(b)(6)
Fax Number:	
E-Mail Address:	

6.3.2 Alternate GTL for DMA-HQ:

Name:	(b)(6)
Organization:	DMA HQ/ES/IRM
Department of Defense Activity Address Code (DODAAC):	HQ0347
Address:	6702 Taylor Ave, Fort Meade, MD 20755
Phone Number:	(b)(6)
Fax Number:	
E-Mail Address:	

5.8.6 Contracting Officer's Representatives: MUST NOT BE CONTACTED UNTIL AFTER AWARD OF SUBJECT TASK ORDER . ALL QUESTIONS MUST BE DIRECTED TO THE CONTRACTING OFFICER OR THE CONTRACT SPECIALIST.