PERFORMANCE WORK STATEMENT (PWS)
Joint Service Provider (JSP)
Information Technology Support Services - Service Delivery

19 March 2018

PART 1
GENERAL INFORMATION

1. <u>GENERAL</u>: This is a non-personal services contract to provide Information Technology (IT) Support Services – Service Delivery. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Prime Contractor who, in turn is responsible to the Government.

1.1. <u>Description of Services/Introduction</u>: The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform IT Support Services – Service Delivery as defined in this PWS except for those items specified as Government-furnished property and services. The Contractor shall perform to the standards in this contract.

1.2. <u>Background</u>: On 1 May 2015, the Deputy Secretary of Defense approved aligning IT services in the Pentagon and the National Capital Region (NCR) to a "Joint Information Technology Single Service Provider – Pentagon," hereafter referred to as the Joint Service Provider (JSP) under the operational control of the Defense Information Systems Agency (DISA).The JSP is dedicated to helping supported user organizations achieve mission success by providing secure, robust, reliable, and state-of-the-art enterprise IT solutions. The JSP service offerings are intended to meet both mission requirements and provide the most effective and efficient IT services available to its supported user base. The JSP's experienced team of Service Representatives, Engineers, and Customer Relationship Managers are dedicated to delivering outstanding service.

1.2.1. The JSP provides a full range of IT products, services, solutions and user support to the OSD 4th Estate offices to meet mission and business requirements. The JSP also provides advice and assistance to senior managers to ensure IT and information resources are managed in a manner that implements DOD policies, procedures established priorities.

1.2.2. The JSP collects and synthesizes data and supplies analytical tools to assist in the creation of accurate forecasts. The JSP conducts major IT program reviews for users to assess mission critical impacts and changes in DOD strategic direction. The JSP collects, manages, stores, controls and monitors its user data to ensure integrity and protection. The JSP also supports the transactional business of its users through case management, analytics and business intelligence systems, and tools in support of the human resources, financial, facilities, adjudication, and contract management services. To support its mission, audits and assessments are conducted to assess compliance with existing laws and policies. As an enterprise operation, JSP has opportunities to improve the quality, timeliness, and cost of services. The JSP is currently challenged by an increasing amount of complexity stemming from process gaps, contract ambiguity, rapid technology evolution, political management structure, and geography. This complexity is further compounded by the continually evolving enterprise environment. Changes related to user demands, department IT strategy, security threats, and technological capabilities or challenges are frequent and disruptive. It is within this context that the JSP must maintain an agile support organization for over 42,590 users (including 28 Presidential Appointees needing Senate confirmation (PAS), hundreds of Senior Executive Service (SES) leaders, and Flag and General Officers) with unique requirements across four primary networks, supporting approximately 75,000 assets, 97 locations, and 98 mission-specific applications. The majority of assets are at the Pentagon and other Government-leased facilities in the NCR as well as some in Hampton Roads, Virginia and sites specified in Section 1.6.6.1 of this PWS.

1.2.3. <u>JSP Organization</u>: The JSP is responsible for the installation, operation, and maintenance of the enterprise infrastructure. The JSP is organized into service centers, divisions, and branches. The JSP is comprised of the following five (5) functionally-aligned organizational centers:

1.2.3.1. <u>Business Resource Center (BRC)</u>: The BRC provides timely, accurate, and compliant human and financial resources in support of the JSP mission; furthermore, the BRC provides acquisition and asset management support for the JSP.

1.2.3.2. <u>Cyber Security Center (CSC)</u>: The CSC provides security services for Pentagon users and their assets. These recognized assets are located physically within the Pentagon and various NCR locations. Information Assurance (IA) and Mission Assurance Directorate addresses a variety of security issues, including security architecture design, security policy, security incident response, and security management of JSP equipment and personnel. The CSC ensures the integrity, confidentiality, and attribution of all information accessed whenever and wherever needed.

1.2.3.3. <u>Customer Service Center</u>: The Customer Service Center provides dependable IT services for Pentagon and NCR users through responsive and timely resolutions that capitalizes on innovative technologies. The Customer Service Center is comprised of six (6) divisions:

    (1) External Customer Support
    (2) Tier I Service Desk
    (3) Tier II Desktop Support
    (4) VTC Services (although a part of the Customer Service Center, VTC task requirements will not be included for this Service Delivery acquisition)
    (5) Customer Engagement
    (6) Very Important Person (VIP) Services

1.2.3.3.1. The Customer Service Center provides unclassified and classified (Secret) enterprise computing, backup, storage and facility infrastructure management in support of all components of the Pentagon Community and application hosting for users worldwide. Data Center Infrastructure consists of mainframe and open systems platforms. Data Center Services manages storage, fiber channel connectivity and application failover for tenants to ensure that their command, control, and continuity of business applications can be supported regardless of the operational state of the Pentagon and the Pentagon's IT resources. As the JSP's user-facing group, the Customer Service Center's functions include the following:

    (1) Tier I Call Center Support
    (2) Tier II Deskside and Remote Support
    (3) User Account Management
    (4) Desktop Services
    (5) Wireless/Mobile Device Support
    (6) VIP Support
    (7) Customer Relations Management
    (8) Strategic Communications
    (9) End User Training

1.2.3.4. <u>Architecture, Configuration, Engineering, and Solutions (ACES) Center</u>: The ACES Center provides guidance and develops strategies to modernize and advance the JSP. The ACES Center assists with providing users with the best possible, most effective, and most efficient enterprise processes and solutions. The ACES Center is responsible for technology standards, technical architecture, thought leadership, and the enterprise laboratory. It operates and maintains the JSP test environments well as maintains an ongoing analysis of the current and desired end-state of the JSP.

1.2.3.5. <u>Enterprise Services Center (ESC)</u>: The ESC ensures the JSP network functions effectively and efficiently to support the JSP mission. Other major roles of the ESC include infrastructure engineering, developing budgets for technical submissions (rough order of magnitudes (ROMs), costs, spend plans, business case analyses, etc.) and leading lifecycle management planning.

1.2.3.5.1. <u>Hampton Roads (HR)</u>: HR falls under the ESC, and HR has two main campuses, one in Norfolk and one in Suffolk, and primarily supports the Joint Staff (JS) users in those locations. HR hosts local services for system best not provided over the Wide Area Network. These services include Virtual Desktop Infrastructure, Storage Systems, print, authentication, and patch distribution. There is a service desk located at each location.

1.3. <u>Objectives</u>: The overall objectives of this acquisition are to (1) satisfy JSP user needs for secure, accessible, and stable IT support; (2) continuously improve end-to-end service levels; (3) capitalize on IT Management best practices, such as the Information Technology Infrastructure Library (ITIL), Project Management Body of Knowledge (PMBOK), and Capability Maturity Model Integration (CMMI); and (4) reduce JSP total cost of ownership consistently over time.

1.3.1. A supporting objective is to also understand the current operating environment of the JSP and to leverage mature capabilities and industry best practices to improve efficiency and reduce complexity in order to enhance the JSP's IT support services. Overall objectives include adapting and implementing the following:

(1) *Customer Fulfillment*: Meet user needs through exceptional customer service and effective IT solutions that are consistent, flexible, and timely.
(2) *Customer Trust*: Strengthen JSP organizational integrity by improving service reliability through the proactive identification and resolution of potential problems allowing users to count on consistent, high-quality service.
(3) *Agility*: Establish and maintain a scalable and flexible IT capability that quickly and effectively adapts to the dynamic JSP environment without disrupting the user.
(4) *Leadership*: Deliver effective IT management and support capabilities by using a Systems Engineering discipline, innovative approaches, and exceptional problem-solving skills to identify, troubleshoot and resolve user challenges.
(5) *Maturity*: Improve the formality and optimization of JSP's processes in order to better manage quality, risk and the knowledge base.
(6) *Interoperability*: Reduce operational complexity within the JSP environment and eliminate barriers that impede information sharing to improve support for JSP's cross-organizational, segmented and geographically diverse user base.

1.3.2. The JSP seeks to deliver responsive IT services and support to its users in the most efficient manner possible. As the centralized IT service provider, the JSP can bring to bear its full capability to realize its vision to be the creative catalyst for solutions that guarantee mission success. To achieve this state, JSP applies the following five strategies to all of its business operations: (1) Reduce Complexity; (2) Sustainment; (3) Rapid Provisioning; (4) Enable the Enterprise; and (5) Improve Security.

1.4. <u>Scope</u>: The Contractor shall provide the following types of IT Services and Support to include the following:

(1) Very Important Person (VIP) Support
(2) Tier I Call Center Support
(3) Tier II Deskside and Remote Support
(4) End User Training
(5) Strategic Messaging to the JSP Supported Users
(6) Boards, Commissions, and Task Force (BCTF)/Operations Service Request (OSR) Support
(7) Wireless Services Support
(8) Telecommunications Services Support
(9) Customer Relations Management (CRM) Support
(10) Macintosh (Mac) Support

1.4.1. <u>JSP Operational Environment</u>: The JSP provides service on the USER and/or Resource domain to approximately 30,000 Non-Classified Internet Protocol Router Network (NIPRNet) and 7,500 Secret Internet Protocol Router Network (SIPRNet) end-user workstations. The JSP user base consists of 26,500 Level I (non-VIP) end users and 800 Level II and Level III VIP end users. In August 2018, the Army will

on-board into the JSP enterprise with 15,000 Level I (non-VIP) end users and 290 Level II and Level III VIP end users. These workstations are in the process of being migrated from Windows 7 SP1 to Windows 10. The domain is also inclusive of approximately 1450 iPads/iPhones, 225 Android devices, and approximately 6,500 mobile devices, and 54 DOD Mobility Classified Capability (DMCC) devices. The Team also provides support to approximately 2,100 Joint Worldwide Intelligence Communications Systems (JWICS).

1.4.1.1. Technical Support Tiers: The JSP's Technical Support Tiers can be characterized as:

JSP Support Tier	Description
Tier 0	End-user self-service and end-user retrieved information.
Tier I	Basic service support to end-users and groups. Filters Service Desk calls/communications and provides basic support and troubleshooting, such as password resets, printer configurations, break/fix instructions, ticket routing and escalation to Tier II and Tier III support.
Tier II	More complex service support requiring involvement of Subject-Matter-Experts (SMEs) and/or on-site support for complex service support requirements that may involve certified engineers or touch labor.
Tier III	Expert solutions engineering and platform services technology support.
Tier IV	Expert problem management or expert outside-contractor support.

1.4.1.2. Support Levels: Support to JSP users can be characterized as:

JSP User Profiles[1]	Description
Level I	Service Desk user characterization consisting of knowledge workers (neither Gold nor Platinum VIPs) and contractor support (~41,500 users).
Level II "Gold"	Service Desk user characterization consisting of military General Officers (O-7 to O-8) and SES Level I-II (~720 users) and National Military Command Center (NMCC) Deputy Director of Operations (DDO) along with 12 Operations Team (OT) positions.
Level III "Platinum	Service Desk user characterization consisting of military General Officers (O-9 to O-10), SES Level III, PAS, and their designated "plus one." Also included is a select sub-set of VIPs (~370 users).
[1]These user numbers consist of all users that will be supported by the JSP; however, Army users are anticipated to on-board into the JSP enterprise beginning in August 2018. Army users consist of approximately 15,000 Level I users and 290 VIP users (270 Level II users & 20 Level III). The Contractor shall be expected to support a reduced total number of users prior to the on-boarding of Army users. The Contractor shall scale its staff and level-of-effort appropriately to support a total user number before and after assumption of Army users.	

1.4.1.3. Impact: Determining impact is a measure of the effect of an Incident, Problem, or Change on business processes. Impact is often based on how Service Levels will be affected:

JSP Impact	
Extensive	• Fifty (50) or more total users affected • Five (5) or more user organizations affected • Negligent Disclosure of Classified Information (NDCI)
Significant	• One (1) or more Level II/III users affected • 11-19 Level I users affected
Moderate	• 2-10 users affected
Minor	• Single user or internal support database affected

1.4.1.4. Urgency: Determining urgency is based on how long it will be until an Incident has a significant impact on the business. For example, a high impact Incident may have low urgency if the impact will not affect the business until the end of the financial year:

JSP Urgency	
Critical	• Level III user affected • System is currently impacted and immediate action is needed to resolve the issue
High	• Level II user affected • Service is degraded or slow
Medium	• Service is degraded or slow but a workaround exists
Low	• Level I user affected • Intermittent or potential problem but normal work can continue • Incident type is a user Service Request

1.4.1.5. Priority: Calculating Priority is determined as a function of Impact (see 1.4.1.3) and Urgency (see 1.4.1.4):

			JSP Impact			
			Extensive	Significant	Moderate	Minor
			1	2	3	4
JSP Urgency	Critical	1	1	1	2	2
	High	2	1	2	2	3
	Medium	3	2	3	3	3
	Low	4	4	4	4	4

1.4.1.6. Priority Weight: Priority Weight is determined as a function of Impact and Urgency (see 1.4.1.5):

JSP Priority Weight
1   Critical
2 – High
3 – Medium
4 – Low

1.4.2 JSP Users: The JSP services the DOD in the NCR and other select locations. The JSP users include, the following:

1.4.2.1. Office of the Secretary of Defense (OSD):

OSD Users
Secretary of Defense
Deputy Secretary of Defense
Executive Secretary of the Department of Defense
Under Secretary of Defense for Acquisition, Technology and Logistics (AT&L)
Under Secretary of Defense Comptroller/Chief Financial Officer (USD(C)/CFO)
Under Secretary of Defense for Intelligence
Under Secretary of Defense for Personnel and Readiness (P&R)
Under Secretary of Defense for Policy
Deputy Chief Management Officer
Assistant Secretary of Defense for Acquisition (ASD(A))
Assistant Secretary of Defense for Asian & Pacific Security Affairs (APSA)
Assistant Secretary of Defense for Global Strategic Affairs (ASD(GSA))
Assistant Secretary of Defense for Health Affairs (HA)
Assistant Secretary of Defense for Homeland Defense and Global Security
Assistant Secretary of Defense for International Security Affairs (ISA)
Assistant Secretary of Defense for Legislative Affairs (LA)

OSD Users
Assistant Secretary of Defense for Logistics and Materiel Readiness (L&MR)
Assistant Secretary of Defense for Chief Information Officer (DOD CIO)
Assistant Secretary of Defense for Nuclear & Chemical & Biological Defense Programs (NCB)
Assistant Secretary of Defense for Operational Energy Plans and Programs (OEP&P)
Assistant Secretary of Defense for Public Affairs (PA)
Assistant Secretary of Defense for Manpower and Reserve Affairs (M&RA)
Assistant Secretary of Defense for Readiness (ASD(R))
Assistant Secretary of Defense for Research & Engineering ASD(R&E)
Assistant Secretary of Defense for Special Operations and Low Intensity Conflict (SO/LIC)
Assistant Secretary of Defense for Strategy, Plans and Capabilities
General Counsel of the Department of Defense
Inspector General of the Department of Defense
Director of OSD Cost Assessment and Program Evaluation (CAPE)
Director of Operational Test and Evaluation (DOT&E)
Assistant to the Secretary of Defense for Intelligence Oversight (IO)
Director of Administration and Management (DA&M)
Deputy Under Secretary of Defense for Advanced Systems and Concepts
Deputy Assistant Secretary of Defense for Civilian Personnel Policy
Deputy Assistant Secretary of Defense Manufacturing and Industrial Base Policy
Deputy Under Secretary of Defense for Installations and Environment (I&E)
Deputy Under Secretary of Defense for Logistics and Material Readiness
Deputy Assistant Secretary of Defense for Military Community and Family Policy
Deputy Assistant Secretary of Defense for Military Personnel Policy
Deputy Assistant Secretary of Defense for Wounded Warrior Care and Transition Policy

1.4.2.2. Department of the Army:

Army Users
Administrative Assistant to the Secretary of the Army
Army Auditor General
Assistant Chief of Staff, Installation Management
Assistant Secretary of the Army for Acquisition, Logistics and Technology
Assistant Secretary of the Army for Civil Works
Assistant Secretary of the Army for Financial Management and Comptroller
Assistant Secretary of the Army for Installations and Environment
Assistant Secretary of the Army for Manpower and Reserve Affairs
Chief of Chaplains
Chief Information Officer
Chief of Engineers
Chief of Staff of the Army
Chief, National Guard Bureau
Department of the Army National Cemeteries
Director of the Army Staff
Deputy Under Secretary of the Army
Deputy Chief of Staff, Army G-1 (Personnel)
Deputy Chief of Staff, Army G-2 (Intelligence)
Deputy Chief of Staff, Army G-3/5/7 (Operations)
Deputy Chief of Staff, Army G-4 (Logistics)
Deputy Chief of Staff, Army G-8 (Financial Management)
Chief, Army Reserve
Chief, Legislative Liaison
Chief, Public Affairs
General Counsel

Army Users
The Inspector General
The Judge Advocate General
The Surgeon General
Secretary of the Army
Army Office of Small Business Programs
Sergeant Major of the Army
Under Secretary of the Army
Army Chief of Engineers
Vice Chief of Staff of the Army

1.4.2.3. Department of the Navy:

Navy Users
Assistant Secretary of the Navy (Research, Development and Acquisition)
Assistant Secretary of the Navy (Manpower and Reserve Affairs)
General Counsel
Assistant Secretary of the Navy (Financial Management and Comptroller)
Assistant Secretary of the Navy (Energy, Installations and Environment)
Chief of Naval Information (CHINFO)
Office of Legislative Affairs
Chief of Naval Research (CNR)
Judge Advocate General
Inspector General
Auditor General of the Navy
Sexual Assault Prevention and Response Office
Office of Small Business Programs
Deputy Under Secretary of the Navy for Policy (P)
Deputy Under Secretary of the Navy for Manpower (M)
Naval Criminal Investigative Services (NCIS)
Secretary of the Navy
Under Secretary of the Navy

1.4.2.4. Department of the Air Force:

Air Force Users
Under Secretary of the Air Force
The Deputy Under Secretary of the Air Force for International Affairs
The Deputy Under Secretary of the Air Force for Space Programs
Assistant Secretary of the Air Force for Acquisition
Assistant Secretary of the Air Force for Financial Management and Comptroller
Assistant Secretary of the Air Force for Installations, Environment and Logistics
Assistant Secretary of the Air Force for Manpower and Reserve Affairs
General Counsel of the Department of the Air Force
Inspector General of the Air Force
Chief of Legislative Liaison
Administrative Assistant to the Secretary of the Air Force
Auditor General of the Department of the Air Force
Air Reserve Forces Policy Committee

1.4.2.5. Joint Staff (JS):

JS Users
Joint Chiefs of Staff (JCS)
Joint Staff

1.4.2.6. <u>Other</u>:

Other Users
Armed Services Board of Contract Appeals
Department of Homeland Security
Department of Justice
Drug Enforcement Administration
Equal Employment Opportunity
Executive Office of the President
Federal Aviation Administration
International Trade Administration
North Atlantic Treaty Organization
Physical Disability Agency
United States Coast Guard
United States Court of Appeals for the Armed Forces
Veterinary Services Systems Management

1.5. <u>Period of Performance</u>: The Period of Performance (POP) shall be for one (1) Base Period of 12 months and four (4) 12-month Option Periods.

1.6. <u>General Information</u>:

1.6.1. <u>Program Management</u>: The Contractor for this award is responsible for ensuring all Contractor and subcontractor personnel are responsive and capable of meeting all applicable deliverables. The Government expects the Contractor to direct and prioritize all actions in support of this PWS.

1.6.1.1. <u>Award Management</u>: The Contractor shall be responsible for ensuring all reports, metrics, and analyses are available and quantify that the required deliverables have been achieved.

1.6.2. <u>Quality Control</u>: The Contractor shall develop and maintain an effective quality control program 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. The Contractor's Quality Control Plan (QCP) is the means by which the Contractor assures itself that its work complies with the requirement of the contract. The QCP shall be delivered via electronic mail within thirty (30) days of contract award. Amendments/changes to the QCP shall be delivered to the Contracting Officer's Representative (COR) and Contracting Officer (KO) within three (3) business days following any change.

1.6.3. <u>Quality Assurance</u>: The Government shall evaluate the Contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.6.3.1. The Government shall use a QASP to monitor the quality of the Contractor's performance. The oversight provided for in the contract and in the QASP shall help to ensure that service levels reach and maintain the required levels throughout the contract term; furthermore, the QASP provides the Government Technical Representative (GTR) with a proactive way to deter unacceptable or deficient performance, and it also provides verifiable input for the required Past Performance Information Assessments. The QASP will be finalized immediately following award and a copy provided to the Contractor after award. The QASP is a living document and may be updated by the Government, with a copy provided to the Contractor

1.6.3.2. The Contractor shall ensure the quality of products and services delivered under this contract. The Contractor shall apply industry standards, best practices, and quality assurance practices in program

management to include, at a minimum, identification of quality control factors and processes, evaluation methods, performance monitoring, and process improvement.

1.6.4. Recognized Holidays: The Contractor shall be required to perform service on Recognized Holidays. Support on Recognized Holidays shall be performed through a flexible time management process coordinated by the Contractor and approved by the Government. Recognized Holidays are identified as follows:

Recognized Holidays	
(1) New Year's Day	(2) Martin Luther King Jr.'s Birthday
(3) President's Day	(4) Memorial Day
(5) Independence Day	(6) Labor Day
(7) Columbus Day	(8) Veteran's Day
(9) Thanksgiving Day	(10) Christmas Day

1.6.5. Hours of Operation: The Contractor shall be responsible for providing on-site support capable of meeting the required contract deliverables 24 hours a day, 7 days per week, and 365 days per year (24x7x365). After Hours support is required for critical and high priority tickets that cannot wait until the next business day. For any critical and high priority on-call tickets, the Contractor shall obtain pre-approval from the Government Task Monitor before initiating work. Outside Core Business Hours (i.e. After Hours), VIP-level IT support shall be provided by on-duty qualified Tier II technicians. For informational purposes, over the last six (6) months, 775 VIP tickets were submitted of which 53 were outside core business hours (~7%). The Government shall not be charged overtime for critical and high priority on-call tickets unless the Government has approved such charges. A summary of the JSP's Hours of Operation is listed in the table below:

Hours	Description
Core Business Hours	6:00 AM – 6:00 PM Eastern Time (ET), Monday through Friday, NOT including Federal holidays or Government closure. A full work day shall be considered as eight (8) hours. The Contractor shall ensure that their staffing plan provides coverage during Core Business Hours that is capable of meeting the standards established in Technical Exhibit 1, Performance Requirements Summary (PRS).
Service Desk Hours	24 hours per day, 7 days per week, 365 days per year, including Federal holidays and Government closure.
After Hours	6:00 PM – 6:00 AM ET, Monday through Sunday, including Federal holidays and Government closure.
Overtime Hours	For Labor Hour and Time and Material CLINs- If the contractor exceed 40 hours a week, the contractor must receive prior approval from the COR to work overtime hours.

1.6.5.1. The Contractor shall provide support 24x7x365 except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government-directed facility closings. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.6.5.2. The Contractor shall provide 24x7x365 Call Center Service Desk support for all NCR-based users during Core Business Hours and After Hours (e.g., Continuity of Operations (COOP) events). Call Center support locations include, but are not limited to, the Pentagon, Hampton Roads (Norfolk and Suffolk), Mark Center, and Crystal City.

1.6.5.3. Unless otherwise approved by the COR, the Contractor shall perform support services on-site (in Government work spaces) during the JSP's core business hours from 6:00 AM to 6:00 PM for the purposes of supporting users and the infrastructure.

1.6.5.4. In providing on-call support After Hours, the Contractor shall be capable of providing at least remote support within one (1) hour of receiving notification by the COR; however, depending on the nature of the activity/event, on-site support may be required. Activity/event-driven on-site support may occur on a scheduled or unscheduled basis.

    (1) Scheduled on-site support activities: the Contractor shall report for work at the time and place pre-arranged with the COR. The COR provides written notice to the Contractor at least two (2) business days in advance, and specifies the task areas that require support.

    (2) Unscheduled on-site support activities: the Contractor shall arrive on-site (ready to work) at the Government facility within one (1) hour that the Contractor receives notification that on-site support is required.

1.6.5.5. <u>Contingency Operations and Contingency Plan</u>: The Contractor shall provide, a plan per Defense Federal Acquisition Regulation Supplement (DFARS) 252.237-7023 to ensure the continuation of essential contractor services in support of mission-essential functions. If the Government is closed due to weather, then staffing should implement their inclement weather plans to ensure the delivery of the support outlined in Section 5 of this PWS.

1.6.6. <u>Place of Performance</u>: The primary place of performance is in the NCR; however, on-site support may be required at CONUS/OCONUS locations where Government personnel may travel for work. Contractor personnel may be requested to work at the Alternate Government locations during emergencies and emergency exercises. Individual Contractor personnel may be designated as essential personnel to support contingency operations at Alternate Government locations during actual emergencies and emergency exercises.

1.6.6.1. The Contractor shall provide on-site and remote services at the following locations:

    (1) Crystal City – Arlington, VA
    (2) Mark Center – Alexandria, VA
    (3) Pentagon – Arlington, VA
    (4) Hampton Roads (Norfolk and Suffolk), VA
    (5) Fort Belvoir, VA
    (6) Fort Detrick, MD
    (7) Rosslyn, VA
    (8) Other Government sites within the NCR as defined in 10 U.S.C. 2674, "Operation and control of Pentagon Reservation and defense facilities in National Capital Region"
    (9) Defense Security Cooperation Agency (DSCA) support in Rhode Island
    (10) CONUS/OCONUS locations where Government personnel may travel for work
    (11) Defense Legal Services Agency (DLSA)/Defense Office of Hearings and Appeals (DOHA) has a telework site located in 21041 Burbank Blvd Suite 206, Woodland Hills, CA 91367 that requires quarterly visits to update hardware and software. There are currently eight (8) full-time teleworkers that use notebooks on-site to work via Secure Sockets Layer (SSL)/Virtual Private Network (VPN) (see PWS section 5.8.11).
    (12) Eglin Air Force Base, as required
    (13) GI/VIP Quarters within the NCR
    (14) COOP sites inside and outside the NCR, both CONUS and OCONUS, as required; Contractor or Contractor employee's premises, as permitted by the Government on a case-by-case basis (COOP locations shall be identified after contract award)

1.6.6.2. <u>Telework</u>: The Government may permit telework by Contractor employees for the tasks described within this PWS when it is determined to be in the best interest of the Government in meeting work requirements. Telework shall apply only to NIPRNet. The Contractor must have an established program subject to review by the Government. All telework agreements must be authorized and approved by the Government Task Monitor (GTM), and they shall include the date, time, and description of the work to be performed. The Contractor Lead Program Manager shall oversee the implementation of the Contractor's telework program, which shall account for and report the employee's time spent in the telework status. The

Contractor shall monitor, assess, and ensure compliance with DOD Instruction (DODI) 1035.01, Telework Policy. Telework shall be at no additional cost to the Government.

1.6.6.3. Alternate Place of Performance – Contingency Only: As determined by the Government, the Contractor employees may be required to work at an alternate place of performance (e.g. home, Contractor's facility, or another approved activity within the local travel area) in cases of unforeseen conditions or contingencies (e.g. pandemic conditions, exercises, Government closure due to inclement weather, etc.). Non-emergency/non-essential Contractor personnel should not report to a closed Government facility. The Contractor shall prepare all deliverables and other contract documentation utilizing Contractor resources. To the extent possible, the Contractor shall use best efforts to provide the same level of support as stated in the PWS.

1.6.6.4. Tier I Service Desk: The Contractor's Tier I Service Desk personnel shall be located at the JSP's call center hub located at Fort Detrick, MD.

1.6.7. Type of Contract: The Government shall award a hybrid contract with a combination of Firm-Fixed-Price (FFP), Time & Materials (T&M), and Labor-Hour CLINs.

1.6.8. Security Requirements: The Contractor shall have a Top Secret (TS) Facility Clearance from Defense Security Services (DSS) at proposal submission. The Contractor shall maintain the level of facility clearance for the life of the contract. Contractor personnel performing work under this contract shall have Secret, TS, TS/Sensitive Compartmented Information (SCI), and TS Special Access Program (SAP) at proposal submission and based on the specified services identified throughout the PWS and listed in the table below. The Contractor's employees, performing work in support of this contract, shall have been granted the appropriate security clearance from the Defense Industrial Security Clearance Office. The Contractor personnel shall maintain the level clearances for the life of the contract. The security requirements are in accordance with the attached DD Form 254. The Contractor shall comply with all security policies and procedures that apply to DOD. Security procedures shall be made available to Contractor personnel upon award. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS. The Contractor shall provide personnel with the appropriate security clearances during the required hours of operations as specified in the table below:

Task Area	Minimum Security Clearance
5.1. – VIP Support	TS/SCI – 50% of the team must be SCI Defense Intelligence Agency (DIA) Adjudicated cleared at the start of the contract (~30% North Atlantic Treaty Organization (NATO) Secret) Secret – all remaining personnel that do not possess TS/SCI as stated above
5.2. – Service Desk Support	Enterprise Service Desk – Secret (100% NATO Secret) Deskside Support – TS/SCI 33%, Secret- all remaining personnel that do not possess TS/SCI as stated above BCTF/OSR Support – Secret to TS/SCI (100% NATO Secret; 33% TS/SCI)
5.3. – Wireless Services Support	Secret
5.4. – Telecommunications Services Support	Secret
5.5. – CRM Support	Secret
5.6. – Mac Support	Secret
5.7. – Optional Army On-Boarding Support	Secret
5.8. – Optional Tasks	Secret

Task Area	Minimum Security Clearance
5.8.11. – Optional DOD Office of General Counsel (OGC), Defense Legal Services Agency (DLSA) IT Support	**Pentagon:** Requires one (1) TS SCI-cleared technician for JWICS workstation administration and IA duties and two (2) TS-cleared technicians with levels 1-3 experience (servers (VMware), networking, and workstations). **Crystal Park 5:** Requires one (1) TS SCI-cleared technician and one (1) TS-cleared technician **Arlington, VA:** Requires two (2) TS-cleared technicians with levels 1-3 experience (servers (VMware), Host Based Security System (HBSS), networking, and workstations). **Crystal Gateway One:** In addition to the above, historically there has been one (1) TS SCI technician capable of providing levels 1-3 sever, networking, and workstation support to the DLSA Reading Room in Crystal Gateway One.
5.8.14. – Optional Continuity Support At-Site	TS/SCI

1.6.8.1. Physical Security: The Contractor shall be responsible for safeguarding all Government equipment, information, and property provided for Contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

1.6.8.2. Key Control: The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the QCP. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the KO and COR.

1.6.8.2.1. In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the KO, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.

1.6.8.2.2. The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the KO.

1.6.8.3. Lock Combinations: The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's QCP.

1.6.8.4. IT Sensitivity Levels: The JSP supports workstations that reside on the NIPRNet, SIPRNet, Joint Worldwide Intelligence Communications System (JWICS) and other standalone SAP networks. All personnel assigned to this contract shall at a minimum have Secret security (Active) clearance, with the exception of outside consultants supporting process improvement initiatives who shall not require building

badges, Common Access Card (CAC), or network accounts. The Contractor must also provide adequate personnel with clearances at the appropriate level to support higher classification IT systems to include some personnel with TS/SCI. Actual knowledge, generation, or production of NATO-classified information is not required for performance of the contract. Cleared personnel are required to perform this service because access to NATO-classified information cannot be precluded by escorting personnel. The Contractor shall obtain Government approval for access to NATO information and follow Government policy to safeguard NATO information. The Contractor shall not have access to NATO information until all approvals are in place and NATO access recorded in JPAS. The Contractor must receive approval from the Government Contracting Authority (GCA) to grant NATO access to a subcontractor; in addition, DOD Instruction (DODI) 8500.01, Cybersecurity requires certain investigative levels for contractors working on DOD Information Systems. For the purposes of this PWS the following IT Sensitivity Levels shall apply:

Position	IT Level
Technicians with access to router access control lists (ACLs), VPN devices, Firewall Rule sets. Supervisors of personnel who have these responsibilities.	IT-I Privilege
Project Leaders, System Analysts, System Architects, and Senior Technicians with administrative privileges on the servers.	IT-II Limited Privilege

1.6.9. Special Qualifications: Contractor personnel shall be required to sign a Non-Disclosure Agreement within five (5) days of contract award and/or when on-boarded. The Contractor shall also provide the following Special Qualifications.

1.6.9.1. Personnel Qualifications: The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DOD 8570.01-M, Information Assurance Workforce Improvement Program prior to being engaged to perform work for Service Delivery. The Contractor shall meet the applicable information assurance certification requirements, including:

(1) DOD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DOD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DOD 8570.01-M.

1.6.9.1.1. Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions. Contractor personnel who do not have proper and current certifications shall be denied access to DOD information systems for the purpose of performing information assurance functions. Below is a listing of some of the required minimum certifications to perform the following tasks listed below. All other minimum qualifications are listed in Technical Exhibit 7 – Labor Categories.

Task Area	Minimum Certification Requirement	Required Percentage of Contractor Staff	Labor Categories (See Technical Exhibit 7)
5.1. – VIP Support	Computing Technology Industry Association (CompTIA) Security+ AND Help Desk Institute (HDI) or A+ related certifications relevant to personnel roles/responsibilities	100% VIP Support staff	(1) Sr. Help Desk Specialist (2) Subject Matter Expert (Journeyman) (3) Subject Matter Expert (Master) (4) Subject Matter Expert (Senior)

Task Area	Minimum Certification Requirement	Required Percentage of Contractor Staff	Labor Categories (See Technical Exhibit 7)
5.1.20. – VIP Support Operations 5.2.9. – Deskside/Forward Deployed Support 5.2.13. – Desktop Installation and Management Services 5.2.27. – BCTF/OSR Support 5.3.2. – Incident Manager (IM) 5.3.10. – Release and Deployment Management (Property Administrator or Property Custodian personnel)	Bachelor's degree in Logistics, Supply Chain Management. Preferred five (5) years of experience using the Defense Property Accountability System (DPAS) at the Accountable Property Officer level. DPAS certified or completed DPAS training within 10 business days of assignment.	100% of all Property Administrator/Custodian staff	(1) Sr. Help Desk Specialist
5.2. – Service Desk Support	CompTIA Security+ AND HDI or A+ related certifications relevant to personnel roles/responsibilities	100% Tier I 100% Tier II	(1) Documentation Specialist (Journeyman) (2) Mid Helpdesk Specialist (3) Project Manager (Senior) (4) Project Manager (5) Service Desk Technician I (6) Sr. Help Desk Specialist (7) Subject Matter Expert (Journeyman) (8) Subject Matter Expert (Master) (9) Subject Matter Expert (Senior) (10) Systems Engineer (11) Training Specialist (Senior)
5.2.27. – BCTF/OSR Support	CompTIA Network+	50% BCTF/OSR technicians	(1) Help Desk Specialist (2) Mid Help Desk Specialist (3) Sr. Help Desk Specialist
5.2.27. – BCTF/OSR Support	CompTIA Security+	100% BCTF/OSR staff (technicians, project managers, and lead project manager)	(1) Help Desk Specialist (2) Mid Help Desk Specialist (3) Project Manager (4) Project Manager (Senior) (5) Sr. Help Desk Specialist
5.2.27. – BCTF/OSR Support	ITIL v3 Foundations	50% BCTF/OSR project managers	(1) Project Manager (2) Project Manager (Senior)

Task Area	Minimum Certification Requirement	Required Percentage of Contractor Staff	Labor Categories (See Technical Exhibit 7)
5.3. – Wireless Services Support	CompTIA Security+	100% of all Contractor personnel	(2) Sr. Help Desk Specialist (3) Subject Matter Expert (Journeyman) (4) Subject Matter Expert (Master)
5.4. – Telecommunications Services Support	HDI related certifications relevant to personnel roles/responsibilities AND working knowledge of Telecommunications Service Control Officer (TSCO) training, Remedy training, customer service training, and Service@once training	100% Telecommunications Services Support staff	(1) Subject Matter Expert (Journeyman) (2) Voice/Data Communication Engineer (Senior)
5.8. – Optional Tasks	CompTIA Security+	100% of all Contractor personnel	(1) Business Systems Analyst (Journeyman) (2) Consultant (3) Documentation Specialist (Journeyman) (4) Help Desk Specialist (5) Industry Expert II (6) Information Security Specialist (Senior) (7) Information Specialist/Knowledge Engineer (8) Mid Help Desk Specialist (9) Project Manager (10) Project Manager (Senior) (11) Senior Software Developer (12) Sr. Help Desk Specialist (13) Subject Matter Expert (Journeyman) (14) Subject Matter Expert (Master) (15) Subject Matter Expert (Senior) (16) Systems Engineer (17) Training Specialist (Senior) (18) Voice/Data Communications Engineer (Master) (19) Voice/Data Communications Engineer (Senior) (20) Web Engineer

1.6.9.1.2. <u>Mac Support Qualifications</u>: The Contractor shall ensure that Mac Support (PWS 5.6) possess the following minimum experience/qualifications:

Position	Experience/Qualifications

Mac Support Lead	• PMP certification and one of the following experience factors:
	   o Five (5) years of specialized experience in Mac program management.
	   o Two (2) years of specialized experience in Mac program management with ten (10) years of specialized experience in program management.

Mac Tier III Engineers	• Five (5) years of specialized experience in Apple Mac engineering/development. Apple-specific certifications may be substituted for up to two (2) years of experience. • Seven (7) years of experience supporting Apple Mac computers. Apple-specific certifications may be substituted for up to four (4) years of specialized experience.
Mac Tier II Engineers	• Two (2) years of specialized experience in Apple Mac engineering/development. Apple-specific certifications may be substituted for up to one (1) year of engineering/development experience. • Four (4) years of experience supporting Apple Mac computers. Apple-specific certifications may be substituted for up to two (2) years of support experience.
Mac Tier I Engineers	• Two (2) years of experience supporting Apple Mac computers. Apple-specific certifications may be substituted for up to one (1) year of Mac support experience.

1.6.9.1.3. <u>Special Inspector General for Afghanistan Reconstruction (SIGAR) IT Support Qualifications</u>: The Contractor shall ensure that personnel executing SIGAR IT Support (PWS 5.8.11) possess a DOD 8570 IAT Level II certification. Contractor personnel shall possess 2-3 years of desktop support experience; furthermore, personnel shall also have knowledge of Wi-Fi routers, range extenders, JSP-configured VTC systems and VTC best practices.

1.6.9.1.4. <u>DOD Office of General Counsel (OGC), Defense Legal Services Agency (DLSA) IT Support Qualifications</u>: The Contractor shall ensure that personnel executing Web Application Development Support (PWS 5.8.13.10) for the DOD OGC, DLSA IT Support task area possess the following qualifications:

Role	Description
Software Architect	• 7-10 years of experience with Java, SQL Server, Apache Tomcat, .NET/C#
Web Software Developer	• 5-7 years of experience with managing web content, web development, CSS, JavaScript, SQL, Apache Tomcat, .NET/C#

1.6.9.2. <u>Organizational Appraisals/Certifications</u>: The Contractor shall possess ALL three (3) of the following organizational appraisals/certifications at the time of proposal submission. The JSP's Service Delivery requirement is a highly critical and complex requirement that shall necessitate a contractor with demonstrated and appraised/certified processes in place to successfully execute Service Delivery. The Contractor shall provide the appropriate documentation (i.e. a certificate from the appraising/certifying organization) to allow the Government to verify the appraisal/certification. The organizational certifications must be from a registered certification body.

1.6.9.2.1. <u>Capability Maturity Model Integration for Services (CMMI-SVC) Maturity Level 3 – Defined</u>: The Contractor shall be appraised, at minimum, CMMI-SVC Level 3 – Defined and provide with the proposal the appropriate certificate indicating itself to be appraised. At Maturity Level 3, service providers use defined processes for managing work. They embed tenets of project and work management and services best practices, such as service continuity and incident resolution and prevention, into the standard process set. The service provider verifies that selected work products meet their requirements and validates services to ensure they meet the needs of the customer and end user. These processes are well characterized

and understood and are described in standards, procedures, tools, and methods. CMMI-SVC Maturity Level 3 consists of the following 20 process areas (which are a cluster of related practices in an area that, when implemented collectively, satisfies a set of goals considered important for making improvement in that area):

CMMI SVC Maturity Level 3 Defined: Process Areas	
(1) Configuration Management	(2) Measurement and Analysis
(3) Process and Product Quality Assurance	(4) Requirements Management
(5) Supplier Agreement Management	(6) Service Delivery
(7) Work Monitoring and Control	(8) Work Planning
(9) Capacity and Availability Management	(10) Decision Analysis and Resolution
(11) Incident Resolution and Prevention	(12) Integrated Work Management
(13) Organizational Process Definition	(14) Organizational Process Focus
(15) Organizational Training	(16) Risk Management
(17) Service Continuity	(18) Service System Development
(19) Service System Transition	(20) Strategic Service Management

1.6.9.2.2. International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC) 20000-1:2011 Information Technology – Service Management – Part 1: Service management system requirements: The Contractor shall be appraised, at minimum, ISO/IEC 20000-1:2011 Information Technology – Service Management – Part 1: Service management system requirements and provide with the proposal the appropriate certificate indicating itself to be certified. This standard specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve a service management system (SMS). The requirements of this standard include the design, transition, delivery, and improvement of services to fulfill agreed service requirements. The ISO/IEC 20000-1:2011 can be used by:

(1) An organization seeking services from service providers and requiring assurance that their service requirements will be fulfilled.
(2) An organization that requires a consistent approach by all its service providers, including those in a supply chain.
(3) A service provider that intends to demonstrate its capability for the design, transition, delivery, and improvement of services that fulfill service requirements.
(4) A service provider to monitor, measure, and review its service management processes and services.
(5) A service provider to improve the design, transition, delivery, and improvement of services through the effective implementation and operation of the SMS.
(6) An assessor or auditor as the criteria for a conformity assessment of a service provider's SMS to the requirements in ISO/IEC 20000-1:2011.

1.6.9.2.3. ISO 9001:2015 Quality management systems – Requirements: The Contractor shall be appraised, at minimum, ISO 9001:2015 Quality management systems – Requirements and provide the appropriate certificate indicating itself to be certified. This standard specifies requirements for a quality management system when an organization:

(1) Needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements.
(2) Aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

1.6.10. Post-Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post-award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The KO, COR, and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the KO shall apprise the Contractor of how the Government views the Contractor's performance

and the Contractor shall apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

1.6.11. <u>Contracting Officer Representative (COR)</u>: The COR shall be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration The COR is authorized to perform the following functions: (1) assure that the Contractor performs the technical requirements of the contract; (2) perform inspections necessary in connection with contract performance; (3) maintain written and oral communications with the Contractor concerning technical aspects of the contract; (4) issue written interpretations of technical requirements, including Government drawings, designs, specifications; (5) monitor Contractor's performance and notify both the KO and Contractor of any deficiencies; (6) coordinate availability of Government-furnished property; and (7) provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates, or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting contract.

1.6.12. <u>Key Personnel</u>: The personnel listed below are considered essential to the work being performed under this contract. Before removing, replacing, or diverting any of the listed or specified personnel or facilities, the Contractor shall (1) notify the KO thirty (30) days in advance (except in instances of death, illness, and/or termination) and (2) submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversion without the KO's written consent, provided that the KO may ratify in writing the proposed change, and that ratification shall constitute the KO's consent required by this document. The Key Personnel for the entire scope of the IT Support Services, Service Delivery requirements are:

KEY PERSONNEL #1	
Lead Program Manager	
Education	Bachelor's Degree: Required Preferred that degree is in an IT-related field Preferred Certification: Project Management Institute (PMI) Project Management Professional (PMP)
Required Qualifications	• Demonstrated experience as a program manager (preferred minimum of 10 years of experience) • Demonstrated ability for oral and written communication, preferred this ability with the highest levels of management. • Knowledge of industry accepted standards and best practices related to Information Management operations, and with Information Technology Service Management (ITSM) best practices. • TS clearance with /SCI eligibility.
Preferred Qualifications	• Demonstrated excellence in planning, directing, and managing Service Delivery or sales efforts in a similar sized services organization to JSP. • Demonstrated successful management and supervision of employees of various labor categories and skills in efforts similar in size and scope as referenced in this PWS. • Knowledge of industry accepted standards and best practices related to Service Delivery's mission. • Demonstrated experience in a DOD IT environment. • Experience managing performance-based contracts and/or task orders and knowledge of the Federal Acquisition Regulation (FAR).

KEY PERSONNEL #1	
Lead Program Manager	
Remarks	This position is the primary POC for the Government. The Contractor shall designate one (1) individual to serve as the Lead Program Manager. This individual shall be the receiving point for deliverables described in this PWS. This individual shall also be responsible for the contract technical and management direction, submission of reports, and general support and coordination to the GTM and COR. The Lead Program Manager shall be fully authorized to direct and supervise day-to-day activities of the contractor personnel needed to meet the contract requirements.

KEY PERSONNEL #2	
Deputy Program Manager	
Education	Bachelor's Degree: required Preferred that degree is in an IT-related field
Required Qualifications	• Demonstrated experience as a program manager (preferred minimum of 5 years of experience. • Demonstrated ability for oral and written communication, preferred this ability was with the highest levels of management. • Knowledge of industry accepted standards and best practices related to Information Management operations, and with ITSM best practices. • TS clearance with /SCI eligibility.
Preferred Qualifications	• Demonstrated excellence in planning, directing, and managing Service Delivery or sales efforts in a similar-sized services organization to JSP. • Demonstrated successful management and supervision of employees of various labor categories and skills in efforts similar in size and scope as referenced in this PWS. • Knowledge of industry accepted standards and best practices related to Service Delivery's mission. • Demonstrated experience in a Department of Defense IT environment. • Experience managing performance-based contracts and/or task orders and knowledge of the FAR.
Remarks	This position is the alternate POC for the Government. The Contractor shall designate one (1) individual to serve as the Deputy Program Manager. The Deputy Program Manager shall be fully authorized and responsible for the contract requirements in instances where the Lead Program Manager is unavailable.

1.6.13. Identification of Contractor Employees: All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed. Contractor personnel shall be required to obtain, use, and display a CAC in the performance of this service.

1.6.14. Contractor Travel: In accordance with FAR 31.205-46 "Travel Costs," the Contractor shall provide travel in support of JSP Service Delivery IT Support Services. The contractor will travel to a city outside the National Capital Region (NCR) to support services listed in Part 5 – Specific Tasks. Travel within the NCR is not separately priced. See Technical Exhibit 5 for travel estimated outside the NCR. The Contractor shall provide a written request for travel to the COR and GTM prior to finalizing any travel arrangements. Requests for travel shall include the name of the person(s) traveling, travel destination, dates of travel, mode of transportation, and estimated costs for travel. All travel must be pre-approved in writing by the COR and GTM prior to purchase of any tickets and commencement of travel. The Contractor shall be reimbursed for actual allowable, allocable, and reasonable travel cost incurred during performance efforts in accordance with FAR 31.205-46. Travel shall be addressed as a Time & Materials item. Local travel within the NCR shall not be reimbursed.

1.6.14.1. All travel within the National Capital Region (NCR) is included in the price of this contract. The contractor shall NOT bill the Government for travel related expenses within the NCR for any CLIN or SUBCLIN under this contract.

1.6.15. Other Direct Cost (ODC): This category includes travel, reproduction, and shipping expenses associated with training activities and visits to contractor facilities. This category also includes tools, hardware, software, maintenance, and miscellaneous materials required to support the PWS. ODC requirements are further described under the ODC CLIN of Section 5, Specific Tasks, of this PWS.

1.6.15.1. The Contractor shall provide (on a Time & Materials basis) certain ODCs, such as tools, hardware, software, maintenance, and miscellaneous materials, required to support the PWS. The Contractor shall provide receipts for all ODC materials. The Contractor must include a Receiving Report with any invoice submitted through the iRAPT invoicing system. The Government has title to any item purchased as a direct charge to this contract. Upon completion of this award, all materials provided by the Contractor shall be turned over to any incoming Contractor or the Government. The Contractor shall coordinate with the KO and COR to:

    (1) Obtain advance approval prior to purchasing any ODC-reimbursable item.
    (2) Validate receipt and acceptance of any ODC material deliverable.

1.6.16 Data Rights: The Government has unlimited rights to all documents/material produced under this contract and the appropriate clauses will be in the contract. This right does not abrogate any other Government rights applicable under the terms and conditions of this contract or federal regulation.

1.6.17. Organizational Conflict of Interest: Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.6.18. Phase-In: To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board, during the ninety (90) calendar days phase-in. During the phase-in period, the Contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date for the PWS task areas described in Section 5.

1.6.18.1. Phase-In Period: The Contractor shall ensure all existing and applicable services and support are successfully transitioned from the incumbent contractors to the awarded contractor immediately after the contract has been awarded in accordance with the phase-in schedule and that no significant disruptions to user services and support occur during the transition period. Immediately following contract award, and throughout the execution of the transition plan, the Contractor is fully accountable and responsible for successful performance of all objectives and requirements on the contract. The Contractor shall:

    (1) Deliver the Phase-In Plan as part of the proposal.
    (2) Obtain system documentation and verify system and facility access.
    (3) Conduct transition meeting with Government leadership.
    (4) Transition high quality incumbent personnel, re-badge, and conduct orientations.
    (5) Provide all contractor services from the award date.
    (6) Provide key and non-key personnel that must meet all qualifications and requirements specified in this PWS by functional area upon in-processing. The functional areas are PWS section 5.1 to 5.8.14.

PART 2
DEFINITIONS & ACRONYMS

2. <u>DEFINITIONS AND ACRONYMS</u>:

2.1. <u>DEFINITIONS</u>:

2.1.1. CHANGE. The addition, modification, or removal of anything that could have an effect on IT services. The scope of a Change include changes to all architectures, processes, tools, metrics, and documentation as well as changes to IT services and other configuration items.

2.1.2. CHANGE REQUEST. A formal request for a Change to be implement, such as a Change to a system. A Change Request includes details of the proposed Change and may be recorded on paper or electronically.

2.1.3. CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.4. CONTRACTING OFFICER (KO). A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.5. CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. Government appointed by the KO to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.6. DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.7. DELIVERABLE. Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

2.1.8. FIRST CALL RESOLUTION. Resolving user issues the first time the user contacts the Service Desk, thereby eliminating the need for the user to follow-up with a second phone call.

2.1.9. IMPACT. A measure of the effect of an Incident, Problem, or Change on business processes or users.

2.1.10. INCIDENT. An unplanned interruption on an IT service, reduction in the quality of an IT service, or failure of a Configuration Item (CI) that has not yet impacted service.

2.1.11. INCIDENT MANAGEMENT. An Information Technology Infrastructure Library (ITIL) Service Operation. Incident Management is the process responsible for managing the lifecycle of all Incidents. Incident Management ensures that normal service operation is restored as quickly as possible and the business impact is minimized.

2.1.12. KEY PERSONNEL. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.13. PHYSICAL SECURITY. Actions that prevent the loss or damage of Government property.

2.1.14. PRIORITY. A category used to identify the relative importance of an Incident, Problem, or Change. Priority is based on impact and urgency and is used to identify required times for actions to be taken.

2.1.15. PROBLEM. A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created.

2.1.16. PROBLEM MANAGEMENT. An ITIL Service Operation. Problem Management is the process responsible for managing the lifecycle of all Problems. Problem management proactively prevents Incidents from happening and minimizes the impact of Incidents that cannot be prevented.

2.1.17. PROBLEM RECORD. A record that contains all details of a Problem and documents the history of the Problem from detection to closure.

2.1.18. QUALITY ASSURANCE. The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.19. QUALITY ASSURANCE Surveillance Plan (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.20. QUALITY CONTROL. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.21. RESOLVED. Work that has been completed, user has been notified, and the ticket is set to resolved.

2.1.22. RESTORE. An ITIL Service Operation. Restoral is taking action to return an IT service to the users after repair and recovery from an Incident. This is the primary objective of Incident management.

2.1.23. SERVICE DESK. The JSP Service Desk manages Incidents and Service Requests and communicates the status of these two to the user.

2.1.24. SERVICE LEVEL AGREEMENT (SLA). An agreement between an IT service provider and a user. The SLA describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the user.

2.1.25. SERVICE REQUEST. A request from a user for information, advice, a standard change, or access to an IT service.

2.1.26. SMART. An acronym describing metrics that are Specific (metrics that are specific and target one specific area), Measurable (metrics that enable accurate and complete data collection), Actionable (metrics that are easy to understand and enable informed and decisive decision-making), Relevant (metrics that are closely aligned to the specific area being measure), and Timely (metrics that can be analyzed in real-time).

2.1.27. SUBCONTRACTOR. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.28. SUPPORTED PRODUCTS LIST (SPL). The JSP SPL is the single authoritative source for approved software and hardware products intended for use on the JSP production network. Acquisition and/or operation of products not listed on the SPL is not authorized unless a waiver is approved by JSP. If no applicable solution exists on the JSP SPL, a new product agnostic, functional requirement-based request must be submitted to the JSP Customer Relationship Manager. Users may incur a charge for testing services and support costs. Neither the Deputy Secretary of Defense (DEPSECDEF) Memo (May 1, 2015) nor the JSP SPL itself supersede organizational, DOD, Federal acquisition, Federal procurement, or

cybersecurity guidance. A product's appearance on the SPL does not, in itself, constitute approval to purchase that product or imply waiving of any acquisition provision (e.g. Trade Agreement Act compliance).

2.1.29. URGENCY. Measure of the duration until an Incident, Problem, or Change has an impact on business processes of users.

2.1.30. WORK DAY. The number of hours per day the Contractor provides services in accordance with the contract.

2.1.31. WORK STOPPAGE. An Incident is categorized as work stoppage if the user is unable to continue work and alternative resources are not available.

2.1.32. WORK WEEK. Monday through Friday, unless specified otherwise.

2.2. ACRONYMS:

Acronym	Definition
ACD	Automatic Call Distribution
ACES	Architecture, Configuration, Engineering, and Solutions
ACJCS	Assistant to the Chairman of the Joint Chiefs of Staff
ACL	Access Control List
AD	Active Directory
ANC	Arlington National Cemetery
AO	Authorizing Official
AOC	Army Operations Center
APO	Accountable Property Officer
APSR	Accountable Property Systems of Record
AQL	Acceptable Quality Level
AR	Army Regulation
ARS	Action Request System
AV	Audio-Visual
BAC	Billing Account Code
BCTF	Boards, Commissions, and Task Forces
BRC	Business Resource Center
C&A	Certification and Accreditation
CAC	Common Access Card
CAM	Customer Account Management
CFR	Code of Federal Regulations
CI	Configuration Item
CIO	Chief Information Officer
CJCS	Chairman of the Joint Chiefs of Staff
CJCSI	Chairman of the Joint Chiefs of Staff Instruction
CLIN	Contract Line Item Number
CMI	Classified Material Incident
CMS	Call Management System
CND	Computer Network Defense
COG	Continuity of Government
CompTIA	Computing Technology Industry Association
COMSEC	Communications Security
CONOPS	Concept of Operations
CONUS	Continental United States (excludes Alaska and Hawaii)
COOP	Continuity of Operations
COR	Contracting Officer's Representative
COTS	Commercial-Off-the-Shelf

Acronym	Definition
CPI	Continuous Process Improvement
CRM	Customer Relationship Management
CRQ	Customer Request
CSC	Cyber Security Center
DAR	Data at Rest
DD Form 254	Department of Defense Contract Security Requirement List
DD Form 1150	Department of Defense Request for Issue/Transfer/Turn-In
DDO	Deputy Director of Operations
DEPSECDEF	Deputy Secretary of Defense
DFARS	Defense Federal Acquisition Regulation Supplement
DFD	Defense Facilities Directorate
DIA	Defense Intelligence Agency
DISA	Defense Information Systems Agency
DISAC	Defense Information Systems Agency Circular
DLSA	Defense Legal Services Agency
DMCC	DOD Mobility Classified Capability
DOD	Department of Defense
DODD	Department of Defense Directive
DODI	Department of Defense Instruction
DODM	Department of Defense Manual
DOHA	Defense Office of Hearings and Appeals
DPAS	Defense Property Accountability System
DR	Disaster Recovery
DSCA	Defense Security Cooperation Agency
DSS	Defense Security Service
E&IT	Electronic and Information Technology
ECOS	Enterprise Customer Outreach Service
EE	Enterprise Email
EMA	Expectation Management Agreement
ERS	Emergency Relocation Staff
ESC	Enterprise Services Center
ET	Eastern Time
FAR	Federal Acquisition Regulation
FCR	First Contact Resolution
FSD	Facilities Services Directorate
GCA	Government Contracting Authority
GETS	Government Emergency Telecommunications Services
GFE	Government-Furnished Equipment
GSA	General Services Administration
GSAF	Global Situational Awareness Facility
GTM	Government Task Monitor
GTR	Government Technical Representative
HBSS	Host Based Security System
HDI	Help Desk Institute
HR	Hampton Roads
IA	Information Assurance
IAM	Information Assurance Manager
IAVA	Information Assurance Vulnerability Alert
IAVM	Information Assurance Vulnerability Management
IEC	International Electrotechnical Commission
ILS	Integrated Logistics Support
IM	Incident Manager
IMO	Information Management Officer

Acronym	Definition
IPR	In-Progress Review
iRAPT	Invoice, Receipt, Acceptance, and Property Transfer (formerly Wide Area Workflow (WAWF))
ISDN	Integrated Services Digital Network
ISO	International Organization for Standardization
IT	Information Technology
ITM	Information Technology Manager
ITMD	Information Technology Management Directorate
ITR	Information Technology Requirement
ITSM	Information Technology Service Management
IVR	Interactive Voice Recording
JCS	Joint Chiefs of Staff
JFHQ-DODIN	Joint Force Headquarters Department of Defense Information Networks
JS	Joint Staff
JS J1	Joint Staff Directorate for Personnel and Manpower
JS J2	Joint Staff Directorate for Intelligence
JS J3	Joint Staff Directorate for Operations
JS J4	Joint Staff Directorate for Logistics
JS J5	Joint Staff Directorate for Strategic Plans and Policy
JS J6	Joint Staff Directorate for Command, Control, Communications, and Computers/Cyber
JS J7	Joint Staff Directorate for Operational Plans and Joint Force Development
JSP	Joint Service Provider
JSP-BSS	Joint Service Provider Business Support Services
JWICS	Joint Worldwide Intelligence Communications System
KM	Knowledge Management
KO	Contracting Officer
KPI	Key Performance Indicator
LCR	Life Cycle Refresh
LSW	Logistics Services Washington
MAC	Moves, Adds, Changes
MCD	Mobile Computing Device
MDM	Mobile Device Management
MOA	Memorandum of Agreement
MORFEUS	Mobile On-boarding Request Fulfillment Enterprise Users System
MOU	Memorandum of Understanding
NATO	North Atlantic Treaty Organization
NCR	National Capital Region
NDCI	Negligent Disclosure of Classified Information
NIPRNet	Non-Classified Internet Protocol Router Network
NIST	National Institute of Standards and Technology
NJOIC	National Joint Operations and Intelligence Center
NMCC	National Military Command Center
NOC	Network Operations Center
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Cost
OLA	Operational Level Agreement
OMC	Office of Military Commissions
OS	Operating System
OSD	Office of the Secretary of Defense
OSR	Operations Service Request
OT	Operations Team

Acronym	Definition
PA	Property Administrator
PAS	Presidential Appointees needing Senate confirmation
PC	Property Custodian
PDF	Portable Document Format
PFPA	Pentagon Force Protection Agency
PIN	Personal Identification Number
PKI	Public Key Infrastructure
PMI	Project Management Institute
PMO	Program Management Office
PMP	Project Management Professional
POAM	Plan of Action and Milestones
POC	Point of Contact
POLAD	Political Advisor
POP	Period of Performance
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
RFC	Request for Change
RMF	Risk Management Framework
ROI	Return on Investment
ROM	Rough Order of Magnitude
RSM	Resource and Supplier Management
SAP	Special Access Program
SCAP	Security Content Automation Protocol
SCCM	Software Change and Configuration Management
SCI	Sensitive Compartmented Information
SEAC	Senior Enlisted Advisor to the Chairman
SECDEF	Secretary of Defense
SES	Senior Executive Service
SHB	Secure Host Baseline
SIGAR	Special Inspector General for Afghanistan Reconstruction
SIR	System Improvement Recommendation
SLA	Service Level Agreement
SMART	Specific, Measurable, Actionable, Relevant, Timely
SOP	Standard Operating Procedure
SPL	Supported Products List
SIPRNet	Secret Internet Protocol Router Network
SME	Subject-Matter-Expert
SRM	Service Request Module
SSL	Secure Sockets Layer
STIG	Security Technical Implementation Guide
STRATCOM	Strategic Communications
TEMS	Telecommunications Expense Management System
TMS	Ticket Management System
TOPS e*Bill	Telecommunication Order & Pricing System – Electronic Billing
TS	Top Secret
TSCO	Telecommunications Service Control Officer
USCYBERCOM	United States Cyber Command
VDI	Virtual Desktop Interface
VIP	Very Important Person

Acronym	Definition
VLAN	Virtual Local Area Network
VoIP	Voice over Internet Protocol
VoSIP	Voice over Secure Internet Protocol
VPN	Virtual Private Network
VTC	Video Conferencing
WHS	Washington Headquarters Services
WI	Work Instruction
WO	Work Order
WPS	Wireless Priority Service

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1. Services: The Government shall provide basic services to phones, desks, utilities, information technology, and general office supplies while working in Government facilities.

3.2. Facilities: Basic facilities such as work space and its associated operating requirements (i.e., phones, desks, utilities, information technology, and general office supplies) shall be provided while working in Government facilities. Tele-workers shall only use Government-furnished equipment to remotely access the JSP network.

3.3. Equipment: The Government shall provide basic services to phones, desks, utilities, information technology, and general office supplies while working in Government facilities. Tele-workers shall only use Government-furnished equipment to remotely access the JSP network.

3.3.1. Ticket Management System (TMS): The Government shall provide a web-based software tool mandated by JSP to manage and provide statistics related to the Service Desk. Currently, JSP uses and provides the Remedy (v. 8.x) ITSM suite of Commercial-Off-the-Shelf (COTS) desktop applications that provide web interfaces for all Service Desk roles and operates across multiple platforms using the Remedy Action Request System (ARS), which is a database tracking system. Client software is available for technical staff. The JSP owns and implements the following Remedy modules:

    (1) Asset Management
    (2) Change Management
    (3) Incident Management
    (4) Knowledge Management
    (5) Problem Management
    (6) Service Request Management
    (7) Work Order Management

3.3.1.1. The JSP has developed some common daily, weekly, and monthly reports in Remedy. The Contractor may desire to create additional reports as needed.

3.3.2. Remote Software Utilization: The Government shall provide and currently uses a combination of Deployment Server (v. 7.1), Dameware (v. 11 or greater) and Microsoft Software Change and Configuration Management (SCCM) 2012 or greater. The Contractor shall be flexible and adaptable to the current and new tool suite provided by the JSP. Tool suites are generally updated to more current versions as required or directed. The Contractor shall utilize tool suites to efficiently monitor, manage, and inventory the desktop environment.

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. <u>CONTRACTOR-FURNISHED ITEMS AND RESPONSIBILITIES</u>:

4.1. <u>General</u>: The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.

4.2. <u>Materials, Supplies, Hardware, and Software</u>: As requested and required, the Contractor shall provide hardware/software and other equipment and materials, such as workstations, virtual computing hardware, etc. Prior Government approval is required. The Contractor shall consolidate all parts and materials and palletize them as a single shipment to be delivered to the Logistics Services, Washington (LSW) warehouse. The shipment must be properly marked and identified with the purchase order number and IT requirement number.

PART 5
SPECIFIC TASKS

5. <u>SPECIFIC TASKS</u>:

5.1. <u>Very Important Person (VIP) Support</u> : The Contractor shall provide dedicated technicians to support identified VIP personnel located at applicable NCR locations and other off-site locations in the CONUS, including COOP and telework locations. This support shall help to resolve IT Incidents or fulfill Service Requests for NIPRNet, SIPRNet, JWICS, and other TS and SAP networks. The Contractor shall be responsible for responding and resolving Incidents within the VIP priority tickets performance metrics. The Contractor shall provide Incident and Service Request support based on the ITIL ITSM model. The Contractor shall provide this support with the primary goal of restoring services as quickly as possible while minimizing the impact to business operations.

5.1.1. <u>VIP Support Levels</u>: The Contractor shall provide dedicated support to all Level II "Gold" and Level III "Platinum" users of JSP services, which are defined as military General Officers, SES, PAS, and their designated "plus one." In the performance of services for this task, the Contractor shall meet the Performance Requirements Summary (PRS) in accordance with Technical Exhibit 1. The Contractor shall complete and submit deliverables for the VIP Support in accordance with Technical Exhibit 2- Deliverables Schedule. The VIP Support Levels are defined as follows:

VIP Support Level	Description
Level II "Gold"	Service Desk user characterization consisting of military General Officers (O-7 to O-8) and SES Level I-II (~730 users) and NMCC DDO along with 12 OT positions.
Level III "Platinum	Service Desk user characterization consisting of military General Officers (O-9 to O-10), SES Level III, PAS, and their designated "plus one." Also included is a select sub-set of VIPs (~370 users).

5.1.2. <u>Response to IT Issues</u>: The Contractor shall ensure VIP user receive accurate, skilled, and timely responses to all IT issues in accordance with Government-approved established service levels, processes, and procedures.

5.1.3. <u>Ownership of VIP Incidents and Service Requests</u>: The Contractor shall provide single ownership from cradle-to-grave for each VIP Incident and Service Request to ensure consistency with customer satisfaction and familiarity of personnel. The Contractor shall coordinate internal and external support teams as needed to resolve Incidents and Service Requests.

5.1.4. <u>Normal Business Hours Support</u>: The Contractor shall provide on-site technical support for VIP personnel during the JSP's core business hours from 6:00 AM to 6:00 PM ET (see PWS section 1.6.5) with exception to COOP events and telework exercises, which require extended hours. A full work day shall be considered as eight (8) hours. The Contractor shall ensure that their staffing plan provides coverage during Core Business Hours that is capable of meeting the standards established in Technical Exhibit 1, Performance Requirements Summary (PRS).

5.1.5. <u>Non-Business Hours Support</u>: The Contractor shall provide Level II "Gold" and Level III "Platinum" users with trained support on-site (Pentagon) and integrated with the Service Desk Support to address VIP Incidents during after-hours from 6:00 PM to 6:00 AM ET (see PWS section 1.6.5).

5.1.6. <u>Pentagon Support</u>: The Contractor shall provide support for Level III "Platinum" and Level II "Gold" personnel. This support shall include installation and on-site troubleshooting 24x7x365 (holidays included). The Contractor shall physically place Tier III technical support staff at the Pentagon during the JSP's core business hours. Outside of these core business hours, qualified technicians on-duty who have been approved by the Government shall provide Tier II and Tier III support within the Pentagon.

5.1.7. Travel Support: The Contractor shall coordinate with internal and external organizations to ensure continuity of operations for VIP personnel and their staff while traveling in the CONUS and OCONUS.

5.1.7.1. The Contractor shall provide systems monitoring for the Chairman of the Joint Chiefs of Staff (CJCS) travel kits.

5.1.8. Security Protocol: The Contractor shall adhere to required JSP SOPs for equipment issued to VIP personnel before and after travel to mitigate travel risks in high-threat or foreign environments.

5.1.9. Equipment Testing: The Contractor shall perform extensive testing of equipment before issuance to VIP personnel. The Contractor shall develop and maintain a standard, operational checklist to ensure consistency of service deliverables. Some examples of equipment that shall be tested include mobile communications devices, Communications Security (COMSEC) equipment, and COTS workstations and laptops.

5.1.10. Equipment Maintenance: The Contractor shall maintain Government-approved quantities of Government-Furnished Equipment (GFE) that are configured and operational for routine, unforeseen, or emergency deployment to include temporary use during travel.

5.1.11. Incident Documentation: The Contractor shall ensure that all Incidents are promptly and accurately documented in the Incident tracking system (i.e. Remedy TMS provided by the Government) for situational awareness and status reporting as soon as the Incident is reported.

5.1.12. Reporting and Statistics: The Contractor shall provide accurate reporting and statistics on all VIP Incidents and Service Requests. The Contractor shall provide a daily VIP status report no later than 7:30 AM ET.

5.1.13. Monthly Trend Analysis: The Contractor shall perform and report monthly trend analysis to identify re-occurring Incidents (i.e. Problems) for possible escalation to Problem Management for improvement opportunities with user training, environment modifications, and/or knowledge base articles.

5.1.14. Performance Monitoring: The Contractor shall continuously monitor VIP structure and staff levels to ensure all performance standards described in the PRS in Technical Exhibit 1 are met.

5.1.15. Problem Management Team Coordination: The Contractor shall coordinate with the Problem Management team to maintain control over and resolution of Incidents occurring within the enterprise environment, which may affect multiple users or resources.

5.1.16. Enterprise Knowledge Base: The Contractor shall document known error records in the Enterprise Knowledge Base to include best practices, environmental-unique circumstances, and alternate solutions.

5.1.17. System Outages: The Contractor shall immediately communicate system outages to the appropriate Government point of contacts (POCs), who will be identified after award, and users using Government-provided tools and communication methods. The Contractor shall continue constant communications until the Incident has been resolved and all services have been restored.

5.1.18. Automatic Call Distribution (ACD): The Contractor shall monitor ACD calls, Incidents, and Service Request work flows, processes, and queues to immediately identify and address performance issues that will affect the delivery of services to users.

5.1.19. Level III "Platinum" VIP Support Wellness Visits: This effort is a proactive measure to ensure IT systems are meeting performance standards as identified in the PRS in Technical Exhibit 1 and the expectations of some of the DOD's senior leaders. The Contractor shall visit each senior leader's office to ensure systems are working properly, travel suite equipment is prepared and configured for upcoming official travel, and systems are properly configured to provide the latest cybersecurity protection.

5.1.19.1. The Contractor shall conduct daily wellness visits by:

(1) Providing wellness visits twice daily to Level III "Platinum" VIPs (currently 48 VIPs) and their direct support staff to address IT-related issues and deliver valued customer service through face-to-face interaction. The Contractor shall conduct daily visits in the morning between 6:30 AM to 7:30 AM and afternoon between 1:00 PM to 3:00 PM.

(2) Providing tailored configurations (i.e. special email rules, desktop configurations, etc.).

5.1.19.2. The Contractor shall conduct daily wellness visits to the following Level III "Platinum" VIPs. Level III "Platinum" VIPs are general senior military or civilian officials operating from the Pentagon; however, there may be exceptions due to Government space allocations:

1	Under Secretary of Defense for Acquisition, Technology, and Logistics
2	Under Secretary of Defense for Policy
3	Under Secretary of Defense (Comptroller)/Chief Financial Officer
4	Under Secretary of Defense for Personnel and Readiness
5	Under Secretary of Defense for Intelligence
6	Deputy Chief Management Officer of the Department of Defense
7	General Counsel of the Department of Defense
8	Director of Cost Assessment and Program Evaluation
9	Director, Operational Test and Evaluation
10	Assistant Secretary of Defense for Legislative Affairs
11	Department of Defense, Chief Information Officer (DOD CIO)
12	TBD – The Contractor shall be directed by the Government on-site
13	TBD – The Contractor shall be directed by the Government on-site
14	Chairman, JCS
15	Vice Chairman, JCS
16	Director, JS
17	Vice Director, JS
18	Senior Enlisted Advisor to the Chairman (SEAC), JCS
19	Assistant to the Chairman of the Joint Chiefs of Staff (ACJCS), JCS
20	Director, JS Personnel and Manpower (J1)
21	Director, JS Intelligence (J2)
22	Director, JS Operations (J3)
23	Director, JS Logistics (J4)
24	Director, JS Strategic Plans and Policy (J5)
25	Director, JS Command, Control, Communications and Computers/Cyber (J6)
26	Director, JS Operational Plans and Joint Force Development (J7)
27	Director, JS Force Structure, Resources, and Assessment
28	JCS Political Advisor (POLAD)
29	Vice Director, JS J1
30	Vice Director, JS J2
31	Vice Director, JS J3
32	Vice Director, JS J4
33	Vice Director, JS J5
34	Vice Director, JS J6
35	Vice Director, JS J7
36	Vice Director, JS J8
37	Secretary of the Army
38	Under Secretary of the Army
39	Administrative Assistant to the Secretary of the Army
40	Deputy Administrative Assistant to the Secretary of the Army
41	Army Chief Information Officer/G-6
42	Chief of Staff of the Army
43	Vice Chief of Staff of the Army

44	Sergeant Major of the Army
45	Director of the Army Staff
46	Deputy Chief of Staff, G-3/5/7
47	Assistant to the Secretary of the Army for Acquisition, Logistics, and Technology
48	Deputy Chief of Staff, G-8

5.1.20. <u>VIP Support Operations</u>: In support of VIP Support Operations, the Contractor shall:

(1) Provide a VIP Support team, which shall provide dedicated IT services to the JSP user base designated as VIP users.
(2) Cross-train VIP Support team members across multiple disciplines and provide ongoing Help Desk Institute (HDI) and ITIL training to ensure world-class user support.
(3) Support VIP users with a separate Service Desk number.
(4) Provide VIP Service Desk support and response to include providing the single POC to all VIP users for all Incidents and Service Requests.
(5) Prioritize all tickets in accordance with Government procedures (see PWS section 1.4.1.6).
(6) Ensure management is kept abreast of outstanding VIP and hot-topic issues through daily and weekly reports, including face-to-face meetings, email, or telephonic notifications referencing issues that may concern the JSP leadership in accordance with the Incident management process.
(7) Upon receipt of a fix notice from Tier I/II/III, request verification from the user that the problem is resolved and close the trouble tickets in accordance with SOPs.
(8) Assist users with GFE that require help on GFE-approved software applications.
(9) Conduct Tier I/II-level troubleshooting against known problems or outages, take corrective action to resolve the issues within prescribed deliverables, and update JSP SOPs to maintain current troubleshooting lessons learned.
(10) Provide general technical support for remote access systems (i.e., Citrix/VPN) operated on the JSP network.
(11) Operate remote desktop software, in coordination with the server management group, to push-out software to users and provide remote desktop support.
(12) Process user access requests for accounts within timelines specified by the Government in the PRS in Technical Exhibit 1.
(13) Provide VIP user office support, including providing and supporting equipment for NIPRNet, SIPRNet, and JWICS.
(14) Provide support for mobile devices (all DOD-approved or piloted platforms) in accordance with the tasks described under PWS section 5.3, Wireless Services Support.
(15) Support various platforms and DOD technology pilot programs (i.e., Macintosh, iPads, Android platforms, tablets, Virtual Desktop Interface (VDI), unified client, thin client, secure mobile platforms, etc.) in an effort to stay current with the changing IT environments.
(16) Provide technical support for users of the unified communications client, VDI, Citrix clients, and thin client technologies.
(17) Ensure technical security safeguards are maintained to provide controlled user access, integrity of electronic mail, applications, and user data, to include verification of installation of data at rest (DAR) application on portable laptops.
(18) Maintain vendor technical references for all hardware and software supporting or associated with supporting the network.
(19) Support changes in hardware technology and software applications so that support services provided are current with the state-of-the-art.
(20) Provide the Government with recommended stock levels of GFE to support required loaner replacement.
(21) Coordinate Incident diagnosis and resolution with the technical support organizations for questions and problem resolution, for instance Tier III, or other functional support teams.
(22) Perform SIPRNet token Personal Identification Number (PIN) resets and process token replacements.
(23) Process user access request for accounts within timelines specified by the Government in the PRS under Technical Exhibit 1.
(24) Perform back-ups as required (e.g. back up the user's hard drive when performing operations that could result in the loss of data, or back up the user's files when re-imaging a machine).

(25) Install, configure, or re-image, and maintain desktop operating systems on desktop and notebook computer systems as required.

(26) Relocate VIP users and workstations (requests for 10 or fewer users within a building). Requests for 10+ users, or between buildings, are routed to BCTF/OSR.

(27) Coordinate with appropriate organizations (e.g. Component Security Manager, Pentagon Force Protection Agency (PFPA), and JSP) to conduct IT and physical space survey prior to any equipment installation.

(28) Provide VIP with the set-up of IT equipment prior to travel, including travel preparations.

(29) Provision and test all IT equipment, including set-up and testing aboard U.S. Military aircraft in support of large travel missions. The Contractor shall test and restock IT equipment upon completion of the travel mission. The Contractor shall provide, configure, and test backup travel kits that include laptops, network cables, and accessories. The Contractor shall fulfill requests for special equipment necessary for CONUS or OCONUS IT and communications functionality. The Contractor shall communicate with other organizations, such as Secretary of Defense (SECDEF) Communications, Chairman's Communications, State Department, and other military locations, and ensure continuation of normal services during travel. The Contractor shall ensure conformance to all security and intelligence protocols (which shall be provided on-site) prior to, during, and after travel.

(30) Support all JSP delegates on SECDEF and DEPSECDEF travel missions at the VIP Support level. Delegates are IT support personnel that may travel with the SECDEF and DEPSECDEF to ensure IT equipment and services are functioning. Due to the criticality and high-profile nature of this support, the Contractor must ensure that delegates also receive services in accordance with VIP Support level performance standards as described in the PRS under Technical Exhibit 1.

(31) Provide VIP user residence support, including supporting equipment for residence classified and unclassified communication (for VIP users' residence locations within the NCR only; VIP users' residence locations outside the NCR are not included).

(32) Provide IT support for special events, including on-site (at Government-owned or leased facilities) support for Government-approved special events within the NCR (e.g. standing up a response team to meet increased demand from VIP users caused by a major event). The Contractor shall provide remote delivery of support for Government-approved events outside the NCR and shall coordinate with other IT groups as necessary (the Contractor is not responsible for on-site support if outside the NCR).

(33) Collaborate with PFPA for COMSEC requirements and physical security in residence; DIA for JWICS support; DISA for management of DOD Mobility Classified Capabilities (DMCCs) and enterprise email; and commercial wireless carriers such as Verizon, AT&T, and T-Mobile.

(34) Provide continuity of service to VIP users and monitor equipment lifecycles to ensure that equipment is not outdated. The Contractor shall update software on systems to the JSP-directed versions. Software shall be rolled out in a controlled manner to reduce risk of upgrade conflicts with enterprise resources.

(35) Provide new equipment (workstations, mobile devices, and printers) for all newly confirmed VIP users and extensive testing of all new equipment and software shall be performed prior to distribution to VIP users. The Contractor shall ensure dedicated backup equipment is readily available, configured and tested to VIP user settings to fulfill immediate replacement needs.

(36) With Government approval, procure all parts and labor needed to correct or repair system malfunction and restore system to its full capability (see Technical Exhibit 5). The Contractor shall provide the Government with a price quote for any Government-required hardware replacement and process via modification.

(37) Procure any directed and funded hardware replacement components (see Technical Exhibit 5).

(38) Provide any software updates and upgrades as mandated for mitigation of vulnerabilities and continued operation of the systems.

(39) Provide VIP user training, including providing IT equipment, software, and annual cybersecurity training through various mediums (on-site, walk-in, on-demand and eLearning, remote walk-through, brochures, etc.). The Contractor shall maintain a standard training curriculum for VIP personnel and individually schedule the basic IT training.

(40) Generate ad-hoc and repeatable reports from supporting tools (i.e. Active Directory Accounts, Mobile Device Usage reports, Asset Reports, etc.).

(41) Participate in impromptu meetings and respond to ad-hoc requests (e.g. data calls from JSP leadership).

(42) Generate electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) (and/or Government-approved Accountable Property Systems of Record (APSR) tool) whenever a reportable asset is issued, relocated, or reassigned or turned in and shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 into DPAS. The information contained in and the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.

(43) Pick up turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other identifications as appropriate. The Contractor shall remove hard drives (100% for SIPRNet and JWICS) for equipment tagged as damaged beyond repair.

(44) Designate an inventory control specialist and/or asset property custodian to manage inventory levels, update and maintain accountable records in DPAS for all assets issued to the VIP Service Desk.

5.2. <u>Service Desk Support</u>: The Contractor shall provide Service Desk Support for existing and future JSP service offerings 24x7x365. Support includes COTS and Government-developed software/hardware, scheduling IT services, end-user computing devices, network services, server and mainframe services, storage, commercial telecommunications support, unified communications, and wireless network access. The Service Desk encompasses interacting with the user community to support the resolution of Incidents, Service Requests, and Change Requests through the following:

(1) Corresponding through phone calls, emails, chats, instant messaging, texts, and walk-ins

(2) Documenting and triaging requests

(3) Resolving or escalating requests

(4) Tracking request status and providing routine progress updates to the user

(5) Following up with the user on the resolution of ticket for completeness/quality and satisfaction

(6) Providing a user-friendly statistical method of tracking Service Desk requests and metrics.

(7) Using the designated tool (i.e. Remedy TMS provided by the Government) to provide common Service Desk reports and statistics on a daily, weekly, monthly, and quarterly basis to accurately reflect the JSP Service Desk environment and support services.

(8) Delivering metrics and analysis with guidance published by the JSP Enterprise Management, which is the proponent for enterprise metrics.

(9) Reporting deliverables during monthly IPRs and as needed by the Government and meeting specific metrics identified in the PRS, Technical Exhibit 1.

(10) Monitoring, measuring, and reporting performance, effectiveness and responsiveness using approved standardized key performance indicators (PRS, Technical Exhibit 1) on a monthly basis. Examples include average wait time per user, First Contact Resolution (FCR), number of tickets resolved, call abandonment rate, and average length of interaction.

(11) Analyzing call, email, and web chat interactions to determine the reasons for increases/decreases in volume and handle time.

(12) Providing the ability to forecast future interaction volumes, handle times, required headcounts, and agent schedules. The Contractor shall provide analysis to "what-if" scenarios based on estimated ticket criteria to determine Service Desk agent headcount required supporting additional lines of business.

(13) Managing real-time performance metrics displays and report Service Desk metrics by line of business on a daily/weekly/monthly/annual basis, including service levels, average speeds of answer, abandon rates, average talk times, after-call work times, service tickets created, status tickets, FCR rates, and time-to-final resolution.

(14) Providing support for Incident and Problem management activities, including, analysis and reporting of Incident data contained within any JSP ticketing system and the creation and maintenance of a known Problem database.

(15) Identifying requirement for modifications to, or upgrades of, existing software and hardware tools to manage/monitor performance. Recommendations shall be based upon documented functional requirements and service impacts related to poorly performing implemented solutions.

(16) Participating in tool selection as required to assure requirements are met through the implemented replacement/new solution.

(17) Building and providing reports in support of delivery of services. These reports may be out of the box as provided by the ITSM tool (i.e. Remedy), the Automatic Call Distribution (ACD) tool, or ad-hoc, which shall require the ability to design the reports as needed.

5.2.1. The Contractor shall act as the Service Desk Incident Manager (IM) for all Incidents created in Remedy, and the Contractor is responsible for their lifecycle from creation to closure. The current average number of Service Desk interactions per month is 29,250 with an average handle time of 8 minutes and 30 seconds (8:30) per interaction with a peak average interaction volume of 180 per hour. The normal peak times occur during the regular business day core business hours from 8:00 AM to 11:00 AM ET and 1:00 PM to 3:00 PM ET. The number of interactions may increase or decrease depending on the JSP user base. The number of Service Desk interactions per month includes approximately 5,000 received through email.

5.2.2. <u>First Contact Resolution (FCR)</u>: The Contractor shall meet FCR requirements in accordance with the PRS, Technical Exhibit 1. FCR is categorized as the ability to resolve tickets at the Service Desk upon initial contact with the user (without transferring the call to another division/branch for support) thereby eliminating the need for the user to follow-up with a second call. This may include providing remote access technical support to restore service. Incidents and Service Requests not resolvable by the Service Desk will be escalated as the work instruction (WI) dictates. FCR is calculated as follows:

FCR Calculation		
# of Incident tickets resolved within the performance standard ───────────────────── # Incident tickets that fall into the FCR category	=	% of Incident tickets resolved on FCR

5.2.3. All Service Desk activities are inclusive of SIPRNet, NIPRNet, and JWICS requirements. The Contractor may propose efficient automated processes to perform any required task.

5.2.4. The Contractor shall ensure issues affecting VIPs and critical network outages are provided to the JSP's leadership via directed reporting channels, such as the Customer Service Center Chief, Network Operations Center (NOC), or equivalent aggregator of critical information.

5.2.5. The Contractor shall perform desktop services that provide users with centralized software and hardware installation and configuration support. This task includes receiving, preparing, and installing workstations with the current operating system, premium-load and user-unique software, installation of peripherals, tracking the issuance of end-user devices, and resolution of problems caused by hardware/software conflicts during installation.

5.2.6. The Contractor shall support individual users who require new installations on an as-needed basis for Government-furnished equipment. Workstations refer to all DOD-approved or piloted desktops, tablets, and laptops. The Contractor shall utilize the Government-approved remote software deployment tool (SCCM), to facilitate the imaging and re-imaging of workstations. Remote access technologies will be used to aid in the installation of systems, re-imaging of workstations, and software distribution.

5.2.7. <u>Service Desk Operations</u>: The Contractor shall manage and coordinate the handling of Service Desk Incidents, Problems, and Service Requests with end-users and groups for Unclassified and Classified equipment. The Service Desk provides multiple means of requesting service (see PWS 5.2). The Service Desk manages the lifecycle of Incidents, Problems, and Service Requests, including fulfillment and closure. The Service Desk shall provide a multi-tiered technical support system (see PWS 1.4.1.1).

5.2.7.1. The Contractor shall provide support at the JSP call center hubs. The work to be performed under this contract shall be performed in a Government-provided office space. The JSP currently maintains three (3) call center hubs at Fort Detrick, MD, the Pentagon, and the Mark Center in Alexandria, VA.

5.2.7.2. In support of Service Desk Operations, the Contractor shall:

(1) Develop an overall strategy and operations of the Service Desk regarding, telecommunications and call routing, workforce management, quality assurance, knowledge and process management, and agent training.

(2) Be directly responsible for overall day-to-day management and performance of its supervisors and agents, service level achievement, and personnel decisions.

(3) Provide Service Desk Support to all IT users in accordance with Service Desk Standard Operating Procedure (SOP), Work Instructions (WIs), and job aids. This also includes maintaining current and relevant SOPs.

(4) Provide Service Desk Support to users during users' travel.

(5) Provide and conduct Tier I level technical expertise (see PWS 1.4.1.1) to troubleshoot against known problems/outages, take corrective action to resolve issues with prescribed deliverables, and update applicable SOPs to maintain current troubleshooting lessons learned.

(6) Perform Service Desk Support services as an initial POC for Incidents, Service Requests, and Change Requests.

(7) Operate a Service Desk that provides a single POC for end-user Incidents, Service Requests, and Change Requests.

(8) Provide Service Desk Support services in response to Incidents, Service Requests, and Change Requests. If a request is received, the Contractor shall ensure that a ticket exists in the Government-directed Remedy TMS for all related interactions. The Contractor shall ensure tickets are updated in a timely and accurate manner.

(9) Use Government-approved processes for operating, maintaining, resolving, and closing tickets.

(10) Prioritize all tickets in accordance with Government procedures (see PWS section 1.4.1.6).

(11) Update the Remedy TMS tickets within timeframes established by the Government in the PRS under Technical Exhibit 1.

(12) Update Incident and Service Request tickets to adequately document the processing of the ticket until the matter is resolved.

(13) Use Government-approved ticketing systems for opening, maintaining, resolving, and closing tickets (currently Remedy 8.x).

(14) Resolve tickets in the Remedy TMS in accordance with the JSP process.

(15) Provide support for Service Desk tools and be available to identify, document, and prioritize functional requirements to enhance Service Desk operations.

(16) Support the implementation of Service Desk tools within internal JSP service providers.

(17) Provide assistance for users with GFE that require help on GFE-approved software applications.

(18) Provide general technical support for remote access systems (e.g. Citrix/VPN/VDI) operated on the JSP network.

(19) Coordinate Incident diagnosis and resolution with technical support organizations for questions and Problem resolution.

(20) Operate remote service desktop software, in coordination with the server management group, to push out software to users and provide remote Service Desk Support.

(21) Process user access requests for accounts within timelines specified by the Government.

(22) Provide support for mobile devices (all DOD-approved or piloted platforms), including CAC-enabled mobile devices (e.g. Android devices and Apple platforms), as specified under PWS section 5.3, Wireless Services Support.

(23) Generate ad-hoc and repeatable reports from supporting tools (e.g. Active Directory Accounts, Asset Reports, Mobile Device Usage Reports, etc.).

(24) Support various platforms and DOD/JSP technology pilot programs (e.g. Android platforms, Apple iPads, Macintosh, secure mobile platforms, tablets, thin client, VDI, unified client).

(25) Provide technical support for users of the unified communications client, VDI, Citrix clients, and thin client technologies.

(26) Ensure technical security safeguards are maintained to provide controlled user access and the integrity of email, applications, and user data, including verification of the installation of data at-rest application on portable laptops.

(27) Maintain vendor technical references for all hardware and software that supports or is associated with supporting the network.

(28) Support changes in hardware technology and software applications so that support services the most current and state-of-the-art.

(29) Ensure management is kept abreast of outstanding hot-topic issues through daily and weekly reports. This may include face-to-face meetings, email/telephone notifications referencing issues that may concern the JSP leadership in accordance with the Incident management process.

(30) Specify in the CONOPS the types of Incidents and Service Requests that will use remote assistance versus touch labor.

(31) Collect Service Desk metrics and post on Government-specified website.

(32) Utilize the approved ACD software, including IVR call routing, to develop self-service strategies and solutions.

(33) Develop reporting systems to capture and analyze PRS as required by the Service Desk.

(34) Maintain and provide recommendations for the enhancement of the Service Desk Training Manual and provide consistent training, including service improvement and adherence to quality standards as determined by the JSP guidelines.

(35) Provide support to the JSP in the on/off-boarding of users that require Service Desk Support and determine WI, IVR needs, Service Levels, specified Service Desk training, and reporting requirements.

(36) Provide technical trend analysis from available data sources (e.g. ACD, Remedy, etc.) to identify performance metrics that will enhance operational performance (e.g. call data, performance status, Incident tickets, opened/pending/resolved tickets, etc.).

(37) Upon receipt of a fix notice from Tier I/II/III, request verification from the end-user that the problem is resolved and close the trouble tickets in accordance with Service Desk SOPs.

(38) Provide CAC and SIPRNet Public Key Infrastructure (PKI) token PIN resets during core business hours at the Pentagon, Taylor Building, and Mark Center. HR PKI token requirements shall be provided to the Government personnel on-site.

(39) Provide non-core business hours support for CAC and SIPRNet PKI token PIN resets in the Pentagon.

(40) Provide a Tier 0 content database/website by developing, maintaining, and promoting a user self-help resource with ability to self-submit tickets.

(41) Provide technical trend analysis.

(42) Track and report Critical Incident/Problem tickets (e.g. VIP tickets, High Mission Impact tickets, tickets impacting a large number of personnel, etc.

5.2.8. Restoral: The Contractor shall:

(1) Provide support as needed to all IT users in accordance with the applicable SOPs/job aids and maintain current and relevant SOPs/job aids.

(2) Update Remedy TMS tickets within timeframes established by the required AQL.

(3) Update Incident tickets and Service Request tickets within timeframes established by the required AQL.

(4) Update Incident tickets and Service Request tickets to adequately document the processing of the ticket until resolved.

(5) Coordinate Incident diagnosis and resolution with the technical support organizations for questions and problem resolution (for instance Tier III) or other functional support teams.

(6) Provide dedicated and elevated support for rapid resolution of Incidents and Service Requests.

(7) Operate remote service desktop software, in coordination with the server management group, to push out software to users and provide remote service desktop support.

(8) Process SIPRNet token PIN resets and token replacements.

(9) Process user access requests for accounts within timelines specified by the Government in the PRS, Technical Exhibit 1.

(10) Provide support for mobile devices (all DOD-approved or piloted platforms), including CAC-enabled mobile devices (e.g. mobile devices, Android devices, Apple platforms).

(11) Support various platforms and DOD/JSP technology pilot programs within the NCR (e.g. Macintosh, Apple iPads, tablets) in an effort to say current with the changing IT environment.

(12) Provide technical support for users of the unified communications client, VDI, Citrix clients, and thin client technologies.

(13) Perform back-ups (e.g. user hard drive back-up when performing operations that could result in the loss of data, such as machine re-imaging).

(14) Install, configure, re-image, and maintain desktop operating systems consistent with the JSP's guidance on desktop and notebook computer systems as required.

(15) Ensure technical security safeguards are maintained to provide controlled user access, integrity of email, applications, and user data, including, verification of installation of data at-rest application on portable laptops.

(16) Perform local, off-site support in the NCR to senior leadership during conferences and other special events as required and authorized.

(17) Coordinate, track, and update Service Requests, Incidents, and Change Requests throughout the JSP's business units to ensure that all user requirements are handled expeditiously while keeping both the user and JSP management apprised of significant changes in the workload. The Contractor shall coordinate with Tier III or other external supporting organizations and contractors to assist in the resolution of Tier III issues.

5.2.9. Deskside/Forward Deployed Support: The Contractor shall provide a "Deskside Support Forward Deployed" team to support JSP enterprise locations within the NCR (locations such as the Pentagon, Mark Center, Ft. Meade, Crystal City, and Rosslyn) as well as Rhode Island (DSCA). The Contractor shall provide after hours and weekend support deskside support in the Pentagon Operations Center (POC) located in the Pentagon. Additionally, the Contractor shall provide 24X7X365 TIER1/2 embedded support to the JSP Joint Network Operations Security Center (JNOSC) that is also capable of providing after hour Strategic Communications (STRATCOM) support to the JSP supported user base.

5.2.9.1. The Contractor shall be prepared to provide deskside user-embedded geographical support at approximately 12 locations that have a large concentration of JSP users (i.e. OUSD Personnel and Readiness, OUSD Comptroller, OUSD Director Operational Test & Evaluation, OUSD Graphics, OUSD Policy, OUSD Intelligence, ASD Legislative Affairs, Director Cost Assessment and Program Evaluation, Pentagon Force Protection Agency, WHS Financial Management Division, Army G/3/5/7, and Army G-4). After-hours support may be required weekends, holidays, and COOP events as required by the Government. Deskside/forward deployed support shall also be provided to DSCA user-base in Rhode Island. The Contractor shall provide the following support:

(1) Maintain all NIPRNET, SIPRNET, Top Secret Stand-alone and JWICS desktop hardware, peripheral devices, office equipment, and software at designated COOP sites.

(2) Provide office moves for users and workstations. (Historically the number of moves is 9 personnel or less than 10 per week)

(3) Provide deskside support for conferences and events located at applicable NCR building locations as required, (historically the number of events are 2 per year).

(4) Shall ensure updates to related asset management records are made in accordance with Government approved processes when moving and/or delivering IT hardware and software assets. This will be done as part of ticket resolution whenever any information in the record needs to be changed such as change in user assignment, phone or room number, classification etc. The Contractor will ensure that tickets will not be closed until the asset records are updated in an approved Information Technology Service Management (ITSM) system and Defense Property Accountability System (DPAS).

(5) Service Desk and deskside technicians shall generate electronic hand receipts (DD Form 1150) in DPAS (and/or Government-approved APSR tool) whenever a reportable asset is issued, relocated, reassigned, or turned in and shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150s in DPAS and update the information contained in the signed DD Form 1150s in DPAS and ITSM for accountability and audit readiness by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in. If the user identifies a

discrepancy, the Contractor shall reconcile assets with the Accountable Property Officer (APO), Property Custodians (PCs), or Property Administrators (PAs).

(6) Pick up turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other identifications as appropriate. The Contractor shall remove hard drives (100% for SIPRNet and JWICS) for equipment tagged as damaged beyond repair.

(7) Shall coordinate, track, and update tickets to ensure that all user requirements are handled expeditiously while ensuring both the user and the Government are apprised of significant changes in workload status. Forward Deployed Support shall be provided with GFE mobile devices to ensure hourly updates of tickets upon status change, closure or resolution.

(8) Shall verify user information, seek clarification of the issue from the user, and properly classify the ticket.

(9) Workstation Installation and Management Support. The Contractor shall image, install, repair, and manage end-user resources (break-fix and new). End-user resources are inclusive of all end-user computing devices, for example, laptops, mobile devices, approved VDI, zero client, thin clients, piloted devices and services in support of JSP users. Plan, communicate, and execute installations IAW JSP requirements. Ensure equipment is fully operational for end-user. Install equipment with the latest JSP-approved operating system, premium load, and user-unique software. Conduct data migration from previous HW to new HW. Notify the user or designated POC when equipment has been delivered, and/or that data migrated and installed applications are functioning properly. Ensure users' data is preserved and transferred to the new system.

(10) Ensure the accuracy, consistency and reliability of the data and Configuration Items (CI) at designated distribution centers (currently at the Pentagon, Mark Center, and Crystal City).

(11) Shall ensure adequate GFE equipment is on-hand at all times to support all Incidents, Change Requests, and Service Requests.

(12) Shall notify leadership of identified equipment shortcomings in advance requiring government intervention.

5.2.10. Deskside Support/Forward Deployed and Operations & Maintenance for Designated User Facilities: The Contractor shall provide NIPRNET, SIPRNET, Top Secret Stand-alone, and JWICS service desk user support for Emergency Response Group (ERG) personnel located at Designated User Facilities. Coordinate service desk support with the Defense Intelligence Agency (DIA) for all JWICS workstation, secure video conferencing service, and secure voice service support at Designated User Facilities. The Contractor shall provide the following support:

(1) Coordinate service desk support with the Defense Continuity Crisis Management (DCCM) support team for all JWICS workstations and secure video conferencing service support at Designated User Facilities.

(2) Provide support at all remote/alternate sites (refer to PWS 1.6.6.1) while equipment is being installed, for on-site testing and maintenance; or to provide on-site and on-call support for exercises or National Level Events (NLEs). Alternate sites include NCR, and other locations in the Continental United States (CONUS). In addition, the Pentagon Global Situational Awareness Facility (GSAF) shall require on-site and on-call capability support during continuity events.

(3) Provide on-site support for Designated User Facilities during normal business hours (on-call during after-hours and weekends). These personnel shall be an extension of the enterprise service desk as well as providing on-site desk side support at Designated User Facilities.

(4) At the Government's request, at Designated User Facilities, Deskside/Forward Deployed Support shall provide 24x7 on-site support, for up to 30 days, in direct support of Real World Contingency and/or Continuity Events, National Security Special Events (NSSE) and Government-supported Exercises.

5.2.11. User Account Management, Creation, and Coordination: The Contractor shall manage all Active Directory (AD) user accounts to ensure user accounts are properly created and maintained with required access to AD resources (i.e. access to shared drives, SharePoint, etc.). The Contractor shall create, modify, and/or delete all NIPRNet, SIPRNet, and JWICS accounts within specified timelines identified in the PRS, Technical Exhibit 1. The Contractor shall also manage the reset of PINs and passwords for JSP users. The JSP utilizes the Defense Information Systems Agency (DISA) Enterprise Email (EE) services and the

Defense Intelligence Agency (DIA) provides JWICS services. All users must have necessary local AD accounts created prior to requesting the provisioning of user accounts. All VIP tickets are worked with DISA through telephone at the time of request. The average number of user account transactions per month is 4,200. This is inclusive of new account requests, modifications, and deletions. In support of User Account Management, Creation, and Coordination, the Contractor shall:

(1) Develop procedures and reports to verify required tasks have been completed.
(2) Maintain AD accounts in accordance with the JSP SOP for account management.
(3) Initiate the resolution of any AD resource that has an Incident preventing the user from using the resource.
(4) Coordinate with DISA for the requisitioning of DISA EE services.
(5) Initiate necessary resolution steps with DISA to establish, delete, and/or resolve any DISA email-related issues affecting the user.
(6) Reset user account passwords, PINs, etc. as needed.
(7) Ensure that unused or inactive accounts are promptly deleted or reported to the Government for follow-up resolution or guidance.
(8) Ensure VPN/Citrix account creations, modifications, and/or deletions are completed within applicable timelines.
(9) Provision user accounts within applicable timelines.
(10) Provide services for approximately 456 JWICS thin client accounts and 80 JWICS thick client accounts.

5.2.12. <u>Security Services Spillage</u>: The Contractor shall conduct all tasks necessary to reduce the security risk created by the spillage of information. Spillage occurs when data from a higher classification is transferred to a device on a lower network classification. Removal of the data must occur to remediate the issue and mitigate the risk of additional release of information. The Contractor shall:

(1) Remove or assist in removing the electronic spillage files from all affected systems (e.g. desktop, laptop, servers, monitoring systems, back-up systems, mobile devices, etc.)
(2) Certify completion of electronic spillage clean-up and notify the Government when complete.

5.2.13. <u>Desktop Installation and Management Services</u>: The Contractor shall install, repair, and manage end-user resources. End-user resources shall be inclusive of all end-user computing devices, such as laptops, mobile devices, DOD-approved DVI, zero client, thin client, piloted devices, and services in support of JSP users.

5.2.13.1. The Contractor shall inventory user desktop devices in the preparation for upgrade or replacement. Inventories shall be conducted in an automated manner as much as possible. The Contractor shall coordinate further automation of the inventory process by utilizing COTS products already in use in the JSP to minimize the staff hours required to perform inventories.

5.2.13.2. The Contractor is responsible for the physical delivery and set-up of equipment in the Pentagon. For equipment outside of the Pentagon, the Contractor shall coordinate delivery, and the user is responsible for set-up.

5.2.13.3. In support of Desktop Installation and Management Services, the Contractor shall:

(1) Document the issuance and/or retrieval of Government-furnished assets in the asset management tool (i.e. DPAS). The Contractor shall generate electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) and/or Government-approved Accountable Property Systems of Record (APSR) tool whenever a reportable asset is issued, relocated, reassigned, or turned-in. The Contractor shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The information contained in the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the

customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.

(2) Pick up turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other identification as appropriate. The Contractor shall remove hard drives (100% for SIPRNet and JWICS) for equipment tagged as damaged beyond repair.

(3) Plan, communicate, and execute installations in accordance with DOD and JSP requirements.

(4) Conduct site surveys and prepare for the installation of user requirements. The Contractor shall ensure requirements for installation are documented with a Plan of Action and Milestones (POAM) for installation. The POAM shall backwards plan the steps to deliver operational capability to end-users.

(5) Conduct installation of equipment while minimizing disruptions to the users.

(6) Manage and execute the issuance and installation of requested systems with the appropriate configurations to ensure successful provisioning of end-user capability. Requested systems shall, at minimum, provide the same capability as the old system upon issuance and installation.

(7) Provide support for the accountability and distribution of supplies and equipment. The Contractor shall receive, maintain, track, and ship equipment to users' locations as identified in section 1.6.6.1 as required.

(8) Coordinate the issuance and delivery of inventory with logistics support agencies in accordance with applicable accountability procedures.

(9) Install equipment with the current operating system, premium load, and user-unique software.

(10) Conduct data migration from previous hardware to new hardware, including any external devices enabled with DAR solutions.

(11) Provide access to migrated data or external data storage devices to ensure end-user data sources are valid and available following data migration from previous hardware to new hardware.

(12) Install/replace peripherals as required.

(13) Notify the user or designated POC when equipment has been delivered and/or that migrated data and installed applications are functioning properly.

(14) Maintain and leave all work areas neat and orderly and dispose of all waste material.

(15) Resolve Incidents and notify Service Desk and the Government of cause and corrective action to ensure the ticket is updated with what action(s) actually resolved the issue in the Remedy TMS.

(16) Support the maintenance of on-site equipment to manage end-user hardware installation processes, including troubleshooting issues after delivery and installation of end-user hardware.

(17) Configure and place into operation DOD-approved or piloted mobile devices based on user requirements validated by user care. Mobile devices include any brand or technology supported/piloted by DOD.

(18) Perform requested Service Requests and Incident ticket resolution as provided by the enterprise Service Desk.

(19) Use other techniques to remove software (e.g. remote administration or manual removal at the system) if unable to remove through enterprise Service Desk mechanisms.

(20) Manually install the software application on a system connected to the network in the event the software application cannot be packaged for installation through an electronic distribution method.

(21) Maintain any loaner equipment that is in place in a ready-to-issue condition to support repair scenarios.

(22) Ensure users' data is preserved and transferred to the new system.

5.2.14. End User Training: The Contractor shall deliver desk side training to the end user for standard software and equipment issues as requested. Desk side training includes: software and equipment demonstrations, tri-fold brochures, step-by-step, and quick start guides (creation and delivery), and demonstration of links to online and web based training.

5.2.14.1. Training Format: The Contractor shall provide user orientations and on-going support for desktop and unique software applications in an effective and efficient format. The format could be a formal setting, such as a large conference (conference room to be provided by Government) area or training center; an informal setting, such as desk side or telephonically; a web-based or courseware format; or a combination of formats. Materials and media created or used must have a professional appearance.

5.2.15. <u>Operational Strategic Communications Support</u>: The Contractor shall perform the following activities:

(1) Send broadcast messages across the JSP enterprise informing the supported user of IT-related events (On average, the JSP sends 20 messages per week to its customer base.)
(2) Archive all STRATCOM broadcast to the supported user base in the designated SharePoint Site.
(3) Release all Government-approved messages within one (1) business hour of approval 95% of the time.
(4) Facilitate communications with Information Technology Managers (ITMs), Customer Relationship Managers (CRMs), and Customer Engagement Managers (CEMs).

5.2.16. <u>Agency Relocations and Re-Installations</u>: The Contractor shall ensure supporting systems are fully functional after reconnection. In support of Agency Relocations and Re-Installations, the Contractor shall:

(1) Ensure all moves are completed within specified timelines.
(2) Complete moves in accordance with Desktop Installation and Management Services task specifications.
(3) Ensure all systems are established in the same operational state as before the move.

5.2.17. <u>Software Loading (Software Distribution and Patching)</u>: The Contractor shall only load software that is approved by the JSP, including standard load and additional special software that is approved based on unique user requirements. The Contractor shall only install approved software from the Supported Product List (SPL) or approved by the Computer/Electronic Accommodations Program. The Contractor shall maintain a single executable software package for each software as amended and approved by the Information Assurance Manager (IAM), Configuration Management, Release Management, or appropriate Government official. The Contractor shall perform software distribution as required to maintain systems in compliance with all STIG/IAVA requirements. In support of Software Loading, the Contractor shall:

(1) Remove software, using electronic mechanisms if able, for applications that were manually installed.
(2) Maintain VPN client software.
(3) Maintain software to perform remote software installation.
(4) Distribute Government-approved new and updated custom images for users through automated support, using electronic distribution methods.
(5) Resolve failures in the event the software application fails to be electronically delivered and installed due to failures in the ESD system.
(6) Provide electronic software distribution services for applications that will be distributed within the JSP Management domain using Microsoft SCCM.
(7) Provide software deployment in either a single event or a series of multiple events, depending on the requirements of the application developer and the site(s) receiving the deployed application.
(8) Configure end-user devices (e.g., laptops, tablets, and desktops with remote access software).
(9) Conduct pilot implementation as required to ensure successful deployment of software.
(10) Report status of end-user systems tasked to patch/upgrade during monthly contract IPRs until completion. Reported information should contain:
    a. Total devices requiring patches/upgrades
    b. Total SCCM clients re-installed
    c. Total manual patches installed
    d. Total unsuccessful pushes
    e. POAMs implemented
(11) Develop software distribution report.
(12) Provide "initial" and "subsequent" distribution event services.
(13) Validate applications that will be deployed to meet Authorizing Official (AO) cyber requirements.
(14) Validate that the software application is appropriately licensed for distribution.
(15) Provide SMEs for troubleshooting of applications to ensure proper application functionality.
(16) Only install approved software. All software must be approved prior to installing on the network.

5.2.18. Information Assurance Vulnerability Management (IAVM) Implementation: The Contractor shall contact Cyber Command and request subscription to the official Cyber Command and Joint Force Headquarters Department of Defense Information Networks (JFHQ-DODIN) IAVM distribution list and remediate all affected assets by the official suspense date indicated in the IAVM notice sent electronically via email by the Government. All other alternate mitigation strategies shall be temporary in nature and require a POAM submission and AO approval.

5.2.18.1. The IAVM program applies to any device ordered, DOD-owned, controlled, or contracted information system, whether networked or standalone, including, workstations, servers, routing devices (e.g. routers, switches, firewalls), network peripherals (e.g. network printers, portable electronic devices), controlled interfaces (e.g. guards), network video conferencing system, and mobile computing devices (MCDs).

5.2.18.4. The Contractor shall ensure a secure and validated baseline exists and is in use. The baseline must be a Secure Host Baseline (SHB) and fully STIG-compliant. All changes for approved baselines must be approved by a configuration management board before implementation. The Contractor shall also ensure configuration management includes all pertinent patches and fixes by routinely reviewing Contractor sites, bulletins, notifications, and proactively updating systems with fixes, patches, definitions, updated STIGs, and service packs with the IAM.

5.2.18.5. The Contractor shall carry out system/network administrator security procedures in accordance with JSP IAVM Policy JSP-12-8.

5.2.19. Quality Assurance (QA): The Contractor shall manage a QA program. The Contractor shall utilize data obtained from the ACD, IVR, and messaging systems and ensure quality engagements for personnel conducting communications. In support of QA, the Contractor shall:

(1) Maintain a QA program by ensuring a minimum of 10% randomly-selected Service Desk and Remote calls per agent per month. Corresponding tickets shall be evaluated against the Government-approved QA scorecard. The JSP user interactions shall be professional and shall adhere to JSP SOPs.
(2) Analyze inbound/outbound telephone interactions for all user interactions. This includes remote Service Desk assistance for inbound/outbound calls, remote access, etc. The Contractor shall strive to improve the quality of customer service.

5.2.20. Knowledge Management (KM) Data Repository: The Contractor shall maintain the KM Data Repository. Currently, there are 900 defined WIs managed in the Service Desk Portal and 150 in the Self-Help Portal/Tier 0. KM duties include supporting the Customer Service Center to effectively build out the SharePoint sites that support the Customer Service Center. In support of maintaining the KM Data Repository, the Contractor shall:

(1) Provide a plan to fully implement Customer Service Center SharePoint Portal
(2) Ensure that all Customer Service Center SOPs, processes, documentation, and plans are updated and kept current in the JSP-approved KM repository at least quarterly and reported through the IPR process.
(3) Provide administration, development, and process support for KM in close coordination with JSP's Enterprise Management, Engineering, and Operations Directorates.
(4) Utilize the Government's technical support knowledge base tools during service desk calls and email support. The current software used is Right Answers and SharePoint.
(5) Provide support as a SharePoint site-collection administrator for all functional areas (i.e. PWS section 5.1 to 5.8.14) covered by this PWS within the JSP SharePoint site.
(6) Maintain the Self-Service and Service Desk Knowledge Base portals.
(7) Ensure that the JSP KM administration guide is updated as needed.
(8) Ensure WIs are updated and provided to Service Desk agents.
(9) Ensure WIs are maintained for accuracy and are reviewed with the service provider/user as needed. The Contractor shall maintain and review WIs at least once every six (6) months.

(10) Provide input for Usage Reports for both technician and self-service portals. This shall include users, searches, and solution views.

(11) Recommend methods and techniques to drive usage of the KM portal.

5.2.21. <u>Service Desk Process Development, Implementation Support, and Compliance</u>: The Contractor shall support the JSP in continually refining Service Desk business processes and supporting metrics for user satisfaction, process efficiency, and resource efficiency. In support of Service Desk Process Development, Implementation Support, and Compliance, the Contractor shall:

(1) Develop a plan to ensure Service Desk processes are reviewed annually and provide process changes/updates in accordance with JSP standards. The Contractor shall support and comply with all established JSP governance processes and procedures (specifically Service Requests and Change and Configuration Management).

(2) Operate in compliance with documented processes and procedures where JSP-approved processes and procedures exist

(3) Participate in working groups and provide input to the development of enterprise processes in instances where enterprise processes and procedures are under development or do not currently exist.

5.2.22. <u>Incident Management</u>: The Contractor shall support the JSP enterprise-wide processes, practices, and tools for Incident Management. In support of Incident Management, the Contractor shall:

(1) Provide trained staff that has a role in the Incident Management process within the JSP on the proper categorization of Incidents, Service Requests, and Change Requests.

(2) Ensure that all Incidents and Service Requests are properly entered into the JSP Incident ticketing tool.

(3) Support the internal JSP notification and escalation processes.

(4) Support Incident Management analysis and reporting.

(5) Support the Service Desk with end-to-end ownership of all Incidents across the JSP.

(6) Review established processes and recommend improvements

(7) Work with other JSP enterprise process owners to increase the integration of the Incident Management process with other JSP service support processes.

5.2.23. <u>Enterprise Customer Outreach Service (ECOS)</u>: The Contractor shall:

(1) Perform quarterly scheduled visits to Government-approved component/organization office supported by the JSP.

(2) Proactively solicit JSP users for IT-related issues with the primary focus of resolving these issues on-site.

(3) Establish a rapport with users and gain a better understanding of the component's mission and special user support requirements.

(4) Promote the JSP Service Desk and increase user confidence in the enterprise support model.

(5) Gather bench stock equipment for quick fixes and recover unused equipment.

(6) Document all work in Remedy (and/or Government-approved ITSM tool) and provide feedback on user engagement.

(7) Document any after-actions and lessons learned.

(8) Collect and report on metrics associated with ECOS visits during the monthly Performance Reviews.

5.2.24. <u>Aging Tickets</u>: The Contractor shall provide support for Aging Tickets. For all Incidents and WO tickets that have exceeded the Service Delivery metric, the Contractor shall ensure the Incident/WO is brought to resolution. Tickets remaining open shall be reported on a daily basis with the current status and the actions that are in process to resolve the issue (e.g. part on order, additional technical resources being obtained, etc.). The Contractor shall ensure 95% of Incident tickets are resolved within six (6) business days of the acceptable quality level as stated in the PRS, Technical Exhibit 1.

5.2.25. <u>Smart Board Technology</u>: The Contractor shall provide installation, integration, management, and maintenance support for the JSP's smart board technologies. Smart board technology systems consist of an interactive whiteboard, computer, projector, and whiteboarding software.

5.2.26. <u>Support for Macintosh (Mac) users</u>: The Contractor shall serve as the initial Service Desk POC for any basic and low-complexity issues for the JSP's Mac users. The Contractor shall support the mission of Mac users, which is the integration of Mac computers into the DOD network by providing reliable and sustainable solutions and to ensure a secure environment through innovative techniques. The Contractor shall:

(1) Be the initial POC for all Mac-related Incidents and Service Requests and correspond through phone calls, emails, chats, instant messaging, texts, and walk-ins.
(2) Document and triage Mac requests
(3) Resolve and/or escalate more complex Mac-related issues to the Mac Support Team (PWS 5.6).
(4) Track Mac-related request status and provide routine progress updates to the user.
(5) Follow up with the user on the resolution of Mac-related ticket for completeness/quality and satisfaction.

5.2.27. <u>Boards, Commissions, and Task Force (BCTF)/Operations Service Request (OSR) Support</u>: The Contractor shall manage, perform, and complete small-scale to large-scale assigned projects in support of BCTFs and OSRs. These BCTF/OSR projects follow a repeatable set of written procedures, involve well-understood technology, and an agreed-upon user due date. The intent of the Government is to obtain increased oversight of automation projects and associated resource requirements, improve project management discipline and methods to ensure goals and objects are achieved, and reduce risk and improve the probability of project success. Implementation of full project management lifecycle for every BCTF/OSR project is a mandatory requirement. The BCTF/OSR team is responsible for elevated priorities and accelerated response times. The Contractor shall:

(1) Conduct walk-throughs of office spaces during all stages of the BCTF/OSR project.
(2) Assess IT requirements and capabilities.
(3) Coordinate the decommissioning office spaces.
(4) Remove IT assets/cabling.
(5) Re-image workstations/laptops.
(6) Manually install or configure applications software.
(7) Logistically coordinate with Asset Management resources during scheduled office moves.
(8) Provide on-site assistance to Asset Management or user POCs with connectivity of relocated IT assets at new locations and resolve all outstanding issues.
(9) Generate automated electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) and/or Government-approved Accountable Property Systems of Record (APSR) tool whenever a reportable asset is issued, relocated, reassigned, or turned-in. The Contractor shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The information contained in and the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.
(10) Pick up turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other identifications as appropriate. The Contractor shall remove hard drives (100% for SIPRNet and JWICS) for equipment tagged as damaged beyond repair.
(11) Deliver end-to-end project management of all BCTF/OSR projects utilizing the PMI methodology.
(12) Effectively maintain close coordination with various external partners, such as the Defense Facilities Directorate (DFD), Space Portfolio Management Division (SPMD), Resource and Supplier Management (RSM), for timely completion of all BCTF/OSR projects.

(13) Maintain continuous internal coordination with the Operations Division, such as Asset Management, Service Desk, Security Operations, Network Operations, Telecommunications, and AV/VTC teams.

(14) Assist contractor systems engineers in resolving network connectivity or functionality issues relating to special applications after a BCTF/OSR project request.

(15) Manage, perform, and complete Government-approved BCTFs/OSRs within the agreed-upon schedule.

(16) Develop supporting SOPs, CONOPS, and additional documentation in order to support the BCTF/OSR mission. The Contractor shall review and update these documents as needed and annually at minimum.

(17) For larger projects, prepare a draft project schedule using project templates for Government approval (external) prior to beginning work on service/automation projects.

(18) Create a project plan (narrative document) to document the BCTF/OSR effort. This plan shall identify the operations lead, project requirement, scope, resources required, and schedule as agreed upon by the Government.

(19) Provide updates to reflect the project status on a weekly basis or as agreed upon by the Government.

(20) Provide an initial rapid response once the infrastructure is in place (within 24-hour notice) for urgent requests to stand-up new offices' IT equipment.

(21) Utilize Remedy as a means of assisting in tracking project tasking. Remedy also facilitates BCTF/OSR support from other teams. Sub-tasks of the project are created in Remedy to document and monitor the level of effort, time, and resources involved. These are tracked as WOs. End-users shall receive initial emails when there is a status change with the project.

(22) Document each phase of a project in the Provisioning/ BCTF/OSR Front Office SharePoint site. Any related documents (i.e. Project Schedule, Move Requirements Checklist, and User Move Assessment Plan) shall be included on the SharePoint location.

(23) Implement a formal system acceptance program using a structured project management discipline. BCTF/OSR shall manage and track all aspects of the project, including the transition of technical solutions to Operations. This includes the management of schedules, acceptance criteria, resources, and development of service desk and network operations transition documentation.

(24) Report the status of projects in the Weekly and Monthly Activity Report to the Government.

5.2.27.1. <u>Moves, Adds, and Changes (MAC)</u>: The Contractor shall provide MAC support that requires close coordination of equipment, user account management, and asset management databases (e.g. DPAS). This coordination is critical for office and user moves/relocations as well as re-organizations. In support of MAC, the Contractor shall:

(1) Coordinate the installation and management of peripheral devices, such as printers, multi-functional devices, scanners, and other similar devices associated with projects that require installation, configuration, and management from across the JSP service providers.

(2) Support small, medium, and large office movie projects. The Contractor shall coordinate, plan, and deliver the following: physical cabling, drop activations (NIPRNet/SIPRNet/JWICS), phone activations, Virtual Local Area Network (VLAN) extension, VTC drop activation, firewalls modifications, print queues establishment, and procurement of additional equipment (with Government approval) with appropriate JSP centers and external sources.

5.2.27.2. <u>Boards, Commissions, and Task Forces (BCTF)/Office Stand-ups/Decommissions/Technology</u>: The Contractor shall:

(1) Stand up new BCTFs, assess the IT needs and capabilities required, and provide service expeditiously.

(2) Stand up BCTFs, including training and conference rooms.

(3) Manage office moves of 10+ users outside of the NCR and manage all office moves between buildings within the NCR.

(4) Install, refresh, and deploy IT equipment for 10+ users, including any moves between buildings.

(5) Ensure all relocated assets are fully functional, including resolving any outstanding connectivity issues.

(6) Support decommissions that require coordinating projects, which include decommissioning of office spaces, removal of IT assets/cabling, and Life Cycle Refresh (LCR) equipment recovery.

(7) Generate automated electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) and/or Government-approved Accountable Property Systems of Record (APSR) tool whenever a reportable asset is issued, relocated, reassigned, or turned-in. The Contractor shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The information contained in the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.

(8) Pick up turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other identifications as appropriate. The Contractor shall remove hard drives (100% for SIPRNet or JWICS) for equipment tagged as damaged beyond repair.

5.2.27.3. <u>Reporting</u>: The Contractor shall:

(1) Track and provide status reports of external dependencies affecting the services provided by the JSP (e.g. Request Engineering Change Proposals (ECPs), hardware bill of materials)

(2) Provide the following reports:
  a. Weekly Report – indicates the status of all projects under each phase of PMI project management as well as the status of external dependencies
  b. Monthly Report (BCTF/OSR data input) – this will be included in the Monthly IPR
  c. Back-up Data – this is also expected to be submitted for reporting
  d. Annual Forecast Report – report of the various IT assets required for next year's projects
  e. Annual Roll-up Report – report of all the projects performed for the year
  f. Weekly Director's Report – report of the high-level status of projects and external dependencies as well as situational awareness for projects needing elevated attention

5.2.27.4. <u>Meetings/Coordination</u>: The Contractor shall:

(1) Maintain close coordination with various external stakeholders, such as the Facilities Services Directorate (FSD), SPMD, PFPA, JS, and DISA for timely completion of all BCTF/OSR projects.

(2) Conduct a weekly working group meeting to discuss the status of all projects with JSP stakeholders.

5.2.27.5. <u>Project Management</u>: The Contractor shall prepare a draft project plan, using project templates, for Government approval prior to beginning work. The Contractor shall update the project plan weekly or as agreed-upon by the Government to reflect project status. The plan will identify the operations lead, project requirement, scope, resources required, and schedule as agreed-upon by the Government. The Contractor shall:

(1) Follow the PMI methodology, which consists of five process groups (Initiating, Planning, Executing, Monitoring and Controlling, and Closing), and BCTF/OSR CONOPS with supporting SOP for managing and delivering BCTF/OSR projects.

(2) Be responsible for the coordination and movement of IT assets associated with the project throughout the NCR and other identified locations (e.g. HR).

(3) Ensure the Government Sponsor approves change(s) for operations implementation, approves Request for Change (RFC) as submitted, and signs-off on project status changes.

(4) Conduct technical research into project needs, provide task timelines, submit RFCs as required, conduct technical work for projects, review and provide feedback for charter, and design and transition documentation/packages for Program Management Office (PMO) projects.

(5) Coordinate initial requirement gathering and establish a draft project plan based on dependencies to provide initial response to stand up IT equipment requests within 24-hours after the infrastructure has been established.

(6) Obtain formal acceptance from the user indicating a full understanding of the need, prior to beginning work, and obtain an agreement that the need has been met upon completion of the work.

(7) Document each project in the enterprise ticket system and update the BCTF/OSR SharePoint portal.

(8) Maintain ownership of the project lifecycle.

(9) Follow the PMBOK and ITIL service delivery standards.

(10) Monitor, administer and collaborate internally/externally using SharePoint and Government agreed-upon management applications to support projects.

(11) Provide an Annual review of BCTF/OSR CONOPS and SOP documents.

(12) Develop and validate all project-related documentation associated with the life of a project.

(13) Use industry standard management processes defined in the PMI PMBOK and service delivery standards contained in ITIL to the specific BCTF/OSR project's size and complexity.

(14) Maintain ownership of the project lifecycle and provide end-to-end project management and performance of all BCTF/OSR projects.

(15) Scope, estimate, and plan each BCTF/OSR project and provide all plans to JSP leadership for approval before a formal project charter is initiated.

(16) Provide project schedules, including key milestones and dependencies.

(17) Estimate and document resource requirements and identify project deliverables and associated templates.

(18) Use Government agreed-upon project management applications for project planning and scheduling and the JSP Customer Service Center SharePoint site for project collaboration and document management.

(19) Use the BMC Remedy ITSM Suite to document and track projects and engage services from functional owners and for Asset Management purposes.

(20) Establish and execute a communication plan for each BCTF/OSR project and define the approach with stakeholders. The plan shall contain the communication audience, frequency, and format. The Contractor shall ensure the stakeholders are engaged and aware of the status.

(21) Coordinate requirements across the JSP service providers and external stakeholders.

(22) Identify, manage, and mitigate BCTF/OSR project issues and risks.

(23) Review completed work products with stakeholders, and receive formal sign-off and acceptance for completed work. All BCTF/OSR project documentation shall be completed and delivered by the end of the closeout phase.

(24) Support meetings and capture meeting minutes.

5.2.27.6. Asset Management: The Contractor shall:

(1) Ensure updates related to Asset Management records are made in accordance with Government-approved processes, which shall be available upon award, when moving and/or delivering IT hardware and software assets. This shall be done as part of ticket resolution whenever any information in the record needs to be changed, such as changes in user assignment, phone/room number, or classification.

(2) Coordinate logistics with Asset Management resources during scheduled office moves.

(3) Manage and maintain associated BCTF/OSR bench stock and ensure 100% accountability of those assets with DPAS and follow the guidance of the accountable property officer service as a property custodian.

(4) Generate automated electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) and/or Government-approved Accountable Property Systems of Record (APSR) tool whenever a reportable asset is issued, relocated, reassigned, or turned-in. The Contractor shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The information contained in and the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.

(5) Pick up turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other

identifications as appropriate(i.e. part numbers, manufacturer name, quantity, location of asset). The Contractor shall remove hard drives (100% for SIPRNet or JWICS) for equipment tagged as damaged beyond.

5.3. Wireless Services Support: The Contractor shall provide Wireless Services Support for existing and future JSP service offerings using industry best practices such as ITIL ITSM, International Organization for Standardization (ISO) 20000, and security regulations such as DODI 4640.07, DODM 5200.01 and DODI 8500.01. The Contractor shall serve as Tier I/II POCs and manage all Incidents and Service Requests initiated by JSP users or other JSP support technician from initiation to closure on a 24x7x365 basis. The Contractor shall provide initial deployment of mobile devices, troubleshooting devices, user training, setting-up mobile accounts, changing service plans, performing monthly cost analysis and reporting, and lifecycle replacement of devices. The Contractor shall interact with the end-user community, such as through phone, email, face-to-face meetings, etc., to support the resolution of Incidents, Service Requests, and Change Requests through the following:

(1) Corresponding through email, Service Request Module (SRM), phone calls, emails, chats, instant messaging, texts, and walk-ins.
(2) Documenting and triaging Incidents, Service Requests, or Change Requests.
(3) Resolving or escalating Incidents, Service Requests, or Change Requests.
(4) Tracking Incidents, Service Request, or Change Request status, and providing routine progress updates to the user.
(5) Following-up with users on the resolution of Incidents, Service Requests, or Change Requests for completeness/quality and satisfaction.

5.3.1. Incident Urgency: The Contractor shall provide Tier I/II Wireless Support to analyze, diagnose, and resolve Incidents and Problems. The Contractor shall route and escalate tickets to the appropriate Wireless Service Support team or other services support team described within PWS sections 5.1-5.6. The Contractor shall coordinate with several other specialized Service Desks and provide end-to-end ownership of tickets from in-take to closure. The Contractor shall perform troubleshooting of applications and systems against known problems or outages. The Contractor shall work with users to verify the resolution of trouble tickets.

5.3.2. Incident Manager (IM): The Contractor shall act as the Wireless IM for all Incidents created in the Government-directed Remedy TMS and has responsibility for the Incident lifecycle from creation to closure. The current average number of wireless interactions per month is 2,400 with an average handle time of 45 minutes per interaction. The normal peak times occur during the regular business day between 9:00 AM to 2:00 PM ET. The Contractor shall:

(1) Deliver and maintain wireless services including: provisioning, troubleshooting, supporting and decommissioning wireless devices, network communications, secure communications, transition office support, priority communications, and teleworking communications (MobiKEY) related to COOP, Continuity of Government (COG), and Emergency Relocation Staff (ERS) personnel and exercises.
(2) Maintain user accounts on the Mobile Device Management Server (MDM), Mobility On-boarding Request Fulfillment Enterprise Users System (MORFEUS) and notify DISA of any server latency issues that impact the ability to complete activations and update user information.
(3) Generate electronic hand receipts (DD Form 1150s) in DPAS (and/or Government approved APSR tool) whenever a reportable asset is issued, relocated, or reassigned or turned in and shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The Contractor shall update the information contained in the signed DD Form 1150s in DPAS and Remedy TMS by the Contractor for accountability and audit readiness. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in. If the user identifies a discrepancy, the Contractor shall reconcile hardware agreement with the Accountable Property Officer (APO), Property Custodian (PC) or Property Administrator (PA).

(4) Manage mobile/wireless device inventory levels and update and maintain accountable records in DPAS for equipment issued.

(5) Abide by DISA STIG to determine the correct wireless, voice, and data usage. In addition, the Contractor shall use a carrier-independent approach to maximize the services and coverage areas to the JSP user base.

(6) Update Wireless Services Support team processes and procedures to reflect current mobile device contracts and policies and shall maintain currency throughout life of contract.

(7) Review all monthly wireless billing for accuracy and submit/deliver them for payment to Government Wireless team lead.

(8) Maintain a plan for mobile work streams, to managing the delivery of mobile services, including Resource, Communications, Risk and Issues, Time, Budget, and Scope Management.

(9) Track, monitor, and report status for all systems, KPIs, and metrics to the Government. Reports include:
   a. Wireless Usage Report
       i. Lines in Service Report
       ii. Top 100 Voice and Data Used Report
       iii. Budget at Completion Burn Rate Report
       iv. Device Type Report
       v. iOS Update Report
       vi. Upgrade Eligibility Report
       vii. Plan Summary Report
       viii. Trending Report
       ix. Rate Optimization Report
       x. Ad-hoc reports requested by the user
   b. Rate Optimization Analysis and Recommendation (wireless)
   c. Weekly/Monthly Incident and Trend Analysis and Daily Environmental Status reports
   d. Situational reports based on remote usage for official telework exercises and Government closure due to inclement weather
   e. Reports at the component level for tracking assets per user, device utilization, and associated device vendor charges; provided monthly
   f. User satisfaction measured on a daily basis and reported during the Monthly IPR.
   g. Wireless number cost and usage data from the carriers with individual users and the organizations (components) to which they belong.

(10) Validate the Invoice, Receipt, Acceptance, and Property Transfer (iRAPT) Report against Carrier Usage Report and ensure that all services billed are being provided.

(11) Via an automated telecommunications expense management system, provide monthly and ad-hoc reports to each component supported by JSP. Reports shall include lists of users for them to review, along with their charges. Giving the components POCs the opportunity to validate charges, identify users that have left their organization, and whose numbers can be terminated.

(12) Provide lists of zero usage numbers to enable identification of additional numbers for suspension and termination on a monthly bases.

(13) Develop and maintain accurately updated records within automated telecommunications expense management system for tracking and reporting on cost, usage, devices, lines, users, and software.

(14) Deliver the Telecommunications Expense Management System (TEMS) to review wireless information and produce automated reports, such as the Top 100 Voice and Data Used and BAC Burn Rate reports. The Contractor-delivered TEMS shall be housed behind the Government firewall on GFE. The TEMS shall be capable of transferring data to and receiving data from multiple sources and consolidating that information into agreed-upon reports and interacting with current inventory management and ticketing systems, such as Service and Asset Management, Invoice Management and Auditing Services, Rate Plan and Feature Optimization, Reporting, Cost Accounting, and Billing verification services. The TEMS shall be capable of sorting data by BAC and by individual numbers.

(15) Deliver the automated TEMS ready for use within 45 days of contract award.

(16) Report all errors and process the appropriate documentation for billing reconciliation prior to the start of next billing cycle.

(17) Provide training on the use of the automated cost accounting system to the mobile staff, Government managers, and user community on a monthly and annual basis. Date, time, and location shall be determined by the Government.

(18) Ensure the Government's Records Management procedures are completed when a reportable asset is assigned, relocated or reassigned to a new user.

(19) Conduct facilitation of warranty repair with manufacturers on equipment identified as serviceable with replacement parts or components. Facilitation includes diagnostics, reporting, repair labor, testing and certification.

(20) Provide on-site support for all users during JSP Core Business Hours and shall provide After Hours support as required by the Government (e.g., COOP events) in accordance with PWS section 1.6.5.

(21) Provide support for MobiKEY account creation, training and device issuance for all current JSP Components (~4,000 accounts).

(22) Provide project management support for the JSP Mobility Project, which consists of:

    a. Working alongside the Branch Chief for Provisioning to plan, lead, and manage JSP's Mobility Project to evaluate and introduce a new handheld wireless device into the enterprise.

    b. Evaluating alternative mobile devices (i.e. iPhone, Android, Windows Phone, etc.).

    c. Participating in requirements gathering and analysis.

    d. Developing and implementing a project plan, identifying necessary resources.

    e. Supporting procurement activities and rollout planning.

    f. Facilitating communication between teams and with IT Managers (ITMs).

    g. Managing and coordinating all aspects of the project.

    h. Providing weekly status updates on the progress of the project.

    i. Documenting lessons learned.

5.3.3. Incident Management: The Contractor shall:

(1) Provide the single POC for all user Incidents and WOs, ensuring that all required information is obtained for troubleshooting and fulfilling the Incident or WO and tracking Incidents from initiation to completion.

(2) Receive user Incidents and Service Requests from the Government-furnished ticketing system and evaluate user issues and submit tickets or contact third-party contractors to fulfill requests and resolve Incidents.

(3) Work the following types of tickets: activations, password resets, technical issues with voice and data, all communications with wireless carriers and ordering, and receiving devices.

5.3.4. Request Management: The Contractor shall:

(1) Manage wireless user requests throughout their lifecycle, track requests within Remedy, and ensure the rapid fulfillment and completion of requests.

(2) Work with third-party/external providers (e.g. DISA, wireless service providers, and Internet service providers) to complete requests.

5.3.5. Event Management: The Contractor shall:

(1) Monitor wireless telecommunications event and outages and log Incidents and initiate Incident Management procedures. This support shall include both wireless and MobiKEY events.

(2) Process requests, track, and monitor the usage of the Wireless Priority Service (WPS). These are recommended for essential personnel who need to make calls during an emergency or natural disaster.

(3) Process requests, track, and monitor the usage of the Government Emergency Telecommunications Services (GETS) cards. These are recommended for essential personnel who need to make calls during an emergency or natural disaster.

5.3.6. Problem Management: The Contractor shall analyze Incidents using Information Technology Infrastructure Library (ITIL) Problem Management processes to determine the root cause of related

Incidents and determine if a change to the JSP's baseline (i.e. PRS) is required. If so, the Contractor shall submit a Change Request for approval.

5.3.7. <u>Access Management</u>: The Contractor shall provide end-user support to resolve log-in, PIN, and password reset issues, including providing end-user support for initial log-ins to user facing wireless devices and telecommunication systems, such as voice mail.

5.3.8. <u>Change Management</u>: The Contractor shall follow the JSP Change Control Board SOPs and provide documentation for new/updates to devices and software implementation as required.

5.3.9. <u>Configuration Management</u>: The Contractor shall:

(1) Develop and maintain an inventory of wireless communications and priority equipment and services available to DOD agencies that receive services from the JSP in the NCR.
(2) Abide by the DOD/DISA STIG to determine which wireless voice and data usage shall be provided and use a carrier-independent approach to maximize the services and coverage areas to the JSP user.
(3) Follow the guidelines of DODI 8500.01 for DOD security regulations to support systems Certification and Accreditation (C&A), password creation and usage standards, vulnerability scanning, and other security measures to mitigate risk of the network, systems, and users.
(4) Ensure updates to related Asset Management records are made in accordance with Government-approved processes, which will be available upon award, when reportable asset information has changed (e.g. move, delivery, and assignment) for hardware and software assets. This shall be done as part of ticket resolution whenever any information in the record needs to be changed, such as change in user assignment, phone or room number, billing account code, and vendor information.

5.3.10. <u>Release and Deployment Management</u>: The Contractor shall:

(1) Capture user requirements for provisioning of wireless devices and coordinate fulfillment of requests with service providers and/or DISA.
(2) Work with vendors to order routine services, including line installations, disconnections, moves, rearrangements, and related equipment requests.
(3) Support the deployment and provisioning of wireless communications equipment to users, including accepting and delivering mobile equipment from the logistics group to the user.
(4) Generate automated electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) and/or Government-approved Accountable Property Systems of Record (APSR) tool whenever a reportable asset is issued, relocated, reassigned, or turned-in. The Contractor shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The information contained in and the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.

5.3.11. <u>On-board and Lifecycle Refresh</u>: The Contractor shall:

(1) Plan and execute on-boarding and lifecycle refreshment of user organizations' devices, including identifying user requirements and reporting needs, integrating and aligning support processes, transitioning assets, conducting training, developing WIs, and aligning organizational structures to support needs.
(2) Update the Asset Management system, DPAS, with transitioned assets. The Contractor shall generate automated electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) and/or Government-approved Accountable Property Systems of Record (APSR) tool whenever a reportable asset is issued, relocated, reassigned, or turned-in. The Contractor shall request user

signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The information contained in and the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.

(3) Pick up turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other identifications as appropriate. The Contractor shall remove hard drives (100% for SIPRNet or JWICS) for equipment tagged as damaged beyond repair.

(4) Update Government Knowledge Management plans, which will be available upon award, for new equipment, coordinate and conduct training, and acquire and publish vendor service/support manuals to the Customer Service Center Knowledge Management system for use by JSP support personnel.

5.3.12. Analytics and Reports Metrics: The Contractor shall:

(1) Ensure that usage reports are delivered on a monthly basis by the 25th day of the month and yearly as required.

(2) Ensure that weekly rate optimization and trend reports are delivered on a monthly basis by the 25th day of the month and yearly as required.

(3) Ensure that wireless reports are available during JSP's Core Business Hours identified under PWS section 1.6.5 when it is within the JSP's control (natural and man-made disasters are not within the JSP's control). Planned and unplanned power outages may cause availability degradation. JSP also relies upon third-parties (e.g. DISA, AT&T, Comcast, Verizon, etc.).

5.3.13. Non-Standard Service: The Contractor shall support the JSP in providing users with telecommunications support services and lifecycle management, including MobiKEY, GETs, WPS and secure communication services.

5.4. Telecommunications Services Support: The Contractor shall provide Telecommunications (landline) Services Support to JSP users for installations, moves, disconnects, and changes during the Hours of Operation specified in PWS section 1.6.5. The Telecommunications team provides products, services, and support, such as installation and maintenance, repair and lifecycle management of Analog, ISDN, VoIP, and Data services; furthermore, the Contractor shall:

(1) Review and process orders for telecommunications products and services on behalf of the user.

(2) Review all monthly landline billing for accuracy and submit them for payment through the appropriate Government process with a statement that they are considered proper for payment.

(3) Provide support to the installation, maintenance, repair, and life-cycle management of analog, ISDN, VoIP, data services, and all DISA-approved devices and their life cycle refresh. This support shall encompass all Level I and Level II "Gold" users for all JSP user locations.

(4) Meet the PRS standards in Technical Exhibit 1 and complete and submit deliverables for the Telecommunications support in accordance with the Deliverables Schedule, and, in conjunction with other functional task areas described within PWS (sections 5.1 – 5.6), support the development of deliverables, as directed by the Government.

(5) Develop, maintain, and accurately update records within a Government-approved automated system for tracking and reporting on cost, usage, devices, lines, circuits and software (the latest OS and iOS). The automated system must be accessible by JSP users.

(6) Process orders through the current Service@once Verizon system (or successor system), DISA, and JSP portal.

(7) Collaborate with and provide liaison support for the BCTF/OSR team to ensure successful office moves for JSP users (approximately 20-24 hours per week).

(8) Conduct user site visits with BCTF/OSR project manager.

(9) Execute the Telecommunications Move Process, which includes:
   a. Reviewing floor plans to identify locations for telecommunication devices in the new office.

      b.   Forwarding legacy phone numbers to new phone numbers.

      c.   Establishing and assigning new phone numbers, installing fax lines and analog lines for conference rooms.

(10) Decommission legacy phone numbers and systems vacated from Government-leased spaces within the NCR once offices are no longer needed with DOD.

(11) Disconnect legacy circuits (both Voice and Data) and acquisition of long-haul circuits or services in the NCR.

(12) Update Remedy (and/or Government approved ITSM tool) records.

(13) Communicate Telecommunications Move Process completion to BCTF/OSR project manager.

(14) Coordinates routine services directly with the supporting vendor. Routine services include line installations, line and station disconnect, moves and rearrangements (requires coordination with third party vendor, such as Verizon).

(15) Attend meetings on new space requirements with all components involved in the project, such as the support teams described in PWS sections 5.1 – 5.6 and end-users.

(16) Coordinate large or difficult telecommunications requirements (moves, conversions, and reorganizations with JSP JP33).

(17) Provide customer service by keeping in touch with the user until request has been completed.

(18) Inform Government manager of all large or small projects by providing meeting minutes, weekly reports, and situational awareness of items requiring immediate action.

(19) Provide user training on JSP-supported call centers, which includes administration tools, applications, and reporting capability (e.g. CMS Supervisor, Avaya One-X Agent, etc.).

(20) Coordinate SECDEF and VIP residential installations, which shall be provided upon award, with carriers.

(21) Provide telecommunications support for approximately 158 JWICS VoIP devices.

5.4.1. <u>Specific Responsibilities</u>: The Contractor's support shall encompass all Level I, Level II "Gold," and Level III "Platinum" users for all supported user locations. The Service Desk shall act as the single point-of-entry and point-of-exit for all related user Incidents and Service Requests. The Contractor shall ensure that all responsibilities associated with Telecommunications Service Support are fulfilled.

5.4.1.1. <u>Landline Specific Responsibilities/Tasks</u>: The Contractor shall:

(1)   Deliver and maintain all products and services related to landline services, such as supporting user Incidents and Service Requests in the Service Desk environment.

(2)   Serve as the single POC for all landline user Incidents and WOs. The Contractor shall ensure all required information is obtained for troubleshooting and fulfillment of the Incident or WO. The Contractor shall track Incidents and WOs from initiation to completion.

(3)   Route all complex user Incidents and Service Requests to the Government manager for daily review.

(4)   Track, monitor, and report statuses for all systems, KPIs, and metrics to the Government.

(5)   Facilitate warranty repair with manufacturers on equipment identified as serviceable with replacement components/parts. Facilitation shall include tasks, such as diagnostics, reporting, repair labor, testing, and certification.

(6)   Work with third-party/external providers, such as DISA, Verizon, etc.

(7)   Support landline event management and outages.

(8)   Provide on-site support for all NCR-based users during normal business hours as well as after-hours support as required by the Government (e.g. COOP events).

(9)   Capture user requirements for the provisioning of toll-free numbers and coordinate the fulfillment of these requests with service providers and/or DISA.

(10) Review and validate requests from the JSP Divisions for VoIP services. The Contractor shall submit requests on behalf of users, serve as the liaison, and track the request to completion.

(11) Evaluate user issues or requests, dispatch dedicated Verizon technicians, submit tickets, or contact third-party vendors to full requests and resolve Incidents.

(12) Assist with JSP governance documentation for new devices and software implementations.

(13) Develop and maintain an inventory of the telecommunications equipment and services available to the DOD components in the NCR.

(14) Ensure that technicians complete records management procedures when a reportable asset is relocated or reassigned to a new user.

(15) Ensure updates to related asset management records are made in accordance with Government-approved processes when reportable asset information has changed (e.g. move, delivery, and assignment) for hardware and software assets. This shall be done as part of ticket resolution whenever any information in the record needs to be changed such as change in user assignment, phone or room number, billing account code, vendor information, etc.

(16) Maintain office environments in good operating condition so that standard/normal organization activities can take place within defined periods.

(17) Develop, maintain, and accurately update records within a Government-approved automated system for tracking and reporting on cost, usage, devices, and lines.

(18) Coordinate with supporting vendors to order routine services. For example, routine services include line installations, line/station disconnections, moves, rearrangements, and equipment requests.

(19) Ensure that the required written justification accompanies the request when the requested service requirements do not comply with DODI 4640.07.

(20) Develop a security policy and ensure that web-accessible telecommunications management system meets the security requirements as specified in DODI 8500.01, Cybersecurity.

5.4.1.2. Non-Standard Services Responsibilities/Tasks: The Contractor shall:

(1) Deliver and maintain all products and services related to Priority Communications, 1-800 numbers, videophones, and support services.

(2) Serve as the single POC for all priority service user Incidents and WOs.

(3) Receive user Incidents and Service Requests from the Government-furnished ticketing system.

(4) Resolve Incidents and Service Requests and route complex user Incidents and Service Requests to the Government manager for review.

(5) Track, monitor, and report the statuses for all systems, KPIs, and metrics to the Government.

(6) Work with third-party/external providers, such as DISA, Verizon, etc., to complete requests.

(7) Evaluate user issues or requests, dispatch dedicated Verizon technicians, submit tickets, or contact third-party vendors to fulfill Service Requests, Change Requests, and resolve Incidents.

(8) Support event management and outages.

(9) Provide on-site support for all NCR-based users during the JSP's Core Business Hours as well as After Hours support in accordance with PWS section 1.6.5 as required by the Government (e.g. COOP events).

(10) Provide user communication by ensuring users have an up-to-date understanding of current open tickets and follow up with users to ensure the fulfillment of user Incidents and Service Requests.

(11) Capture user requirements for the provisioning of data circuits and toll-free numbers and coordinate the fulfillment of these requests with DISA, Verizon, etc.

5.4.1.3. Analytics and Reports Responsibilities/Tasks: The Contractor shall:

(1) Track, monitor, and report statuses for all systems, KPIs, and metrics to the Government.

(2) Ensure asset accountability for all user hardware and equipment. Asset accountability is currently tracked via spreadsheet, Service@once, and secure web.

(3) Work with third-party providers, such as DISA/GSA and Internet service providers.

(4) Construct and deliver reports required on a monthly and yearly basis. Such reports include monthly Ticket Trends reports. Telework reports may include situational reports based on remote usage for official telework exercises and Government closure due to inclement weather.

(5) Review all monthly billings for accuracy and validity and submit them for payment through the appropriate JSP process, which shall be provided upon award, with a statement that they are considered proper for payment.

(6) Coordinate with VIP Support to provide residential support.

(7) Enable users to pull reports derived from the automated system that combines data from several sources, including carrier, vendor, Remedy, and user-provided data into an approved format by the Government.

(8) Provide monthly reports at the component level for tracking assets per user, device utilization, and associated device vendor charges.
(9) Coordinate with the Government to verify that funding has been provided by the service requestor and obtain Government approval before ordering services.
(10) Develop and maintain a standardized format and automated system to expedite and/or streamline the processing of telecommunications requirements.
(11) Coordinate with the BRC, IT Resource Management Office, BRC to validate the DA Form 4445-R, "Usage Report," and ensure that all services billed to BRC are being provided.

5.4.2. <u>Coordination Needs</u>: The Telecommunications team must interface with JSP offices and external organizations in order to perform its duties. In order to assist the Telecommunications team perform its duties, the Contractor shall:

(1) Coordinate support with leadership, Asset Management, Information Assurance, Security Operations, Problem Management, Solutions Development, and External Service Providers (e.g. DISA Verizon, etc.).
(2) Provide situational updates to leadership of Incidents that require escalation due to core service disruption or degradation.
(3) Assist in resolving network connectivity or functionality issues related to special applications with vendor system engineers.
(4) Coordinate Incident and Service Request escalation on relevant user requirements with Solutions Development.
(5) Coordinate equipment delivery and collection of "excess" equipment with Asset Management. The Landline team accepts delivery of equipment from the logistics group for installation or storage in designated locations. Asset Management currently manages all assets within the JSP and audits the records of assets throughout their lifecycle. The Landline team are responsible for the accountability of the asset until it is deployed to the user.
(6) Coordinate remediation procedures in response to a Classified Material Incident (CMI) and coordinate authorization to create Administrative Accounts within the environment with Security Operations.

5.4.3. <u>Supporting Technology</u>: The Contractor shall utilize the following monitoring/administrative tools and databases to deliver Telecommunications Services Support:

(1) Service@once – Current records tool for Verizon WITS3 as well as used to process orders for telecommunications, equipment, and configure lines (the Contractor shall be responsible for any possible successor systems).
(2) TOPS e*Bill (Telecommunication Ordering & Pricing System – Electronic Billing) – General Services Administration's (GSA) website for local service billing and inventory management.
(3) JSP Business Support Services (JSP-BSS) – Website used for JSP ordering and billing services.
(4) Remedy – JSP's Service Request system.
(5) BMC Service Request Management System – Used to process requests to the JSP for MAC and projects.

5.4.4. <u>Audit Support</u>: The Contractor shall provide audit support services. In support of this task, the Contractor shall:

(1) Support the Secure Telephone Program inventory and audits as well as serve as the liaison with the PFPA security team.
(2) Provide on-site technical support during core business hours between 6:00 AM to 6:00 PM ET.
(3) Provide "on-call" after hours support from 6:00 PM to 6:00 AM ET to address telecommunications Incidents during after hours, which may require on-site resolution based on Incident severity.
(4) Work directly with vendors to order routine services electronically. Routine services include line installations, line and station disconnects, moves, and rearrangements.
(5) Attend meetings on new space requirements with all components involved in the project.

(6) Coordinate large or difficult telecommunications requirements (moves, conversions, and reorganizations).
(7) Provide customer service by keeping in touch with the user until the request has been completed.
(8) Work with all service providers to perform VoIP, landline, and circuit audits to disconnect lines associated with Billing Account Codes (BACs) for approximately 75 agencies.
(9) Audit all ISDN, analog, VoIP, and circuit lines for each agency JSP supports and provide cost savings to the Government by disconnecting lines that are no longer needed by the agency.
(10) Perform audits in quarterly cycles.
(11) Produce Usage/Non-Usage Reports.
(12) Work with the Government lead to determine appropriate thresholds for non-use resulting in disconnection action.
(13) Coordinate with individual agencies regarding audit findings and identification of lines to be disconnected.
(14) Work with service providers to enable disconnection.
(15) Assess savings resulting from audit and disconnection activities and support Return on Investment (ROI) evaluation of audit activities (monthly/annual savings achieved).
(16) Inform the Government manager of all large or small projects by providing meeting minutes, weekly reports, and situational awareness of items requiring immediate action.
(17) Provide user training on JSP-supported call centers, which includes administration tools, applications, and reporting capability (e.g., CMS Supervisor, Avaya One-X Agent, etc.).
(18) Coordinate SECDEF and VIP residential installs with carriers.

5.5. Customer Relations Management (CRM) Support: The Contractor shall provide the services and perform the required tasks listed under this section of the PWS during the Hours of Operation identified in PWS section 1.6.5 for CRM services including: (1) technical support for CRM activities, administration, process development and standardization within the CRM services and (2) all labor, supervision, and materials necessary to perform and provide service support on these tasks. The Contractor shall provide management and execution of daily CRM activities within JSP; utilize industry best practices; utilize appropriate hardware/software products; advise JSP staff members and senior management on best practices for applying CRM disciplines to solve business requirements.

5.5.1. CRM Task Manager: The Contractor shall assign an individual to serve as the lead for the CRM task area. A single individual shall perform dual functions of CRM task manager and a senior CRM expert. This person shall be the single POC for the COR. The name of the CRM task manager and the name(s) of any alternate(s) who shall act for the Contractor in the absence of the CRM task manager shall be provided to the Government upon award of the contract.

5.5.1.1. In-Progress Reviews: The COR and other Government personnel, as appropriate, shall meet monthly with the Contractor to review the Contractor's performance. At these meetings, the COR shall apprise the Contractor of how the Government evaluates the Contractor's performance according to the PRS, Technical Exhibit 1, and the Contractor shall apprise the Government of problems, if any, being experienced. Appropriate action shall be taken by the Contractor to resolve outstanding issues.

5.5.2. CRM Program Management: The Contractor shall manage and perform all the activities related to this task area up to the point of completing the phase-out. The Contractor shall provide and manage resources to execute tasks and produce deliverables as defined in this task area. The Contractor shall be responsible for providing, managing, and overseeing its personnel as well as any subcontractor efforts used in performance of this task area.

5.5.2.1. CRM Deliverables: The Contractor shall be responsible for providing the Government with accurate and timely statuses regarding tasks and performance of this CRM task area. Specifically, the Contractor shall be responsible for deliverables supporting this task area as specified in the CRM Support section of the PWS.

5.5.2.2. CRM Monthly Projects Status Report: The contractor shall provide CRM Monthly Projects Status Report is a presentation done by the Contractor that uses metrics to describe the state of CRM projects on a

monthly basis. This report shall be given in the form of a verbal and a written presentation by the Contractor to the Government on a monthly basis.

5.5.2.3. CRM Monthly In-Progress Review (IPR): The contractor shall provide CRM Monthly IPR of the overall status of the CRM service being provided by the Contractor to the Government. The contractor shall provide a breakout of the work schedule of the Contractor's staff, achievements, monthly metrics summary, and any updated program information. This report shall be given in the form of a verbal presentation and followed up by a written report by the Contractor to the Government on a monthly basis.

5.5.3. CRM Services and Organizational Support: The Contractor shall support the JSP Customer Engagement Division function to build and maintain relationships between JSP and its user base/user organization. This includes developing an overall JSP user interaction model to define the interaction points between the JSP and its users and supporting the relationship between the user and JSP at all of those interaction points. The Contractor shall baseline the current user base and support the JSP in defining and managing the relationships that JSP has with each user. The Contractor shall be responsible for documenting, managing, tracking, and analyzing user requirements by utilizing the provided customer engagement model that is further defined under this section of the PWS. Generally, the tasks are broken out between CRM organizational tasks, which are the tasks associated with developing, and maturing organizational capabilities, of CRM in the JSP, and CRM operational support tasks, which are tasks associated with the day-to-day execution of the CRM mission in JSP.

5.5.3.1. Customer Engagement Model: The Contractor shall support the existing customer interaction model. The Contractor shall work with the JSP support areas of BRC, CSC, Customer Service Center, ACES Center, and ESC to support the end-to-end mapping of how the JSP organization interfaces with the users/user organizations at various touch points. The engagement/interaction model shall inventory all interactions that JSP has with the user base, example interactions could be:

(1) Escalating trouble tickets.
(2) Users submitting a project/requirement request.
(3) Users requesting information on an active project.
(4) Users inquiring about a specific JSP service offering.
(5) Facilitating the negotiation of support agreements between JSP users and internal JSP stakeholders.
(6) JSP informing a user about a security threat.
(7) JSP informing a user about a planned outage for system maintenance.
(8) JSP informing user/user organization about billing, resource management, and acquisition.

5.5.3.1.1. The Contractor shall execute the customer engagement model, which shall include:

(1) A recommendation to JSP as to the best level within the organization to support the interaction (from Tier 0 or self-help, JSP CRM, Tier I JSP Service Desk, Tier II, or Tier II Functional Teams (JSP Centers).
(2) A recommendation of the skills needed for each interaction.
(3) An assessment of the technology and JSP Products & Service Catalog, Trouble Ticketing System, etc. currently utilized at each interaction, and recommendation for improvement.
(4) An assessment of how the JSP currently measured the interaction, and a recommendation on how to improve or re-define the metric and benchmark it with industry.

5.5.3.2. CRM Process Development and Implementation Support: The contractor shall support the JSP in the following:

(1) Continually refining business processes and metrics utilized for tracking and managing user requests. These processes shall span across all JSP Centers and require the documentation of roles and responsibilities across the enterprise.
(2) Facilitating all processes where CRM is the lead functional proponent. All processes shall be version-controlled and stored in a JSP process repository.

(3) Lead development initiatives for the JSP's Customer Service Center business process reengineering and process automation efforts. All efforts shall be managed and tracked through project with a schedule.

(4) At a minimum, every Customer Service Center and CRM process shall be evaluated every six (6) months. This evaluation shall include a process specific recommendation to the Government as to potential improvements (process or automation).

5.5.3.3. <u>CRM Organizational Planning</u>: The Contractor shall include the following:

(1) Assist the Government in examining Customer Service Center and CRM organizational goals, objectives, organizational structure, culture, processes, and support tools and making recommendations as to how to improve alignment of those elements to ensure that the JSP is best positioned to support user needs and the JSP strategy.

(2) Shall support JSP user satisfaction initiatives and gauge user satisfaction as a part of weekly engagements.

(3) Shall leverage the JSP user satisfaction reports to improve CRM processes as it pertains to user engagements, requirements processing, and user education. Overall user satisfaction shall be a primary driver to CRM organizational planning activity.

(4) Based on the JSP user satisfaction goals and objectives, the Contractor shall support CRM organizational analysis that documents the current operating environment of CRM and provide a documented and prioritized listing of recommendations.

5.5.3.4. <u>CRM Data Management and Collection</u>: The Contractor shall be responsible for managing the existing JSP user databases or proposing a new solution to manage the data the JSP needs to track and maintain its user relationships and support user interactions. The intent is to maintain an integrated data repository (logically or physically) where the JSP can develop actionable business knowledge. This database shall be an integrated as part of the CRM processes. The Contractor shall be responsible for the methodology, schema, tool interfaces, data collection and maintenance, reporting, and overall maintenance of this data source. The Contractor shall propose a methodology for ensuring the data is authoritative, accurate, complete and up-to-date, and include the cost of any solution/integration work in the proposal. Data the Contractor shall manage includes:

(1) Customer Data: Knowledge of the user and its required services, how it does business, and who fills the critical roles within that user organization. The Contractor shall understand users' strategic objectives to better support their current and future mission needs.

(2) Requirements: Knowledge and management of submitted user service request by user and tracking of the work to completion.

(3) Agreements: Knowledge of all agreed-to terms and conditions that have been negotiated and put into place for the user.

(4) Customer Metrics: Knowledge of the performance standard for any given user.

5.5.3.5. <u>CRM Project Management</u>: For every project, the Contractor shall provide the following documentation at the start of the project:

(1) Project charter
(2) Project scope
(3) POAM
(4) Project schedule
(5) Risk management plan
(6) Resource requirement analysis (funding and manpower)

5.5.3.5.1. For every project, the Contractor shall also provide the following documentation:

(1) Bi-weekly project updates
(2) Monthly labor hour and project summary (as part of the Monthly Project Status Report and IPR)

5.5.3.5.2. The Contractor shall be responsible for managing project schedules and ensuring all project issues requiring Government intervention are brief to the JSP Customer Service Center management. The Contractor's performance shall be measured on the variance between the actual project schedule and planned schedule with a maximum variance of 10% allowed.

5.5.3.5.3. The Contractor shall recommend and utilize a standardized tool to track projects. The Contractor shall provide a monthly Master Project Schedule that details all CRM projects, key events, and milestones to show the overall level of progress of CRM projects.

5.5.3.6. CRM Tool Support: The Contractor shall support and operate the current implementation of standardized toolsets that support the automation of CRM tasks, data management, and data collection tasks across the JSP enterprise. These toolsets generally support elements of the Customer Engagement Model, and they serve to automate, collect, manage, and report on the information to be collected and managed around user interactions. The Contractor shall be responsible for operating the tool and defining any detailed requirements for the integration of other feeds into the Government-identified tool (Microsoft Dynamics).

5.5.3.6.1. The Contractor shall also be responsible for utilizing the toolsets when they are engaged in user engagements in order to ensure data is completely captured around the user relationship. In most cases, these toolsets shall be accessible/available across the JSP enterprise so requirements development, maintenance, and upgrades shall require coordination across the JSP. The information below provides an overview of the currently utilized CRM tools:

(1) Customer Requirements Tool captures and routes user requirements for projects and new Service Requests.
(2) JSP Prioritization Tool captures and reports a comprehensive and accurate view of user priorities.

5.5.3.7. Manage and Mitigate CRM Risks: The Contractor shall proactively identify, manage, and mitigate risks/issues that have the potential of affecting the JSP's users, CRM processes, and the effective provisioning of services. The Contractor shall develop and leverage an organized and systematic process that efficiently identifies and prioritizes risks, develops and documents contingency plans and mitigation strategies for identified risks, and develops a strategy to ensure that timely information around the risks are provided to JSP leadership. The Contractor shall report the status of CRM risks and issues in the monthly CRM Risk Overview.

5.5.3.8. Develop CRM Management Metrics: The Contractor shall monitor CRM performance and develop an internal CRM metrics report to measure the overall effectiveness of the CRM activities within the JSP and externally. The CRM metrics report shall:

(1) Be developed monthly.
(2) Include project management metrics (e.g. variance between schedule and budget).
(3) Include performance metrics for key processes within the Customer Engagement Model (e.g. Service Request management).
(4) Include performance metrics to measure overall success and communication strategies.

5.5.3.9. Maintain CRM Knowledge Management (KM) Data Repository: The Contractor shall assure all user data, processes and procedures, documentation, and any contract deliverables are kept in a KM Data Repository with the current version controlled. The Contractor may make use of a JSP SharePoint instance or propose an alternative solution for the Government's consideration and approval prior to using the alternative solution.

5.5.4. CRM Operational Support Tasks: The Contractor shall support a methodology for building and maintaining the relationships the JSP has with their users. The Contractor shall serve as a POC between the JSP and users. This shall require acting as a liaison, coordinator, and facilitator through regular contact with each of the respective users. The Contractor shall be responsible for managing user expectations, conducting user engagement, processing requirements, and providing updates to users on new JSP and IT

developments and emerging technologies. The Contractor shall provide support as Customer Account Managers. At a minimum, this methodology shall include provisions for:

(1) Educating users on all JSP service offerings.
(2) Conducting weekly meetings with all users that are supported.
(3) Coordinating with user and JSP SMEs to understand and document user requirements and plan for future requirements.

5.5.4.1. <u>Provide Customer Account Management (CAM) Support</u>: The Contractor shall provide CAM support and services for the JSP's user organizations as specified in this section and sub-section below (5.5.4.1 – 5.5.4.1.3). The user base primarily resides within the NCR and receives its IT services from the JSP. These responsibilities are currently organized under the Customer Engagement Division.

5.5.4.1.1. <u>Customer Account Managers</u>: The contractor shall serve as Customer Account Managers between the JSP and the user. These Customer Account Managers shall work directly out of the JSP Customer Engagement Division and shall be assigned a specific user base to support. The Contractor shall be responsible for knowing and representing the entire spectrum of JSP Products and Services. The Contractor shall ensure service-specific messaging and interactions are aligned with the enterprise message. The contractor shall provide the following:

(1) Meet with users in person weekly to ensure a thorough understanding of users' operational requirement(s) and act as their advocate to supporting IT service providers both internal and external to the JSP.
(2) Maintain applicable JSP databases with updated user contact information, number of assigned personnel, and funding category. Data shall be validated on a monthly basis.
(3) Track and report user locations, moves, terminations, and task force stand-ups to support the JSP's service providers (i.e. VTC Team, Copier Maintenance Team, Voice Internet Protocol Telephony, etc.) in ensuring equipment and supporting infrastructure is activated and/or decommissioned.
(4) Provide meeting minutes of user interactions and coordinate applicable actions with supporting internal and external JSP IT Service providers.
(5) Track and report inventory of hardware stored in JSP warehouses.
(6) Track user requirements included in JSP databases, ITSM Remedy, and SharePoint.
(7) Understand all JSP service offerings at a level equivalent to a portfolio manager.
(8) Identify and track long-term user requirements and needs through the JSP repository.
(9) Manage the overall user relationships at the executive level.
(10) Support resolution of user issues through coordination, facilitation and escalation.
(11) Serve as the user contact for supporting the development and negotiating of support agreements/Memorandum of Agreements (MOAs)/Memorandum of Understandings (MOUs).
(12) Gather and facilitate high-level user requirements across all JSP service offerings.
(13) Coordinate between users and JSP Centers' support staff (Leadership, Technical Project Managers, SMEs, etc.).
(14) Coordinate between users, BRC, CSC, Customer Service Center, ACES Center and ESC support staff with regards to solutions, operations, engineering, billing, and security.
(15) Schedule and support user meetings with facilitation, such as note taking, as required.
(16) Manage user relationships for a given functional area (i.e. PWS section 5.1 to 5.8.14) and associated service offerings.
(17) Identify and document user requirements within the respective JSP Centers.
(18) Address user issues/concerns and facilitate the resolution of the issues/concerns.
(19) Support the dissemination of marketing messaging and the JSP Products and Services Catalog
(20) Maintain awareness of ongoing projects, such as communicating with JSP support technicians and engineers, and provide status updates to users and enterprise Customer Account Managers.
(21) Monitor and report compliance with the performance standards identified in the PRS in Technical Exhibit 1.
(22) Support the implementation of enterprise CAM standards, processes, and tools.
(23) Document service-specific CRM processes and build the CRM knowledge base of those specific processes.
(24) Monitor changes to service offerings to ensure CRM documentation is current.

(25) Develop approaches for improving the user's experience with the JSP's IT services.
(26) Inform the CRM leadership on daily operational activities and user issues.

5.5.4.1.2. <u>CRM Change Coordinator</u>: The Contractor shall act as the CRM Change Coordinator for all customer requests (CRQs) related to the supported agencies (excluding any existing processes). The current average of created Change Coordination CRQs per month is 800 with varying handling times (not to exceed 1,000). The average open Change Coordination CRQ volume per month is 500. As the Change Coordinator, the Contractor shall be responsible for tracking the request from beginning to end, including escalating the request if necessary along the process due to hurdles; furthermore, the Contractor shall be responsible for tasking the request to the proper entities for action. The average tasks per CRQ are between three (3) and four (4) tasks depending on the nature of the request.

5.5.4.1.3. <u>Requirements Gatherer</u>: The Contractor shall act as the Requirements Gatherer for all IT requirements (ITRs), work orders (WOs), or applicable submission documented related to the supported agencies (excluding any existing processes). The current average of created ITRs per month is 80 with varying handling times (not to exceed 125). The average open ITR volume per month is 400.

5.5.4.2. <u>Capture and Manage Customer Business Requirements</u>: The Contractor shall support the capturing and managing of user business requirements for the JSP. The JSP must develop strategic relationships with users where JSP is aware of strategic/future user requirements in advance of the user having an immediate need for the service. This strategic relationship shall allow JSP to proactively plan new service deployments and upgrades in advance of users having an immediate need for the service. The requirement description shall include at a minimum a high level of the business need and user expectations around timeframe and cost. The Contractor shall manage the business requirement as a data element in a formal repository. The Contractor shall also develop and support a reporting process to inform JSP leadership on the long-range business plans and requirements of the user base. To support this strategic relationship, the Contractor shall propose an initial support construct, develop formal processes, and support a process for managing user business requirements. The process shall include:

(1) A methodology for maintaining contact with the user representative(s) of the account(s) assigned to the Customer Account Managers with a goal of understanding the user's operations, business plans, and long-range expectations of the JSP for support.
(2) An approach for coordinating between the user representative and JSP engineering staff to define potential business requirements.

5.5.4.3. <u>Service Request Management</u>: The Contractor shall support the continued maturity of service request processes, as accomplished through Continuous Process Improvement (CPI) activities prioritized in partnership with JSP leadership. The goal of the process is to provide an enterprise mechanism for users to submit Service Requests to the JSP and ensure every request is reliably handled (e.g. submitted, routed, approved, monitored, and delivered). The processes shall require interfaces with all JSP roles from the BRC, CSC, Customer Service Center, ACES Center, and ESC. The requirements for the process includes the following:

(1) The user has a standard form or template to submit their request, which details the information required for the request and information required for routing the request.
(2) Roles are defined for all JSP organizations within the process (including user interface points).
(3) Workflow and routing roles exist for both pre-defined requests (e.g. desktop software install, user account requests) or custom requests.
(4) Custom requests result in either a JSP engineering or operational deployment project.
(5) JSP management maintain visibility of the Service Request throughout its lifecycle regardless if it is a standard or custom request (project visibility).
(6) Standard timing for workflow steps are defined.

5.5.4.4. <u>Request Fulfillment</u>: The Contractor shall organize Customer Account Managers and assign them to support teams designated by the Customer Engagement Division leadership in order to serve as the user entry point to the JSP. CRQs shall be gathered primarily from the supported IT Manager (ITM), Information Management Officer (IMO), and other designed IT POCs to analyze this issue. Analysis

consists of identifying functional mission requirements, assisting user organizations with planning and executing lifecycle replacement, coordinating software application design (web/database) development, coordinating, developing implementation timelines, assisting with communication plans to communicate the requested change, and facilitating the development of plans to execute above-standard requirements. The Contractor shall document training requirements, recommend methods of in-creasing efficiencies, and recommend strategies to mitigate potential problems/shortfalls.

5.5.4.4.1. <u>Documentation</u>: The Contractor shall assist the Government in developing, managing, and tracking the required documents in support of ongoing projects and the JSP Governance Boards and Committees. The Contractor shall:

(1) Assist in the development, maintenance, and implementation of the request fulfillment process.
(2) Provide users with the status of projects and requirements being worked across JSP.
(3) Assist users and submit requirements through the JSP governance process.
(4) Submit, track, and provide updates to facilitate the fulfillment of all Incidents, user Service Requests, CRQs, technical analysis, and cost estimates to the appropriate user POCs, internal JSP supporting Centers, Divisions, Branches, and external supporting user organizations.
(5) Coordinate enterprise projects that involve both JSP Centers and external user organization stakeholders (i.e. desktop operating system upgrade or Microsoft Office upgrade).
(6) Develop ad-hoc reports in support of the JSP's and the supported user organization's mission needs and goals.
(7) Escalate priority and aging requests to JSP leadership.
(8) Track and retain real-time knowledge of all CRQs assigned to the Customer Account Manager.
(9) Design and execute complex deployment plans for enterprise initiatives.
(10) Assist in the development of procurement packages.
(11) Conduct market research in support of user operational requirements.
(12) Provide technical guidance and evaluations for new devices entering the network.
(13) Assist with analysis and validation of technical requirements for JSP-supported purchases.
(14) Assist Management assistance for coordination and transfer of equipment.

5.5.4.5. <u>Project and Support Management</u>: The Contractor shall assist the Government with project management and coordination for enterprise projects. This includes reviewing and analyzing the requirement(s) and developing a recommended project plan for Government approval. The Contractor shall also administer, manage, and provide user updates to the Customer Engagement Division tools and databases and ensure inputs to ITSM Remedy and the supporting SharePoint portal are current and accurate. The Contractor shall recommend process and automated tools in support of CPI; furthermore, the Contractor shall:

(1) Administer, manage, and provide user updates to the JSP's tools, databases, and ensure inputs to ITSM Remedy and the supporting SharePoint portal.
(2) Deliver reports from requirement repositories, including the JSP's tools, databases and ITSM Remedy.
(3) Provide guidance on new utilities that may be implemented to assist with ITIL processes.
(4) Coordinate cost for non-standard requirements with JSP business acquisitions cost modelers.
(5) Capture user requirements, develop and process requirements gathering forms, and develop decision briefs through the required JSP Governance Boards/Committees.

5.6. Macintosh (Mac) Support: The Contractor shall provide full-range IT support for the JSP's Mac computers and underlying Mac support systems, including Tier I through Tier IV support services covering user support, operations, and engineering functions during the Hours of Operation stated under PWS section 1.6.5.

5.6.1. The Contractor shall support JSP's mission by integrating Mac computers into the DOD network, providing reliable and sustainable solutions, and ensuring a secure environment through innovative engineering and configuration techniques. The JPS's vision of Mac support is to be the preferred source for developing, testing, and integrating Macintosh technology into the enterprise environment.

5.6.2. <u>Mac Customer Support Services</u>: The Contractor shall provide a Tier I through Tier IV user support center that provides JSP Mac end-user services. The Contractor shall:

(1) Operate an integrated user support center during JSP Hours of Operation stated under PWS section 1.6.5 and work cooperatively with other JSP service desks to resolve all problems regardless of the initial origin of the problem.
(2) Receive all service calls and promptly effect resolution.
(3) Utilize the Government-provided online service request system to query and update information related to problems and resolutions.
(4) Provide feedback regarding problem resolution as requested by the Government.
(5) Perform trouble reporting and tracking as requested by the Government.
(6) Provide reports of status, summary, and statistics.
(7) Provide user notification of outages and activities.
(8) Provide the Government written information regarding the reason for trouble/outage, corrective actions taken, and relevant information for any follow-on action upon resolution of a trouble ticket/outage of service.

5.6.3. <u>Mac Operations and Engineering Support Services</u>: The Contractor shall continuously improve the capabilities, flexibility, performance, and reliability of the existing Mac infrastructure. The expected outcomes of these services are solutions that shall improve capabilities and performance for IT services. The Contractor shall provide a reactionary team to provide senior engineering support to Mac system and service outages. In support of Mac Operations and Engineering Support Services, the Contractor shall:

(1) Provide system engineering support for Mac systems and services. The Contractor shall also review project requirements and evaluate and propose alternatives.
(2) Develop and implement a systematic approach to operation and maintenance transition.
(3) Provide plans, schedules, and priorities for implementing Government-approved upgrades or new technology.
(4) Utilize a Government-approved enterprise test and development environment to develop and implement a system testing program that is capable of proving all developed systems and software are functioning properly before production and deployment.
(5) Test all Mac solutions and infrastructure changes in the enterprise test environment to ensure they are interoperable, do not impact system performance or availability, and are secure.
(6) Ensure all hardware and software changes are reviewed and approved through the enterprise change management process.
(7) Provide engineering support to analyze, troubleshoot, and resolve difficult Mac operating system (OS) hardware and software issues.
(8) Provide Tier III support to troubleshoot and resolve complex Mac Remedy tickets with the primary goal of restoring service while minimizing the impact to user operations in accordance with the PRS in Technical Exhibit 1.
(9) Provide Mac System Improvement Recommendations (SIRs) for system operations to ensure reliability, performance, capacity, and optimal resource utilization.
(10) Develop "as-built" documentation and architecture/network diagrams that shall allow the installation of Mac systems to be repeated with the exact same outcome for each installation.
(11) Provide Mac system transition support to enable the successful transition of all engineered systems into production, operations, and maintenance phase of the system lifecycle.
(12) Provide training and documentation on all Mac OS software and hardware configurations.
(13) Establish Mac technology "best practices" and provide required documentation to support all initiatives.
(14) Maintain and support configuration management tools.
(15) Configure, maintain, and document the standard desktop and server Mac core image.
(16) Develop new desktop and server images as new Mac OS are released.
(17) Develop custom application solutions to support user requirements.
(18) Participate in collaborative efforts to support Apple products and technologies.
(19) Participate in OSX and iOS pilots, IPRs, working groups, and other efforts.
(20) Design applications for the iOS platform.

(21) Provide required support and documentation associated with Certification and Accreditation (C&A).
(22) Coordinate with users on rollout schedules and testing of new software releases.
(23) Build, test, and apply required information systems security requirements (scripts, patches, updates, and configuration changes) as approved by the Government.
(24) Manage standard server, desktop, and laptop workstation images for Mac systems. The Contractor shall create, update, and optimize standard server, desktop, and laptop images and the processes used to deploy the images.
(25) Manage generation, modification, and publication of accurate Security Content Automation Protocol (SCAP) content for baselines, vulnerabilities, and remediation in conjunction with STIG, vulnerability, and remediation content as well as patches and secure images and supporting configuration items.
(26) Provide system maintenance, including installations, configurations, approved STIG & IAVM compliance, and backend maintenance (if necessary), and identify and correct errors at the enterprise level.
(27) Assist the JSP CSC in maintaining all C&A decisions.
(28) Coordinate and collaborate with system administrators, application developers, and other IT support groups to implement all information systems security requirements (patches, updates, and configuration changes) as required and within the directed time frame.
(29) Generate automated electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) and/or Government-approved Accountable Property Systems of Record (APSR) tool whenever a reportable asset is issued, relocated, reassigned, or turned in. The Contractor shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The information contained in and the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.
(30) Pick up turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other identifications as appropriate. The Contractor shall remove hard drives (100% for SIPRNet or JWICS) for equipment tagged as damaged beyond repair.

5.7. Optional Army On-Boarding Support: The Contractor shall provide support to Army users that are on-boarding into the JSP enterprise beginning in August 2018. The Contractor shall meet all services, performance metrics, and deliverables as described within PWS sections 5.1 – 5.6 during the Hours of Operation stated in PWS section 1.6.5. The JSP is anticipated to assume an estimated 15,000 Level I users and 290 VIP users (270 Level II & 20 Level III). The Contractor shall appropriately scale their support, personnel, and level-of-effort accordingly to assume the on-boarding of new Army users.

5.8. Optional Tasks: The optional tasks defined below may be exercised by the Government with the defined tasks and deliverables identified. The Contractor shall fulfill the following optional tasks when the Government chooses to exercise these optional tasks. The Contractor shall provide support for new users that are on-boarding to receive services from the JSP as well as JSP user-specific services tasks. The specific tasks are outlined in the sections below.

5.8.1. Optional VIP Support : The Contractor shall provide additional VIP Support in accordance to PWS Section 5.1 VIP Support for new VIP users that may be incorporated under the Service Delivery objectives. Additional users supported through this optional CLIN shall be subject to the objectives and resultant requirements outlined in Section 5.1, VIP Support, of the PWS.

5.8.2. Optional Service Desk Support : The Contractor shall provide additional Service Desk Support in accordance with PWS Section 5.2 for new users that may be incorporated under the Service Delivery objectives. Additional users supported through this optional CLIN shall be subject to the objectives and resultant requirements outlined in Section 5.2, Service Desk Support, of this PWS.

5.8.3. <u>Optional Wireless Services Support</u>: The Contractor shall provide additional Wireless Services Support in accordance with PWS Section 5.4 for new devices that may be incorporated under the Service Delivery objectives. Additional devices supported through this optional CLIN shall be subject to the objectives and resultant requirements outlined in Section 5.4, Wireless Services Support, of this PWS.

5.8.4. <u>Optional New User Support</u>: The Contractor shall provide additional support for Optional New User Support in accordance with PWS sections 5.4, 5.5, and 5.6 of this PWS new users that may be incorporated under the Service Delivery objectives. Additional users supported through this optional CLIN shall be subject to the objectives and resultant requirements outlined in Sections 5.4, 5.5, and 5.6 of this PWS.

5.8.5. <u>Optional Assistant Secretary of the Army (Acquisition, Logistics, and Technology) (ASA(ALT)) IT Support</u>: The Contractor shall provide IT support services in accordance with the requirements, performance metrics, and deliverables as outlined in the task areas described in PWS 5.1 – 5.6 for the Office of the ASA(ALT). JSP users at the Office of the ASA(ALT) require dedicated desktop support that is more responsive to directly support users. The Contractor shall:

(1) Conduct Level III "Platinum" VIP daily wellness visits to proactively manage user challenges. Morning visits shall be conducted between 6:30 AM and 7:30 AM ET. Afternoon visits shall be conducted between 12:00 PM and 2:00 PM.
(2) Provide 24x7x365 Level III "Platinum" VIP Support that is capable of meeting performance standards and deliverables for task areas described in PWS 5.1 – 5.6.
(3) Provide tailored configurations (i.e. special email rules and desktop configurations).

5.8.6. <u>Optional 411 Operator Services</u>: The Contractor shall provide switchboard operations, processing of non-secure calls, and telephone directory information to users on-demand. The average number of calls per month is 45,000. The average number of calls handled by interactive voice response (IVR) is 25%. The Contractor shall provide switchboard operations, processing of non-secure calls, and telephone directory information to users on-demand to include development of operator training documentation in conjunction with the JSP training proponent, updated SOPs, Operator Services metrics utilizing Government-approved KPIs identified in the PRS in Technical Exhibit 1, administrative support relative to the maintenance of the Pentagon Telephone Directory, and other actions required by policies, responsibilities, and operational procedures contained in the JSP SOPs. Hours of operation are 24x7x365. The average length of a call for 411 services is one (1) minute. During instances when frequently dropped calls occur, operators shall manually note the dropped calls so further research into the cause can be performed. Otherwise, manual logs are not kept and ACD reports are used for metrics. In support of this optional task, the Contractor shall:

(1) Maintain accurate call logs.
(2) Provide switchboard operations, processing of non-secure calls, and telephone directory information to users on-demand.
(3) Provide switchboard operations, processing of non-secure calls, and telephone directory information to users on-demand to include development of operator training documentation in conjunction with the JSP training proponent, updated SOPs, Operator Services metrics utilizing Government-approved KPIs, administrative support relative to the maintenance of the Pentagon Telephone Directory, and other actions required by policies, responsibilities, and operational procedures contained in the JSP SOPs.
(4) Coordinate authorized outages for scheduled equipment or systems downtime in accordance with Defense Information Systems Agency Circular (DISAC) 310-70-1, after approval from the JSP Executive Director or other designated Government official.
(5) Develop, maintain, and test contingency plans for exercises and real world contingencies in accordance with local, downward-directed, and DISA's COOP and directed plans.

5.8.7. <u>Optional Service Desk Support for the Army Operations Center (AOC)/G-3/5/7</u> : The Contractor shall provide additional Service Desk (Tier I) support in accordance with PWS section 5.2 for the G-3/5/7 and AOC as negotiated with the AOC. In support of this optional task, the Contractor shall utilize the Government's ticket management system (i.e. Remedy). The average number of interactions for

the AOC is 700 per month. The average handle time per interaction is 5 minutes and 47 seconds (5:47). This optional task shall require Contractor staff to handle the increase in calls, emails and other interactions, process workflows, reporting/metrics, cost modeling, training, quality assurance, and other services attributable to AOC requirements. In support of this optional task, the Contractor shall:

(1) Use JSP SOPs for processing tickets.
(2) Utilize the Government's designated/provided ticketing system. The current system utilized for this organization is JSP Remedy.

5.8.8. Optional Off-site IT Support to Customers at COOP Sites : In the event of a COOP situation that requires testing of implementation of COOP activities, the Contractor shall support JSP users in accordance with Service Desk Support and VIP Support performance standards as identified in the PRS in Technical Exhibit 1 and the Hours of Operation stated in PWS section 1.6.5 for the following sites:

Task/Support Level	Site Lima (L)	Site Zulu (Z)
Tier I	Provide standard service desk location and procedures	Provide standard desktop service from primary service desk
Tier II	Provide on-site Tier II support for 80 users, 24x7 hours of operation	Provide on-site Tier II support for 400 users, 24x7 hours of operation
Tier III	Provide on-site Tier III support for 80 users, 24x7 hours of operation	Provide on-site Tier III support for 400 users, 24x7 hours of operation

5.8.9. Optional Special Inspector General for Afghanistan Reconstruction (SIGAR) IT Support : The Contractor shall provide dedicated IT support for the SIGAR at any time for 200 Government civilian and contractor employees to directly assist users as required during the JSP's Core Business Hours from 6:00 AM to 6:00 PM ET at the following location: 1550 Crystal Drive, Arlington, VA, 22202. Technical support shall be on-site to quickly resolve requirements and to provide a high level of user support. In support of this optional task, the Contractor shall:

(1) Provide support as needed to all SIGAR users on SIPRNet and NIPRNet in accordance with the applicable JSP SOPs, job aids, specified Expectation Management Agreements (EMAs), and maintain the currency/relevancy of all SOPs.
(2) Update ticket management system tickets within timeframes established by the required acceptable level as identified in the PRS in Technical Exhibit 1.
(3) Utilize SIGAR's current ticketing system to input requests into Remedy and update Incident tickets and Service Request tickets to adequately document the processing of the ticket until resolved.
(4) Coordinate Incident diagnosis and resolution with the technical support organizations for questions and problem resolution, for instance Tier III, or other functional support teams. The Contractor shall provide dedicated and elevated support for rapid resolution of Incidents and Service Requests.
(5) Operate remote service desktop software, in coordination with the server management group, to push-out software to users.
(6) Provide support for mobile devices (all DOD-approved or piloted platforms) to include CAC-enabled mobile devices (i.e. Android devices and Apple platforms). The Contractor shall support various platforms (i.e. Android devices and Apple platforms) and DOD/Army technology Pilot programs within NCR (i.e., Macintosh, iPads, Tablets) in an effort to stay current with the changing IT environment.
(7) Provide technical support for users of the Unified Communications Client, Citrix Clients, and Thin Client technologies.
(8) Provide technical support for updating and maintaining wireless routers utilized by SIGAR.
(9) Provide technical support for VTC meetings include set-up and troubleshooting.
(10) Perform back-ups as required (e.g., back up the user's hard drive when performing operations that could result in the loss of data, or back up the user's files when re-imaging a machine).
(11) Install, configure, re-image, and maintain desktop operating systems consistent with the JSP's guidance on desktop and notebook computer systems as required.

(12) Ensure technical security safeguards are maintained to provide controlled user access, integrity of electronic mail, applications, and user data, to include verification of installation of data at rest (DAR) application on portable laptops.

(13) Perform local off-site support in the NCR to senior leadership during conferences and other special events as required and authorized, including conferences, off-site events, and other limited support of local NCR users as well as other special events in the CONUS. Historically, the number of conferences does not exceed 25 per year.

(14) Coordinate, track, and update Service Requests, Incidents, and Change Requests throughout JSP's business units to ensure that all user requirements are handled expeditiously while keeping both the user and JSP management apprised of significant changes in the workload. The Contractor shall coordinate with Tier III and Contractors to assist in the resolution of Tier III issues.

(15) For SIGAR users not identified as VIPs, deliver Level I non-VIP restoral (95% of Incidents resolved within one (1) business day).

(16) For SIGAR users identified as VIPs, deliver Level II "Gold" VIP restoral (90% of Incidents resolved within thirty (30) minutes).

5.8.9.1. <u>Dissemination of Information/Publishing</u>: There shall be no dissemination or publication of information, except within and between the Contractor and any subcontractors or specified who have a need to know, of information developed under this contract or contained in the reports to be furnished pursuant to this contract without prior written approval of the KO. SIGAR approval for publication shall require provisions, which protect the intellectual property rights of both SIGAR and the Contractor.

5.8.9.2. <u>Reports</u>: The contractor shall, at minimum, provide weekly Remedy reports of all SIGAR tickets (resolved, active, and pending) shall be submitted to the technical POC no later than 10:00 AM ET Monday morning. When a report falls on a holiday, the report shall be delivered Tuesday at 10:00 AM ET. Progress reports shall be required every week to SIGAR.

5.8.9.2.1. <u>Progress & Status Reports</u>: The contractor shall deliver reports weekly or whenever requested by SIGAR, and they shall include:

(1) Remedy reports.
(2) Any personnel changes (Contractor Accountability Reports).
(3) Any additional information/documentation requested by SIGAR.

5.8.9.2.2. <u>On-Demand Reports</u>: The Contractor shall provide reports on-demand if specific issues come to impede contract performance, and the SIGAR reserves the right to request reports on those specific issues and challenges. Requested contents of these reports shall vary on a case-by-case basis. Requested contents shall be detailed by SIGAR in an official request to the Contractor.

5.8.9.3. <u>Meetings</u>: The Contractor shall be responsible for attending weekly status meetings with the technical POC. The Contractor shall attend all applicable internal staff, all-hands, and other strategic meetings as required by SIGAR.

5.8.10. Optional Arlington National Cemetery (ANC) IT Support : The Contractor shall provide dedicated desktop support that is more responsive to directly supported users for the Arlington National Cemetery in accordance with the Hours of Operation identified in PWS section 1.6.5. The Contractor shall provide support in accordance with the requirements, performance metrics, and deliverables specified in the Service Desk Support (PWS 5.2) task area.

5.8.11. Optional DOD Office of General Counsel (OGC), Defense Legal Services Agency (DLSA) IT Support : The Contractor shall provide IT support services for DLSA in accordance with the Hours of Operation identified in PWS section 1.6.5 that includes the following task listed below.

5.8.11.1. The Contractor shall participate in authorized on-site meetings; prepare and present written and oral briefings on progress of work, and prepare white papers and draft responses to IT-related data calls, as requested by the GTMs.

5.8.11.2. <u>Customer Support and Asset Management</u>: The Contractor shall provide IT services in support of DLSA users, including:

(1) User support
(2) Deskside support
(3) IT asset management
(4) Software installation and training
(5) VIP support
(6) Mobile device support
(7) After Hours support

5.8.11.3. The Contractor shall provide embedded service desks (i.e. technicians on-site) at the OGC/DLSA Pentagon, OGC/DLSA Crystal Park 5 office, and DLSA/DOHA office in Arlington, VA.

5.8.11.4. The Contractor shall provide on-site Incident management during the JSP's Core Business Hours as identified in PWS section 1.6.5 for NIPRNet, SIPRNet, JWICS, and other TS and SAP networks and equipment. In addition, the Contractor shall provide support by remote control connectivity (e.g. Dameware) after established JSP Core Business Hours (see PWS section 1.6.5), including weekends, holidays, and COOP events (i.e. After Hours support, see PWS section 1.6.5).

5.8.11.5. The Contractor shall work with JSP IT support staff to resolve issues outside their direct control. The Contractor shall use, to the fullest extent possible, JSP-published SOPs, ticket management system, and adhere to JSP published policies and procedures, which shall be provided on-site, related to task areas listed in paragraphs 5.8.11.2. The Contractor shall provide deskside support for all users to resolve Incidents or implement Service Requests for NIPRNet, SIPRNet, JWICS, and other TS and SAP networks and equipment.

5.8.11.6. <u>End User Training</u>: The Contractor shall provide End User Training to deliver deskside training to the end users for JSP standard software and equipment as well as WordPerfect and X1 issues as requested. The training shall include the following:

(1) Software and equipment demonstration
(2) Tri-fold brochures and Quick Start guides
(3) Demonstration of links to online and web-based training

5.8.11.6.1. The Contractor shall interact with the JSP Training Program contractor and the Government to obtain training material. The JSP network contractor shall assist the Training Program contractor to identify trends in Incidents reported to the service desk, which indicate skills and gaps for using IT services and applications.

5.8.11.6.2. The Contractor shall provide deskside VTC and projector support for conferences and events located at NCR building locations as required.

5.8.11.8. The Contractor shall provide support for Government-provided cellular/wireless communications systems within the NCR. Support includes equipment pickup, account/user setup, troubleshooting, and device turn-in as required.

5.8.11.9. <u>Hardware and Software Handling</u>: The Contractor shall provide hardware and software handling for Move/Add/Change (MAC) computer equipment between the integrated logistics (ILS) facility or warehouse facility and user work spaces.

5.8.11.9.1. The Contractor shall adhere to DOD Manual 5200.01, "DOD Information Security Program: Protection of Classified Information," for moving classified equipment and for moving equipment into and out of the Pentagon Reservation.

5.8.11.9.2. The Contractor shall, in accordance with Government-approved processes, coordinate with the JSP or DLSA Asset Management for the delivery of IT assets directly to users and office equipment custodians.

5.8.11.9.3. The Contractor shall provide support and execution for Incidents and Service Requests that require IT assets from the ILS Facility or warehouse.

5.8.11.9.4. The Contractor shall ensure updates to related BMC Remedy Asset Management records or DLSA asset database records, depending on ownership, are made in accordance with Government-approved processes when moving and/or delivering IT hardware and software assets.

5.8.11.9.5. The Contractor shall generate automated electronic hand receipts, Department of Defense Request for Issue/Transfer/Turn-In (DD Form 1150), in the Defense Property Accountability System (DPAS) and/or Government-approved Accountable Property Systems of Record (APSR) tool whenever a reportable asset is issued, relocated, reassigned, or turned-in. The Contractor shall request user signature while on-site and before closure of Incident or Service Request. The Contractor shall upload the signed DD Form 1150 in DPAS. The information contained in and the signed DD Form 1150s shall be entered/uploaded in DPAS and ITSM system by the Contractor. The Contractor shall transfer, in DPAS, the assets from the Service Desk's custodial account to the customer property custodian's accounts and vice versa for equipment issued, relocated, reassigned, and turned-in.

5.8.11.9.6. The Contractor shall pickup turned-in equipment and identify and tag the disposition of turned-in equipment as (1) serviceable, (2) within lifecycle, (3) damaged beyond repair, (4) warranty repair, or (5) other identifications as appropriate. The Contractor shall remove hard drives (100% for SIPRNet or JWICS) for equipment tagged as damaged beyond repair.

5.8.11.10. Web Application Development and Support: The Contractor shall provide Web Application Development Support and maintain existing web-based applications, content management (three (3) people are required to perform scanning and proofreading), and the development of new web-based applications currently using .NET/C#, IIS, and SQL.

5.8.11.11. Information Security Support: The Contractor shall provide the following Information Security Support services:

    (1) IA Training Support
    (2) System Security Configuration
    (3) Vulnerability and Patch Management
    (4) Incident and Data Spill Response
    (5) Certification & Accreditation support
    (6) Application IA compliance
    (7) Independent Verification & Validation documentation and coordination

5.8.11.11.1. The Contractor shall coordinate activities with the DOD Office of General Counsel (OGC)/DLSA Information Assurance Officer (IAO), JSP IAO, JSP IA personnel, PFPA, DOD OGC/DLSA Component Security Manager, and other Government agencies as required.

5.8.11.11.2. The Contractor shall deploy and oversee the completion of IA training for OGC/DLSA and DOHA staff.

5.8.11.11.3. System Security Configuration: The Contractor shall:

    (1) Ensure current and planned network, server and system architectures conform to and do not have an adverse impact on DOD OGC/DLSA's security posture.
    (2) Coordinate DISA Compliance Assessment Visits (CAV).
    (3) Coordinate corrective actions and reporting CAV findings.

5.8.11.11.4. Vulnerability & Patch Management: The Contractor shall:

(1) Manage DOD IAVM processes for OGC/DLSA applications and IT resources
(2) Evaluate hardware and system vulnerabilities to determine criticality.
(3) Monitor Information Assurance Vulnerability Alerts.
(4) Deploy required patches and monitor patch deployment on operating systems and unique organizational systems/applications.

5.8.11.11.5. Incident & Data Spill Response: The Contractor shall:

(1) Coordinate corrective actions for IA Incidents identified by the JSP for the DOD OGC/DLSA personnel to act upon
(2) Capture Incident metrics.
(3) Evaluate Incidents for patterns to minimize future risk.
(4) Manage data spills and related incidences using established OGC/DLSA procedures to include working with OGC/DLSA and CIO security offices.

5.8.11.11.6. Certification & Accreditation: The Contractor shall:

(1) Assist the Designated Approving Official, Certifier, and JSP IA certification team in certification and accreditation of DOD OGC/DLSA system
(2) Determine the extent a change affects the security posture of either the information system or the computing environment, for obtaining approval of security-relevant changes, and for documenting the implementation of that change.
(3) Ensure that application, system, environment or organizational changes do not have an adverse effect on the security posture of the system certification and accreditation.
(4) Ensure no physical or operational security procedure conflicts with information systems security measures.
(5) Assist the DOD OGC/DLSA staff with maintaining the appropriate Certification and Accreditation documentation. This may include system diagrams, contingency plans, and software/system documentation.

5.8.11.12.7. Application IA Compliance: The Contractor shall:

(1) Manage server and system/application IA requirements.
(2) Verify code reviews, code and application scans, and system reviews are completed.
(3) Verify compliance.

5.8.11.13. Project Management: The Contractor shall provide Project Management support for all OGC/DLSA IT projects and migrations to include planning, engineering, testing, evaluating, implementing and ensuring user requirements are met.

5.8.12. Optional Dedicated IT Support : The Contractor shall provide dedicated technician(s) for JSP user organizations that require dedicated, on-site IT support during the Hours of Operation identified in PWS section 1.6.5. This task shall encompass and align with the requirements, deliverables, performance metrics, service levels, etc. described within PWS sections 5.1 – 5.6. Support includes COTS and Government-developed software/hardware, scheduling IT services, end-user computing devices, transport services, server and mainframe services, storage, voice, cable TV, commercial telecommunications support, unified communications, and wireless network access.

5.8.13. Optional National Military Command Center (NMCC) IT Support : The Contractor shall provide IT support services for the Operations Team (OT), including the NMCC Deputy Director of Operations (DDO), that shall require VIP level support due to the nature of the OT's mission, which is to monitor worldwide events for the Joint Chiefs of Staff (JCS). The OT consists of 12 duty positions and the Deputy Director of Operations (DDO) located in the Pentagon. The OT works shifts that provide 24x7 coverage for the Chairman of the Joint Chiefs of Staff (CJCS). While a Joint Staff (JS) user is on-duty in an OT duty position, the Contractor shall provide VIP Level II "Gold" support and meet Level II "Gold"

performance metrics and deliverables as outlined in PWS task area 5.1, VIP Support (excluding residence support), PRS in Technical Exhibit 1, and the Deliverables Schedule in Technical Exhibit 2.

5.8.14. Optional Continuity Support At-Site : The Contractor shall provide on-site support to the Joint Staff's (JS's) primary contingency site, which will be provided upon award, during core and non-core hours (24x7 during contingencies or exercises). The Contractor shall be required to provide sufficient augmentation to support contingency operations at the primary contingency site or the National Military Command Center (NMCC)/National Joint Operations and Intelligence Center (NJOIC). The JS has a unique mission that must be accomplished at all times, even during storms, natural disasters, and man-made/man-caused events. The JS has extensive COOP plans and facilities, and most are dependent upon reliable IT enterprise services for full mission support. Contingency operations ensure continuation of services during periods of crisis, such as natural disasters, enemy acts, and military exercises.

5.8.14.1. The Contractor shall maintain a minimum presence of Tier III Subject-Matter-Expert (SME) technicians at the primary alternate location, which will be provided upon award, that are cleared to TS/SCI and are capable of initiating COOP transition of IT services to their locations when needed. These technicians may augment Tier I/II technicians at the Pentagon and Hampton Roads via remote capability when the mission allows.

5.8.14.2. In the event of a COOP exercise or real-world situation, the Contractor shall transition up to ten (10) personnel from the Pentagon to the COOP site/alternative location in order to provide local IT support to the deployed team as needed. In most exercises, the transition of alternative personnel to an alternate location is not requested.

5.8.14.3. The Contractor shall provide services for Continuity Support At-Site in accordance with the performance standards, objectives, and resultant requirements outlined in Sections 5.1 – 5.6 of this PWS, the PRS in Technical Exhibit 1, and the Deliverables Schedule in Technical Exhibit 2.

PART 6
SECTION 508 COMPLIANCE

6. <u>SECTION 508 COMPLIANCE</u>:

6.1. Section 508 of the Rehabilitation Act requires Federal agencies to make their electronic and information technology accessible to people with disabilities. This applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology.

6.2. All Electronic and Information Technology (E&IT) procured through this contract must meet the applicable accessibility standards specified in 36 CFR 1194.2, unless an agency exception to this requirement exists. Any agency exceptions applicable to this contract are listed below.

6.3. The standards define E&IT, in part, as "any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information." The standards define the type of technology covered and set forth provisions that establish a minimum level of accessibility. The application section of the standards (1194.2) outlines the scope and coverage of the standards. The standards cover the full range of electronic and information technologies in the Federal sector, including those used for communication, duplication, computing, storage, presentation, control, transport and production. This includes computers, software, networks, peripherals, and other types of electronic office equipment.

6.4. <u>APPLICABLE STANDARDS, WHICH APPLY TO THIS ACQUISITION</u>:

    <u>Technical Standards</u>

    ☒ Section 1194.21: Software Applications and Operating Systems
    ☒ Section 1194.22: Web Based Internet Information and Applications
    ☒ Section 1194.23: Telecommunications Products
    ☒ Section 1194.24: Video and Multimedia Products
    ☒ Section 1194.25: Self-contained, Closed Products
    ☒ Section 1194.26: Desktop and Portable Computers
    ☒ Section 1194.41: Information, Documentation, and Support

    <u>Functional Performance Criteria</u>

    ☒ Section 1194.31: Functional Performance Criteria

PART 7
APPLICABLE PUBLICATIONS

7. APPLICABLE PUBLICATIONS: The Contractor must abide by all statutes, applicable regulations, publications, manuals, and Federal policies, procedures. A listing of the Applicable Publications is as follows:

7.1. Administrative Instruction 56 Management of Information Technology (IT) Enterprise Resources and Services for OSD, Washington Headquarters Services (WHS), and Pentagon Force Protection Agency (PFPA)

7.2. Army Regulation (AR) 500-3, U.S. Army Continuity of Operations Program Policy and Planning

7.3. Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6510.01F, Information Assurance (IA) and Support to Computer Network Defense (CND)

7.4. Cyber Command and Joint Force Headquarters Department of Defense Information Networks (JFHQ-DODIN) Information Assurance Vulnerability Management (IAVM) distribution list

7.5. Defense Federal Acquisition Regulation Supplement (DFARS)

7.6. Defense Information Systems Agency Circular (DISAC) 310-70-1

7.7. DOD/DISA Security Technical Implementation Guides (STIGs)

7.8. DODD 3020.26, Department of Defense Continuity Programs

7.9. DODI 3020.42, Defense Continuity Plan Development

7.10. DODI 4640.07, Telecommunications Services in the National Capital Region (NCR)

7.11. DODI 8500.01, Cybersecurity

7.12. DODI 8510.01, Risk Management Framework (RMF) for DOD Information Technology (IT)

7.13. DODM 5200.01, DOD Information Security Program: Overview, Classification, and Declassification

7.14. DODM 5220.22-M, National Industrial Security Program Operating Manual (NISPOM)

7.15. DOD 8570.01-M, Information Assurance Workforce Improvement Program

7.16. Federal Acquisition Regulation (FAR)

7.17. Federal Continuity Directive 1, Federal Executive Branch National Continuity Program and Requirements

7.18. Federal Continuity Directive 2, Federal Executive Branch Mission Essential Functions and Candidate Primary Mission Essential Functions Identification and Submission Process

7.19. JSP Enterprise Management Guidance

7.20. JSP Information Assurance Vulnerability Management Policy JSP-12-8

7.21. JSP Policies, Procedures, Rules, and Regulations

7.22. JSP Products & Services Catalog

7.23. JSP Standard Operating Procedures (SOPs), Job Aids, Work Instructions (WIs)

7.24. NIST Risk Management Framework (RMF)

PART 8
ATTACHMENT/TECHNICAL EXHIBIT LISTING

8. <u>ATTACHMENT/TECHNICAL EXHIBIT LIST</u>:

8.1. Attachment 1/ Technical Exhibit 1 – Performance Requirements Summary (PRS)

8.2. Attachment 2/ Technical Exhibit 2 – Deliverables

8.3. Attachment 3/ Technical Exhibit 3 – Labor Hour Table

8.4. Attachment 4/ Technical Exhibit 4 – Firm Fixed Price Table

8.5. Attachment 5/ Technical Exhibit 5 – Time and Material Table

8.6. Attachment 6/ Technical Exhibit 6 – Other Direct Cost Table

8.7. Attachment 7/ Technical Exhibit 7 – Labor Categories

8.8. Attachment 8/Technical Exhibit 8- Property Custodian Use Cases

TECHNICAL EXHIBIT 1

Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.1. VIP Support (Level II "Gold")	The Contractor shall resolve Incident tickets effectively by classification type.	**Critical**: ≥90% within 2 Business Hours **High**: ≥90% within 4 Business Hours **Medium**: ≥90% within 6 Business Hours **Low**: ≥90% within 8 Business Hours. Percentage timely Incident ticket resolution classified by seriousness (Critical, High, Medium, and Low); calculated by, (number of Incident ticket resolutions by per classification within specified number of hours) divided by (number of Incident tickets per classification).	**Critical**: ≥90% within 2 Business Hours **High**: ≥90% within 4 Business Hours **Medium**: ≥90% within 6 Business Hours **Low**: ≥90% within 8 Business Hours. **Restoral Outside of Metric**: 100% of Incident tickets shall be resolved within 6 business days of Incident report.	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the incident was eventually resolved or closed. These performance objectives will be measured a monthly basis.	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.1. VIP Support (Level II "Gold")	The Contractor shall create, modify, disable, and delete user accounts in an expeditious manner manually or with an embedded PowerShell Script writer.	**Account creation**: ≥95% within 8 Business Hours **Account modification**: ≥95% within 12 Business Hours **Account disable**: ≥95% within 4 Business Hours Percentage user accounts setup or modified effectively; calculated by, (number of accounts created or modified within specified number of hours) divided by (total number of accounts created or modified).	**Account creation**: ≥95% within 8 Business Hours **Account modification**: ≥95% within 12 Business Hours **Account disable**: ≥95% within 4 Business Hours	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured a monthly basis.	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.1. VIP Support (Level II "Gold")	The Contractor shall maximize the number of First Call Resolutions (FCRs).	≥90% Percentage of Incident tickets resolved on FCR; calculated by, (number of Incident tickets resolved within the performance standard) divided by (number of Incident tickets that fall into the FCR category). Note: FCR resolution is determined by the Service Desk analyst's ability to resolve the user's request within their control without transferring the call to another division/branch for support.	≥90% of Incident tickets are resolved on FCR	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured a monthly basis.	N/A
5.1. VIP Support (Level II "Gold")	The Contractor shall provide follow-on calls due to "Problem Repeated after Initial Fix Failed."	≤2% Percentage of Incident tickets that are repeated or are initiated by the user to correct the same problem that had been closed as resolved; calculated as: (number of repeat Incident tickets) / (total Incident tickets).	≤2% of Incident tickets that are repeated or are initiated by the user to correct the same problem that had been closed as resolved	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured a monthly basis.	N/A
5.1. VIP Support (Level II "Gold")	The Contractor shall answer calls in a timely manner.	≥95% within 30 seconds Percentage of calls answered in less than 30 seconds; calculated by, (number of calls answered in less than 30 seconds) divided by (total number of calls)	≥95% within 30 seconds	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured a monthly basis.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.1. VIP Support (Level II "Gold")	The Contractor shall ensure a low call abandonment rate.	≤5% Percentage of calls abandoned; calculated by, (number of abandoned calls (calls that have entered the queue and hung up)) divided by (total calls).	≤5% of calls abandoned	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured a monthly basis.	N/A
5.1. VIP Support (Level II "Gold")	The Contractor shall deliver in-stock GFE workstations, laptops, and mobile devices in operational configuration.	≥95% within 6 Business Hours Percentage of in-stock workstations, laptops, mobile devices in operational configuration delivered within the specified time; calculated by (total completed workstations, laptops, mobile devices in operational configuration delivered within the specified time) divided by (total workstations, laptops, mobile devices in operational configuration requested)	≥95% within 6 Business Hours	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured a monthly basis.	N/A
5.1. VIP Support (Level II "Gold")	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all equipment issued, relocated, and turned-in	≥98% for all equipment issued, relocated, and turned-in	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A
5.1. VIP Support (Level II "Gold")	The Contractor shall pick up turned-in equipment and remove hard drives (for NIPRNet, SIPRNet, and JWICS) for equipment that is not serviceable.	≥95% for all turned-in equipment	≥95% for all turned-in equipment 100% for all turned-in SIPRNet and JWICS equipment	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.1. VIP Support (Level III "Platinum")	The Contractor shall respond to tickets and resolve them.	≥95% within 3 Business Hours Percentage effective Ticket Response & Resolution; calculated by, (number of tickets responded to within 15 minutes and resolved within specified AQL hours) divided by (number of tickets).	≥95% within 3 Business Hours **Restoral Outside of Metric**: 100% of Incident tickets shall be resolved within 6 business days of Incident report.	Contractor provided data, Remedy, and Using Remedy in the CTI of the ticket and summary. These performance objectives will be measured on a monthly basis.	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment for CLIN X001
5.1. VIP Support (Level III "Platinum")	The Contractor shall setup and modify user accounts in an expeditious manner.	≥95% within 3-4 core business hours Percentage user accounts setup or modified effectively; calculated by, (number of accounts created or modified within 3-4 core business hours) divided by (total number of accounts created or modified). Note: Core business hours are 0600-1800.	≥95% within 4 core business hours	Contractor provided data, Remedy, and Using Remedy in the CTI of the ticket and summary. These performance objectives will be measured on a monthly basis.	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.1. VIP Support (Level III "Platinum")	The Contractor shall maximize the number of First Call Resolutions (FCRs) including: Bit locker unlock, Initial email profile creation, Home drive mapping, Import/Publish CAC Certificates, Printer mapping using the self-service portal desktop Incidents reported to the Service Desk.	≥90% Percentage of Incident tickets Resolved on FCR; calculated by, (number of Incident tickets resolved within the performance standard) divided by (number of Incident tickets that fall into the FCR category). Note: FCR resolution is determined by the Service Desk analyst's ability to resolve the user's request within their control without transferring the call to another division/branch for support.	≥90% of Incident tickets resolved on FCR	Contractor provided data, Remedy, and Using Remedy in the CTI of the ticket and summary. These performance objectives will be measured on a monthly basis.	N/A
5.1. VIP Support (Level III "Platinum")	The Contractor shall provide follow-on calls due to "Problem Repeated After Initial Fix Failed."	≤2% Percentage of Incident tickets that are repeated or are initiated by the user to correct the same problem that had been closed as resolved; calculated as: (number of repeat Incident tickets) / (total Incident tickets)	≤2% of Incident tickets are repeated or are initiated by the user to correct the same problem that had been closed as resolved	Contractor provided data, Remedy, and Using Remedy in the CTI of the ticket and summary. These performance objectives will be measured on a monthly basis.	N/A
5.1. VIP Support (Level III "Platinum")	The Contractor shall answer calls in a timely manner.	≥95% within 30 seconds Percentage of calls answered in less than 30 seconds; calculated by, (number of calls answered in less than 30 seconds) divided by (total number of calls)	≥95% within 30 seconds	Contractor provided data, Remedy, and Using Remedy in the CTI of the ticket and summary. These performance objectives will be measured on a monthly basis.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.1. VIP Support (Level III "Platinum")	The Contractor shall ensure a low call abandonment rate.	≤5% Percentage of calls abandoned; calculated by, (number of abandoned calls (calls that have entered the queue and hung up)) divided by (total calls).	≤5% of calls abandoned	Contractor provided data, Remedy, and Using Remedy in the CTI of the ticket and summary. These performance objectives will be measured on a monthly basis.	N/A
5.1. VIP Support (Level III "Platinum")	The Contractor shall deliver in-stock GFE workstations, laptops, and mobile devices in operational configuration.	≥95% within 3 hours Percentage of in-stock workstations, laptops, mobile devices in operational configuration delivered within the specified time; calculated by (total completed workstations, laptops, mobile devices in operational configuration delivered within the specified time) divided by (total workstations, laptops, mobile devices in operational configuration requested).	≥95% within 3 hours	Contractor provided data, Remedy, and Using Remedy in the CTI of the ticket and summary. These performance objectives will be measured on a monthly basis.	N/A
5.1. VIP Support (Level III "Platinum")	The Contractor shall acknowledge messages received by the distribution list.	≥90% Percentage effective message acknowledgment; calculated by, (number of messages received by distribution list acknowledged within 15 minutes) divided by (number of messages received by distribution list).	≥90% effective message acknowledgement	Contractor provided data, Remedy, and Using Remedy in the CTI of the ticket and summary. These performance objectives will be measured on a monthly basis.	N/A
5.2.2. Service Desk & Desktop Support	The Contractor shall maximize First Contact Resolution (FCR) for Level I users.	≥90% of all Account unlocks - Bit locker unlock - Initial email profile creation - Home drive mapping -Import/Publish CAC Certificates - Printer mapping using the self-service portal desktop Incident reported to the service desk	≥90% of Incidents are resolved as FCR.	Periodic Surveillance using Automatic Call Distribution (ACD)/Metric & Service Desk/Metric Reports System Reporting	N/A
5.2.2. Service Desk & Desktop Support	The Contractor shall reduce the opening of previously resolved Incidents for Level I users.	≤2% of all previously resolved desktop Incidents by the Service Desk.	≤2% of all previously resolved desktop Incidents by the Service Desk.	Periodic Surveillance using Metric Reports System Reporting	N/A
5.2. Service Desk & Desktop Support	The Contractor shall answer Level I calls in a timely manner.	≥95% of calls are answered within 30 seconds.	≥95% of calls are answered within 30 seconds.	ACD Report	N/A
5.2. Service Desk & Desktop Support	The Contractor shall minimize the number of abandoned Level I calls.	≤5% of calls answered when compared to calls available	≤5% of calls answered when compared to calls available	ACD Report	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.2. Service Desk & Desktop Support	The Contractor shall respond to email reports of Level I Incidents or Service Requests in a timely manner.	≥95% within 3 hours of email received	≥95% within 3 hours of email received	Random sampling	N/A
5.2. Service Desk & Desktop Support	The Contractor shall respond to Service Request Module (SRM) tickets (i.e. reports of an issue) in a timely manner.	≥95% within 3 hours of a SRM report of an issue	≥95% within 3 hours of a SRM report of an issue	Random sampling	N/A
5.2.7.2. Service Desk & Desktop Support	The Contractor shall update Work Instructions (WIs)/SOPs and job aids in order to maintain currency and relevancy.	100% currency, relevancy, and updated yearly or as needed (whichever is soonest).	100% currency, relevancy, and updated yearly or as needed.	Random sampling	N/A
5.2. Service Desk & Desktop Support	The Contractor shall resolve Low Priority Incidents assigned to the Service Desk.	≥90% resolution within 8 hours of ticket creation.	≥90% resolution within 8 hours of ticket creation. **Restoral Outside of Metric**: 100% of Incident tickets shall be resolved within 6 business days of Incident report.	Daily Report of "Open" and "Resolved" tickets assigned to the Service Desk.	Performance that does not meet the Acceptable Quality Level shall deduct 1.25% from the Contractor's monthly invoice payment
5.2. Service Desk & Desktop Support	The Contractor shall resolve Medium Priority Incidents assigned to the Service Desk.	≥90% resolution within 6 hours of ticket creation.	≥90% resolution within 6 hours of ticket creation. **Restoral Outside of Metric**: 100% of Incident tickets shall be resolved within 6 business days of Incident report.	Daily Report of "Open" and "Resolved" tickets assigned to the Service Desk.	Performance that does not meet the Acceptable Quality Level shall deduct 1.25% from the Contractor's monthly invoice payment
5.2. Service Desk & Desktop Support	The Contractor shall resolve High Priority Incidents assigned to the Service Desk.	≥90% resolution within 4 hours of ticket creation.	≥90% resolution within 4 hours of ticket creation. **Restoral Outside of Metric**: 100% of Incident tickets shall be resolved within 6 business days of Incident report.	Daily Report of "Open" and "Resolved" tickets assigned to the Service Desk.	Performance that does not meet the Acceptable Quality Level shall deduct 1.25% from the Contractor's monthly invoice payment

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.2. Service Desk & Desktop Support	The Contractor shall resolve Critical Priority Incidents assigned to the Service Desk.	≥90% resolution within 2 hours of ticket creation.	≥90% resolution within 2 hours of ticket creation. **Restoral Outside of Metric**: 100% of Incident tickets shall be resolved within 6 business days of Incident report.	Daily Report of "Open" and "Resolved" tickets assigned to the Service Desk.	Performance that does not meet the Acceptable Quality Level shall deduct 1.25% from the Contractor's monthly invoice payment
5.2.11. Service Desk & Desktop Support	The Contractor shall set-up and modify user accounts in an expeditious manner.	**Account creation:** ≥95% within 8 business hours **Account modification:** ≥95% within 12 business hours **Account disabled:** ≥95% within 4 business hours	**Account creation:** ≥95% within 8 business hours **Account modification:** ≥95% within 12 business hours **Account disabled:** ≥95% within 4 business hours **Restoral Outside of Metric**: 100% of Incident tickets shall be resolved within 6 business days of Incident report.	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured on a monthly basis.	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.2.9.1. Service Desk & Desktop Support	The Contractor shall deliver in-stock GFE workstations, laptops, and mobile devices in operational configuration.	≥95% within 2 business days	≥95% within 2 business days	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured on a monthly basis.	N/A
5.2.9.1. Service Desk & Desktop Support	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all equipment issued, relocated, and turned-in	≥98% for all equipment issued, relocated, and turned-in	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.2.9.1. Service Desk & Desktop Support	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all turned-in equipment	≥95% for all turned-in equipment 100% for all turned-in SIPRNet and JWICS equipment	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A
5.2.13. Desktop Installation and Management Services	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all equipment issued, relocated, and turned-in	≥98% for all equipment issued, relocated, and turned-in	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A
5.2.13. Desktop Installation and Management Services	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all turned-in equipment	≥95% for all turned-in equipment 100% for all turned-in SIPRNet and JWICS equipment	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A
5.2.19. Quality Assurance (QA)	The Contractor shall maintain a QA program for the Service Desk. JSP user interactions shall be professional and must adhere to JSP standards and processes. Inbound and outbound telephone interactions shall be analyzed with users, including remote assistance, Service Desk inbound and outbound calls, remote access, etc. to improve quality of customer service	≥90% follow procedures as reflected in the QA Scorecard	≥90% follow procedures as reflected in the QA Scorecard	Random sampling; a minimum of five randomly-selected Service Desk interactions, per agent, per month. Corresponding tickets and associated communications, (i.e. phone call, email, etc.) are evaluated against the Government-approved QA Scorecard.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.2. Customer Service Center Chief Monthly IPR	The Contractor shall provide a monthly IPR to the JSP Customer Service Center Chief. The Contractor shall provide an executive briefing. The Contractor shall review all service areas depicting the success in achieving deliverables. For deliverables not achieved, the Contractor shall provide an update on the challenges in meeting the deliverable and how the Contractor shall improve. This is executive briefing is ~180 minutes long.	100% IPR shall be delivered to Customer Service Center Chief on a monthly basis	100% IPR shall be delivered to Customer Service Center Chief on a monthly basis	JSP Customer Service Center Chief and/or directed Government staff shall attend the monthly IPR meeting.	N/A
5.2. Customer Service Center, Division Chiefs' Monthly IPR	The Contractor shall provide a monthly IPR to the JSP Customer Service Center Division Chiefs. This IPR conducted at lower staff levels shall ensure that all deliverables in respective areas have been reviewed by the Government. This meeting shall occur one week prior to the Division Chief's monthly IPR meeting.	100% IPR shall be delivered to Customer Service Center Division Chiefs on a monthly basis	100% IPR shall be delivered to Customer Service Center Division Chiefs on a monthly basis	JSP Customer Service Center Division Chiefs and/or directed Government staff shall attend the monthly IPR meeting.	N/A
5.2. Metrics and Analysis	The Contractor shall manage Service Desk and other operational displays real-time on a continuous basis. Performance reports and services shall demonstrate successful standards of effectiveness.	100% monitoring on 24x7x365 basis	100% monitoring on a 24x7x365 basis	Government shall conduct random sampling of portal content for accuracy	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.2.24. Aging Tickets	The Contractor shall ensure Incident tickets are resolved within the AQL.	≥95% of Incident tickets are resolved within six (6) business days of the AQL.	≥95% of Incident tickets are resolved within six (6) business days of the AQL.	Monitored via Remedy, BMC Software, and Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives will be measured on a monthly basis.	N/A
5.2.27. Manage small to large-scale projects	BCTF/OSR manages, performs, and completes simultaneous small-scale to large-scale assigned projects	≥95% of Service Requests (large, medium, small) are completed within the agreed-upon schedule	≥95% of Service Requests are completed within the agreed-upon schedule	Daily review of SharePoint site with consistently updated report information.	N/A
5.2.27. BCTF/OSR Support	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all equipment issued, relocated, and turned-in	≥98% for all equipment issued, relocated, and turned-in	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A
5.2.27. BCTF/OSR Support	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all turned-in equipment	≥95% for all turned-in equipment 100% for all turned-in SIPRNet and JWICS equipment	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A
5.2.27.3. Weekly Report	Track and provide status reports of external dependencies affective BCTF/OSR services	≥90% track and provide status reports of external dependencies affecting the services provided by the JSP (e.g. Request/Technical Analysis and Cost Estimate, BCTF service reimbursement, etc.)	≥90% of external dependencies affecting the services provided by the JSP are tracked and provided status reports.	Branch Chief and/or directed staff will be given status reports. Review of SharePoint and emails.	N/A
5.2.27.3. Monthly Report (BCTF/OSR data input)	IPR to Service Support Division Chief	≥90% Monthly report (data input) for BCTF/OSR, which will be included in the IPR presentation.	≥90% of BCTF/OSR data input is included in the IPR presentation.	IPR monthly meeting review.	N/A
5.2.27.3. Annual Roll-up Report	Report of all projects performed for the year.	Report shall contain 100% of all projects performed for the year.	Report contains 100% of all projects performed for the year.	SharePoint and meetings.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.2.27.3. Weekly Director's Report	Weekly report of large (50+) management designated and BCTF's projects.	≥95% deliver a Weekly Director's Report that provides a high-level status of projects and external dependencies as well as situational awareness for projects needing elevated attention.	≥95% of Weekly Director's Report provided.	Daily status report and weekly roll-up report.	N/A
5.2.27.4. Conduct a weekly working group	Conduct a weekly working group meeting to discuss the status of all projects with JSP stakeholders.	≥95% of Service Requests (small, medium, large) are being planned, executed, with external dependencies, or completed.	≥95% of Service Requests are being planned, executed, with external dependencies, or completed.	Meetings, written reports, and SharePoint site with updated report information.	N/A
5.2.27.5. (5) Provide initial response to stand-up IT equipment requests within 24 hours after the infrastructure has been established.	Coordinate initial requirement gathering and establish a project plan based on dependencies.	≥90% of projects have coordinated initial requirement gathering and established a draft project plan based on dependencies to provide initial response to stand up IT equipment requests within 24 hours after the infrastructure has been established.	≥90% of projects have coordinated initial requirement gathering and established a draft project plan based on dependencies to provide initial response to stand up IT equipment requests within 24 hours after the infrastructure has been established.	Meetings, SharePoint, emails, and status reports.	N/A
5.2.27.5. (11) Provide an annual review of BCTF/OSR CONOPS and SOP documents	Update and review annually the BCTF/OSR CONOPS and SOP	≥95% of all BCTF/OSR CONOPS and SOPs are reviewed and updated	≥95% of all BCTF/OSR CONOPS and SOPs are reviewed and updated	CONOPS and SOP review meetings	N/A
5.2.27.5. (12) Develop and validate all project-related documentation associated with the life of a project	Develop and validate all project-related documentation to project templates, weekly status reports, project needs/ scope/ resources, schedules, and additional documentation as may be required based on the nature of the project.	≥95% of documentation for projects (small, medium, large) are completed within the agreed-upon schedule.	≥95% of documentation for projects (small, medium, large) are completed within the agreed-upon schedule.	Meetings and/or SharePoint site reviews and reports	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.2.27.6. Asset Management	Ensure updates to related Asset Management records are made in accordance with Government-approved processes when moving and/or delivering IT hardware and software assets. This shall be done as part of ticket resolution whenever any information in the record needs to be changed such as changes in user assignment, phone/room number, or classification.	≥90% of all related asset management records shall be updated daily	≥90% of all related asset management records are updated daily	Review of DPAS data input, meetings, and/or SharePoint site with updated report information	N/A
5.3. Wireless Services Support	The Contractor shall restore services for users' existing mobile services.	≥90% of all Incidents shall be resolved within 1 business day (Number of tickets resolved within 1 business day divided by total tickets)	≥90% of all Incidents are resolved within 1 business day	Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives shall be measured on a monthly basis.	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.3.2. Wireless Services Support	The Contractor shall provision new mobile services when devices are in stock.	≥90% of all Incidents shall be resolved within 3 business days (Number of tickets resolved within 3 business days divided by total tickets)	≥90% of all Incidents are resolved within 3 business days	Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives shall be measured on a monthly basis.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.3.2. Wireless Services Support	The Contractor shall provision new mobile services for users' Android and iPhone devices.	≥90% of all Incidents shall be resolved within 3 business days upon receipt of the PIN from DISA and Apple ID from the supported user (Number of tickets resolved within 3 business days divided by total tickets)	≥90% of all Incidents are resolved within 3 business days upon receipt of the PIN from DISA and Apple ID from the supported user	Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives shall be measured on a monthly basis.	N/A
5.3.2. Wireless Services Support	The Contractor shall provision new mobile services when devices are not in stock.	≥90% of all Incidents shall be resolved within 3 business days of receipt of hardware and receipt of the PIN from DISA and Apple ID from the supported user (Number of tickets resolved within 3 business days divided by total tickets)	≥90% of all Incidents are resolved within 3 business days of receipt of hardware and receipt of the PIN from DISA and Apple ID from the supported user	Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives shall be measured on a monthly basis.	N/A
5.3. Wireless Services Support	The Contractor shall minimize the number of follow-on calls due to repeated problems after the initial fix failed.	≤5% of total calls shall be repeat calls or shall be initiated by the user to correct the same problem that had been closed as resolved (Number of repeated calls divided by total calls)	≤5% of total calls are repeat calls or are initiated by the user to correct the same problem that had been closed as resolved	Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives shall be measured on a monthly basis.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.3. Wireless Services Support	The Contractor shall minimize the backlog of Wireless tickets.	95% of all tickets shall be resolved within 7 business days (Number of tickets unresolved after 10 business days)	95% of all tickets are resolved within 7 business days	Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives shall be measured on a monthly basis.	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.3. Wireless Services Support	The Contractor shall provide a loaner mobile device for longer-term Incidents.	Loaner device shall be provided in 100% of all Incidents that take longer than 4 business hours	Loaner devices are provided in 100% of all Incidents that take longer than 4 business hours	Remedy generated reports using date/time stamp documenting when the Incident ticket was received and when the Incident was eventually resolved or closed. These performance objectives shall be measured on a monthly basis.	N/A
5.3. Wireless Services Support	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all equipment issued, relocated, and turned-in	≥98% for all equipment issued, relocated, and turned-in	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A
5.3. Wireless Services Support	The Contractor shall generate DD Form 1150s in DPAS, capture users' signatures, upload signed DD Form 1150s, and transfer assets in DPAS for all issued, relocated, and turned-in equipment.	≥95% for all turned-in equipment	≥95% for all turned-in equipment 100% for all turned-in SIPRNet and JWICS equipment	Monitored via DPAS-generated reports. These performance objectives will be measured on a monthly basis.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.4. Telecomm Services	The Contractor shall provide Services or Moves (9 units or less) for New Landlines.	≥90% of all Incidents are resolved within 10 business days. (EQUATION: Number of tickets unresolved within 15 business days).	≥90% of all Incidents are resolved within 10 business days	Metrics shall be tracked via Remedy	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.4. Telecomm Services	The Contractor shall provide Services or Moves (10 to 25 units) for New Landlines.	≥90% of all Incidents are resolved within 20 business days. (EQUATION: Number of tickets unresolved within 30 business days).	≥90% of all Incidents are resolved within 20 business days	Metrics shall be tracked via Remedy	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.4. Telecomm Services	The Contractor shall provide broken/fix services for Existing Landlines.	≥90% of all Incidents are resolved within 3 business days. (EQUATION: Number of tickets unresolved within 3 business days).	≥90% of all Incidents are resolved within 3 business days	Metrics shall be tracked via Remedy	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.4. Telecomm Services	The Contractor shall minimize Follow-On Calls Due to Problem Repeated After Initial Fix Failed.	<5% of total calls are repeat calls or are initiated by the user to correct the same problem that had been closed as resolved. (EQUATION: Number of repeat calls / total calls).	<5% of total calls are repeat calls or are initiated by the user to correct the same problem that had been closed as resolved	Metrics shall be tracked via Remedy	N/A
5.4. Telecomm Services	The Contractor shall minimize Ticket Backlogs.	100% of tickets resolved within 10 business days (EQUATION: Number of tickets unresolved greater than 10 business days)	100% after 10 business days	Metrics shall be tracked via Remedy	Performance that does not meet the Acceptable Quality Level shall deduct 5% from the Contractor's monthly invoice payment
5.4. Telecomm Services	The Contractor shall maximize the number of Initial Contacts within 24 hours notification of the Incident.	100% of notifications of Incidents receive Initial Contact within 24 hours.	100% after 24 hours	Metrics shall be tracked via Remedy	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.5.2. CRM Program Management	All CRM program management deliverables shall be delivered in accordance with the deliverable schedule. Both the Monthly Projects Status and In-Progress Review shall be delivered in a formal briefing.	All CRM management deliverables are delivered on time and are accurate 100% of the time.	100% CRM management deliverables are delivered on time and accurate	The number of CRM program management deliverables that are not on time or accurate divided by the total number of CRM program management deliverables.	N/A
5.5.3.5.2. CRM Project Management	The Contractor shall be required to manage project schedules to ensure on-schedule completion.	All actual project schedules are within ≤10% variance of planned schedules.	The variance of the actual project schedule from the planned project schedule is ≤10% after the scheduled completion date.	The variance between actual project schedule and planned schedule.	N/A
5.5.4.1. Provide CAM	The Contractor shall serve as Customer Account Managers between the JSP and the user/user organization. These managers shall work directly out of the JSP Customer Engagement Division and shall be assigned a specific user base to support. The Contractor shall be responsible for knowing and representing the entire spectrum of JSP Products and Services and ensuring that service specific messaging and interactions are aligned with the enterprise message.	Messaging and interactions are aligned with the enterprise message 100% of the time.	100% of messaging and interactions are aligned with the enterprise message.	The number of messages and interactions that are not aligned with the enterprise message divided by the total number of messages and interactions.	N/A
5.5.4.3. Service Request Management	CPI activities supporting Service Request Management shall include a form/template for users to submit requests, define roles for all JSP organizational elements, support workflow and routing for pre-defined and custom requests, and shall include a methodology for ensuring visibility of the request through its lifecycle.	CPI activities include all the required items 100% of the time.	100% of CPI activities include all required items.	The number of CPI activities that do not include all required items divided by the total number of CPI activities.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.5.4.4. Request Fulfillment	The Contractor shall organize user liaisons and assign them to support teams designated by the Government in order to serve as the user entry point to JSP.	Each support team has a designated user liaison 100% of the time.	Each support team has a designated user liaison 100% of the time.	Number of support teams with a designated user liaison divided by the total number of support teams.	N/A
5.6. Mac Support	The Contractor shall deliver Mac engineering support services.	The Contractor shall provide Mac engineering support services as outlined in the Mac Support task area 100% of the time.	Analysis and advice shall be current and up-to-date in the applicable Mac Support task area. Ongoing assessments provided as products being developed must meet standards and procedures 95% of the time.	Periodic Inspection and User Feedback	N/A
5.7. Optional Army On-Boarding Support	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.1 – 5.6	N/A
5.8.1. Optional VIP Support	The Contractor shall deliver services in accordance with the AQLs established for the task area described under PWS section 5.1.	100% in accordance with the AQLs established for task area described under PWS section 5.1.	100% in accordance with the AQLs established for task area described under PWS section 5.1.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task area 5.1.	N/A
5.8.2. Optional Service Desk Support	The Contractor shall deliver services in accordance with the AQLs established for the task area described under PWS section 5.2.	100% in accordance with the AQLs established for task area described under PWS section 5.2.	100% in accordance with the AQLs established for task area described under PWS section 5.2.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task area 5.2.	N/A
5.8.3. Optional Wireless Services Support	The Contractor shall deliver services in accordance with the AQLs established for the task area described under PWS section 5.3.	100% in accordance with the AQLs established for task area described under PWS section 5.3.	100% in accordance with the AQLs established for task area described under PWS section 5.3.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task area 5.3.	N/A
5.8.4. Optional New User Support	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.4, 5.5, and 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.4, 5.5, and 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.4, 5.5, and 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.4, 5.5, and 5.6.	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.8.5. Optional ASA(ALT) IT Support	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.1 – 5.6	N/A
5.8.6. Optional 411 Operator Services	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.1 – 5.6	N/A
5.8.7. Optional Service Desk Support for the AOC/G-3/5/7	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.1 – 5.6	N/A
5.8.8. Optional Off-site IT Support to Customers at COOP Sites	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.1 – 5.6	N/A
5.8.9. Optional SIGAR IT Support	The Contractor shall resolve Incidents for non-VIP SIGAR users within the required AQL.	≥95% of Incidents resolved within one (1) business day	≥95% of Incidents resolved within one (1) business day	Metrics shall be tracked via Remedy	N/A
5.8.9. Optional SIGAR IT Support	The Contractor shall resolve Incidents for VIP SIGAR users within the required AQL.	≥90% of Incidents resolved within 30 minutes	≥90% of Incidents resolved within 30 minutes	Metrics shall be tracked via Remedy	N/A
5.8.10. Optional ANC IT Support	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.1 – 5.6	N/A

PWS	Performance Objective	Acceptable Quality Level	Performance Threshold	Method of Surveillance	Disincentive
5.8.11. Optional DOD OGC, DLSA IT Support	The Contractor shall provide IT support services in accordance with PWS paragraph 5.9.2.9 and all sub-paragraphs. The Contractor shall perform services in accordance with established timelines while demonstrating appropriate knowledge and understanding of the task.	The accuracy and timeliness of work products are as follows: Exceptional = 90%-100% Successful = 80-89% Unacceptable = 79% and below	The accuracy and timeliness of work products are as follows: Exceptional = 90%-100% Successful = 80-89% Unacceptable = 79% and below	Random Sampling and/or review of reports, logs, system data, or performance metrics by the COR – Monthly & Validated User Complaints	N/A
5.8.12. Optional Dedicated IT Support	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.1 – 5.6	N/A
5.8.13. Optional NMCC IT Support	The Contractor shall deliver services in accordance with the AQLs established for the task area described under PWS section 5.1.	100% in accordance with the AQLs established for task area described under PWS section 5.1.	100% in accordance with the AQLs established for task area described under PWS section 5.1.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task area 5.1.	N/A
5.8.14. Optional Continuity Support At-Site	The Contractor shall deliver services in accordance with the AQLs established for the task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task areas described under PWS sections 5.1 – 5.6.	100% in accordance with the AQLs established for task area described under PWS sections 5.1 – 5.6.	Surveillance will be 100% in accordance with the Method of Surveillance described for PWS task areas 5.1 – 5.6.	N/A

TECHNICAL EXHIBIT 2

DELIVERABLES SCHEDULE

PWS	Deliverable	Frequency	# of Copies	Medium/ Format	Submit To
1.6.2.	Quality Control Plan (QCP)	Within 30 days of contract award; amendments/changes to the QCP shall be delivered within 3 business days following any change	One to COR and KO	Adobe PDF, Microsoft PowerPoint, or Microsoft Word	COR and KO
1.6.5.5.	Contingency Operations and Contingency Plan	Once, submitted 30 days after award; updated as needed	One to COR	Adobe PDF or Microsoft Word	GTM and Performance Monitors
1.6.9.	Signed Non-Disclosure Agreement	Once within 5 days of contract award and/or when on-boarded to perform work	One to COR	Adobe PDF or Microsoft Word	COR
1.6.18.1.	Phase-In Plan	Once, with proposal	One to GTM	Microsoft PowerPoint or Microsoft Word	GTM and Performance Monitors
5.1.12.	VIP Status Report	Daily, no later than 8:00 AM ET	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.2.	Maintain SharePoint site with updated report information	Daily	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.2.	Automatic Call Distribution (ACD)/Metric & Service Desk/Metric Reports System reporting	Monthly	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.2.	Work Instruction (WI) and SOP documents	Updated yearly or as needed (whichever is soonest)	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.2.	Average Service Desk Quality Assurance Scorecard (which is included in IPR)	Monthly	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.2.	Reports demonstrating that Contractor is performing requirements of this PWS	Monthly, agreed-upon date with the Government	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.2.27.3. (2)(a)	Weekly Status Reports	Weekly	As agreed-upon between Contractor and Government	Microsoft PowerPoint, SharePoint	GTM and Performance Monitors
5.2.27.3. (2)(b)	Monthly Report (BCTF/OSR data input)	Monthly	As agreed-upon between Contractor and Government	Microsoft PowerPoint or Microsoft Word	GTM, and Performance Monitors
5.2.27.3. (2)(e)	Annual Roll-up Report	Annually	As agreed-upon between Contractor and Government	Microsoft PowerPoint or Microsoft Word	GTM and Performance Monitors
5.2.27.3. (2)(f)	Weekly Director's Report	Weekly	As agreed-upon between Contractor and Government	Microsoft PowerPoint or Microsoft Word	GTM and Performance Monitors
5.2.27.5. (11)	BCTF/OSR CONOPS and SOP documents	Annually	One to GTM	Microsoft Word	GTM and Performance Monitors

PWS	Deliverable	Frequency	# of Copies	Medium/ Format	Submit To
5.3.	Wireless Usage Report	Monthly by the 25th day of the month and yearly as required; agreed-upon date with the Government	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.3.	Validation of WAWF Report against Carrier Usage Report	Monthly, agreed-upon date with the Government	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.3.	Automated Tele-communications Expense Management System	45 days after contract award	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.3.	Rate Optimization and Trending Analysis and Recommendation	Monthly by the 25th day of the month and yearly as required; agreed-upon date with the Government	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.4.1.3.	Ticket Trends Reports	Monthly by the 25th day and yearly as required)	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.4.1.3.	Telework Reports	As needed whenever telework situation occurs (e.g. exercises, inclement weather, etc.)	One to GTM	Agreed-upon between Contractor and Government	GTM and Performance Monitors
5.5.2.2.	Monthly Project Status Report	Monthly	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.2.	Financial Status Report	Monthly	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.2.3.	Monthly In-Progress Review	Monthly	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.2.	CRM Process Documentation	After every process evaluation	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.3.	CRM Organizational Analysis	Within four (4) months of TO award, updated every six (6) months	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.4.	Customer Data Management Methodology	Within one (1) month of TO award, updated every three (3) months	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.5.	CRM Start of Project Documentation	At start of project	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.5.1.	CRM Bi-Weekly Project Documentation	Weekly	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.5.1.	CRM Monthly Project Documentation	Monthly	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.6.	CRM Tool Support to produce all required recurring and ad-hoc reports	Within one (1) month of contract award, updated every month on 5th work-day	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.7.	CRM Risk Overview	Close of business 5th working day of the month	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.8.	CRM Performance Metrics	Close of business 5th working day of the month	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.3.9.	Knowledge Management Policies and Procedures	Within one (1) month of contract award, updated every three (3) months	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors

PWS	Deliverable	Frequency	# of Copies	Medium/ Format	Submit To
5.5.4.1.1.	Customer Account Management Support activities tracker	Within one (1) month of contract award, updated every month on 5th work-day	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.4.1.1.	Meeting Minutes	Within two (2) business days of the meeting	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.4.2.	Customer Business Requirements Support Approach	Initial Concept and Processes within thirty (30) Business days of TO award, updated every six (6) months	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.4.3.	Service Request Management Process	According to project schedule, progress reporting monthly within "Monthly In-Progress Report"	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.4.4.1.	Request Fulfillment Report and Tracking Document	Within one (1) month of contract award, updated every month	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.5.4.5.	Project and Support Management Report and Tracking Document	Within one (1) month of contract award, updated every month	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.6.	Operational Level Agreements (OLAs) and SOPs	As required	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.6.3.	Customer Support Services Status Report	Weekly; Contractor shall provide and present written and oral briefings on significant outages, statistics, and trends	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.6.	Presentations and Briefings	As required; Contractor shall prepare and present written and oral briefings on progress of work and prepare white papers and draft responses to IT-related data	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.6.	CDOG for each Mac core image	As required; Contractor shall provide hardening scripts, configuration, etc. documentation for each image developed	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.6.4.	Mac Systems C&A documentation	As required; required for the initial C&A process and the Contractor must maintain documentation as required.	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.8.9.2.	Remedy Report of All SIGAR Tickets	Weekly, provided no later than 10:00 AM ET on Monday; if Monday is a holiday, report must be provided no later than 10:00 AM ET on Tuesday	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors

PWS	Deliverable	Frequency	# of Copies	Medium/ Format	Submit To
5.8.9.2.1.	SIGAR Contractor Accountability Reports	Weekly or whenever requested by SIGAR	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.8.9.2.1.	SIGAR Progress & Status Reports	Weekly or whenever requested by SIGAR	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors
5.8.9.2.2.	SIGAR On-Demand Reports	The Contractor shall provide reports on-demand if specific issues come to impede performance, and the SIGAR reserves the right to request reports on those specific issues and challenges. Requested contents of those reports shall vary on a case-by-case basis. Requested contents shall be detailed by SIGAR in an official request to the Contractor.	One to GTM	Electronic copy, stored in KM repository	GTM and Performance Monitors

TECHNICAL EXHIBIT 3
LABOR-HOUR CLINs TABLE

The data provided below, identifies the labor categories and hours to accomplish the requirements listed in the PWS for the Labor-Hour CLINs

PHASE-IN PERIOD (3 MONTHS) LABOR-HOURS

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
0001	Labor-Hour	5.1. – VIP Support	Help Desk Specialist (Senior)	187
0001	Labor-Hour	5.1. – VIP Support	Help Desk Specialist (Senior)	934
0001	Labor-Hour	5.1. – VIP Support	Subject Matter Expert (Journeyman)	4,298
0001	Labor-Hour	5.1. – VIP Support	Subject Matter Expert (Master)	3,176
0001	Labor-Hour	5.1. – VIP Support	Subject Matter Expert (Senior)	747
TOTALS CLIN 0001				**9,342**
0002	Labor-Hour	5.2. – Service Desk Support	Program Manager (Senior) (Transition)	235
0002	Labor-Hour	5.2. – Service Desk Support	Program Manager (Senior) (KEY)	161
0002	Labor-Hour	5.2. – Service Desk Support	Project Manager (Senior) (KEY)	161
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Mid)	484
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Senior)	2,742
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	484
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	645
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	484
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Master)	323
0002	Labor-Hour	5.2. – Service Desk Support	Project Manager	161
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	161
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	323
0002	Labor-Hour	5.2. – Service Desk Support	Helpdesk Specialist (Mid)	2,097
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Senior)	3,226
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Senior)	11,291
0002	Labor-Hour	5.2. – Service Desk Support	Systems Engineer	968
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1,129

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	161
0002	Labor-Hour	5.2. – Service Desk Support	Systems Engineer	323
0002	Labor-Hour	5.2. – Service Desk Support	Documentation Specialist (Journeyman)	323
0002	Labor-Hour	5.2. – Service Desk Support	Documentation Specialist (Journeyman)	161
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Mid)	161
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Senior)	161
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Senior)	161
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Senior)	161
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Senior)	645
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Master)	645
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist	1,452
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Mid)	3,387
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Mid)	6,291
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Senior)	10,646
0002	Labor-Hour	5.2. – Service Desk Support	Help Desk Specialist (Senior)	968
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	968
0002	Labor-Hour	5.2. – Service Desk Support	Subject Matter Expert (Master)	484
0002	Labor-Hour	5.2. – Service Desk Support	Training Specialist (Senior)	323
0002	Labor-Hour	5.2. – Service Desk Support	Training Specialist (Senior)	161
TOTALS CLIN 0002				**52,660**
0003	Labor-Hour	5.3. – Wireless Services Support	Wireless Support - Subject Matter Expert II (Manager)	163
0003	Labor-Hour	5.3. – Wireless Services Support	Wireless Support - Service Desk Technician IV	3,590
0003	Labor-Hour	5.3. – Wireless Services Support	Wireless Support - Subject Matter Expert I	1,142
TOTALS CLIN 0003				**4,896**
0004	Labor-Hour	5.4. – Telecommunications Services Support	Telecommunications - Voice/Data Communication Engineer I	1,305

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
0004	Labor-Hour	5.4. – Telecommunications Services Support	Telecommunications (Circuit Audits) - Subject Matter Expert I	490
0004	Labor-Hour	5.4. – Telecommunications Services Support	Telecommunications (Circuit Audits) - Voice/Data Communication Engineer I	490
TOTALS CLIN 0004				2,285
0005	Labor-Hour	5.5. – CRM Support	CRM - Associate Information Technology Consultant	816
0005	Labor-Hour	5.5. – CRM Support	CRM - Information Technology Consultant	490
0005	Labor-Hour	5.5. – CRM Support	CRM - Senior Information Technology Consultant	163
0005	Labor-Hour	5.5. – CRM Support	CRM - Subject Matter Expert (Associate)	163
0005	Labor-Hour	5.5. – CRM Support	CRM - Subject Matter Expert (Intermediate)	163
TOTALS CLIN 0005				1,795
0006	Labor-Hour	5.6. – Mac Support	Mac - Project Manager (Senior)	163
0006	Labor-Hour	5.6. – Mac Support	Mac - Information Assurance Engineer	163
0006	Labor-Hour	5.6. – Mac Support	Mac - Software Developer (Senior)	163
0006	Labor-Hour	5.6. – Mac Support	Mac - Systems Engineer	653
0006	Labor-Hour	5.6. – Mac Support	Mac Tier I Technician - Service Desk Technician IV	163
0006	Labor-Hour	5.6. – Mac Support	Mac Tier II Technician - Service Desk Technician V	163
TOTALS CLIN 0006				1,469
0007	Labor-Hour	5.8.5. – Optional ASA(ALT) IT Support	Voice/Data Communications Engineer (Entry Level)	470
TOTALS CLIN 0007				470
0008	Labor-Hour	5.8.6. – Optional 411 Operator Services	Research Analyst	5,640
TOTALS CLIN 0008				5,640
0009	Labor-Hour	5.8.7. – Optional Service Desk Support for the AOC/G-3/5/7	Voice/Data Communications Engineer (Entry Level)	1,880
TOTALS CLIN 0009				1,880
0010	Labor-Hour	5.8.8. – Optional Off-site IT Support to Customers at COOP Sites	Configuration Management Specialist (Senior)	150
TOTALS CLIN 0010				150
0011	Labor-Hour	5.8.9. – Optional SIGAR IT Support	Helpdesk Specialist (Journeyman)	940

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
TOTALS CLIN 0011				**940**
0012	Labor-Hour	5.8.10. – Optional ANC Support	Helpdesk Specialist (Journeyman)	940
TOTALS CLIN 0012				**940**
0013	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Project Manager (Senior)	470
0013	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Helpdesk Specialist (Entry Level)	940
0013	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Helpdesk Specialist (Journeyman)	2,350
0013	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Helpdesk Specialist (Senior)	2,820
0013	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Information Security Specialist (Journeyman)	470
0013	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Software Architect	470
0013	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Web Software Developer	940
TOTALS CLIN 0013				**8,460**
0014	Labor-Hour	5.8.12. – Optional Dedicated IT Support	Service Desk Technician IV	470
TOTALS CLIN 0014				**470**
0015	Labor-Hour	5.8.13. – Optional NMCC IT Support	Service Desk Technician III	470
TOTALS CLIN 0015				**470**
0016	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert I	940
0016	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert II	940
TOTALS CLIN 0016				**1,880**

BASE PERIOD (9 MONTHS) LABOR-HOURS

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
0024	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Lead)	534
0024	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior)	2,669
0024	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Journeyman)	12,278

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
0024	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Master)	9,075
0024	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Senior)	2,135
TOTALS CLIN 0024				**26,692**
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Program Manager (Senior) (KEY)	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager (Senior) (KEY)	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	1,684
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	9,541
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	2,245
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,123
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,123
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	7,296
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	11,225
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	39,288
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	3,368
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,929
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	1,123
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Document Specialist (Journeyman)	1,123
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Document Specialist (Journeyman)	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	561
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	2,245
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	2,245
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist	5,051
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	11,787
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	21,889
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	37,043
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,368
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	3,368
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,684
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	1,123
0025	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	561
TOTALS CLIN 0025				**182,410**
0026	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Master)	1,612
0026	Labor-Hour	5.8.3. – Optional Wireless Services Support	Help Desk Specialist (Senior)	35,461
0026	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Journeyman)	11,283
TOTALS CLIN 0026				**48,356**
0027	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	5,119
0027	Labor-Hour	5.8.4. – Optional New User Support	Subject Matter Expert (Journeyman)	1,880
0027	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	1,880
0027	Labor-Hour	5.8.4. – Optional New User Support	Project Manager (Senior)	640
0027	Labor-Hour	5.8.4. – Optional New User Support	Information Specialist/Knowledge Engineer	640
0027	Labor-Hour	5.8.4. – Optional New User Support	Software Developer (Senior)	640
0027	Labor-Hour	5.8.4. – Optional New User Support	Systems Engineer	2,560
0027	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
0027	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
TOTALS CLIN 0027				**14,639**
0028	Labor-Hour	5.8.5. – Optional ASA(ALT) IT Support	Voice/Data Communications Engineer (Master)	1,410
TOTALS CLIN 0028				**1,410**
0029	Labor-Hour	5.8.6. – Optional 411 Operator Services	Business Systems Analyst (Journeyman)	16,920
TOTALS CLIN 0029				**16,920**
0030	Labor-Hour	5.8.7. – Optional Service Desk Support for the AOC/G-3/5/7	Voice/Data Communications Engineer (Master)	5,640
TOTALS CLIN 0030				**5,640**
0031	Labor-Hour	5.8.8. – Optional Off-site IT Support to Customers at COOP Sites	Information Security Specialist (Senior)	450
TOTALS CLIN 0031				**450**
0032	Labor-Hour	5.8.9. – Optional SIGAR IT Support	Help Desk Specialist	2,820
TOTALS CLIN 0032				**2,820**
0033	Labor-Hour	5.8.10. – Optional ANC Support	Help Desk Specialist	1,410
TOTALS CLIN 0033				**1,410**
0034	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Project Manager (Senior)	1,410
0034	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist	2,820
0034	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Mid)	7,050
0034	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Senior)	8,460
0034	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Information Security Specialist (Senior)	1,410
0034	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Software Developer (Senior)	1,410
0034	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Web Engineer	2,820
TOTALS CLIN 0034				**25,380**
0035	Labor-Hour	5.8.12. – Optional Dedicated IT Support	Help Desk Specialist (Senior)	1,410
TOTALS CLIN 0035				**1,410**
0036	Labor-Hour	5.8.13. – Optional NMCC IT Support	Help Desk Specialist (Mid)	1,410
TOTALS CLIN 0036				**1,410**

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
0037	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Journeyman)	2,820
0037	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Master)	2,820
TOTALS CLIN 0037				5,640

OPTION PERIOD 1 (12 MONTHS) LABOR-HOURS

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
1007	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior) (Lead)	534
1007	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior)	2,669
1007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Journeyman)	12,278
1007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Master)	9,075
1007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Senior)	2,135
TOTALS CLIN 1007				26,692
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Program Manager (KEY)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager (KEY)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	1,684
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	9,541
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	2,245
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,123
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,123
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	7,296
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	11,225

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	39,288
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	3,368
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,929
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	1,123
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Documentation Specialist (Journeyman)	1,123
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Documentation Specialist (Journeyman)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	561
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	2,245
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	2,245
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist	5,051
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	11,787
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	21,889
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	37,043
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,368
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	3,368
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,684
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	1,123
1008	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	561
TOTALS CLIN 1008				**182,410**
1009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Master)	1,612
1009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Help Desk Specialist (Senior)	35,461

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
1009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Journeyman)	11,283
TOTALS CLIN 1009				**48,356**
1010	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	5,119
1010	Labor-Hour	5.8.4. – Optional New User Support	Subject Matter Expert (Journeyman)	1,880
1010	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	1,880
1010	Labor-Hour	5.8.4. – Optional New User Support	Project Manager (Senior)	640
1010	Labor-Hour	5.8.4. – Optional New User Support	Information Specialist/Knowledge Engineer	640
1010	Labor-Hour	5.8.4. – Optional New User Support	Software Developer (Senior)	640
1010	Labor-Hour	5.8.4. – Optional New User Support	Systems Engineer	2,560
1010	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
1010	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
TOTALS CLIN 1010				**14,639**
1011	Labor-Hour	5.8.5. – Optional ASA(ALT) IT Support	Voice/Data Communications Engineer (Master)	1,880
TOTALS CLIN 1011				**1,880**
1012	Labor-Hour	5.8.6. – Optional 411 Operator Services	Business Systems Analyst (Journeyman)	22,560
TOTALS CLIN 1012				**22,560**
1013	Labor-Hour	5.8.7. – Optional Service Desk Support for the AOC/G-3/5/7	Voice/Data Communications Engineer (Master)	7,520
TOTALS CLIN 1013				**7,520**
1014	Labor-Hour	5.8.8. – Optional Off-site IT Support to Customers at COOP Sites	Information Security Specialist (Senior)	600
TOTALS CLIN 1014				**600**
1015	Labor-Hour	5.8.9. – Optional SIGAR IT Support	Helpdesk Specialist	3,760
TOTALS CLIN 1015				**3,760**
1016	Labor-Hour	5.8.10. – Optional ANC Support	Helpdesk Specialist	1,880
TOTALS CLIN 1016				**1,880**
1017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Project Manager (Senior)	1,880

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
1017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist	3,760
1017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Mid)	9,400
1017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Senior)	11,280
1017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Information Security Specialist (Senior)	1,880
1017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Software Developer (Senior)	1,880
1017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Web Engineer	3,760
TOTALS CLIN 1017				33,840
1018	Labor-Hour	5.8.12. – Optional Dedicated IT Support	Help Desk Specialist (Senior)	1,880
TOTALS CLIN 1018				1,880
1019	Labor-Hour	5.8.13. – Optional NMCC IT Support	Help Desk Specialist (Mid)	1,880
TOTALS CLIN 1019				1,880
1020	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Journeyman)	3,760
1020	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Master)	3,760
TOTALS CLIN 1020				7,520

OPTION PERIOD 2 (12 MONTHS) LABOR-HOURS

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
2007	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior) (Lead)	534
2007	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior)	2,669
2007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Journeyman)	12,278
2007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Master)	9,075
2007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Senior)	2,135
TOTALS CLIN 2007				26,692
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Program Manager (KEY)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager (KEY)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	1,684

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	9,541
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	2,245
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,123
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,123
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	7,296
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	11,225
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	39,288
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	3,368
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,929
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	1,123
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Documentation Specialist (Journeyman)	1,123
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Documentation Specialist (Journeyman)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	561
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	2,245
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	2,245
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist	5,051
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	11,787
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	21,889
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	37,043

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,368
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	3,368
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,684
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	1,123
2008	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	561
TOTALS CLIN 2008				**182,410**
2009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Master)	1,612
2009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Help Desk Specialist (Senior)	35,461
2009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Journeyman)	11,283
TOTALS CLIN 2009				**48,356**
2010	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	5,119
2010	Labor-Hour	5.8.4. – Optional New User Support	Subject Matter Expert (Journeyman)	1,880
2010	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	1,880
2010	Labor-Hour	5.8.4. – Optional New User Support	Project Manager (Senior)	640
2010	Labor-Hour	5.8.4. – Optional New User Support	Information Specialist/Knowledge Engineer	640
2010	Labor-Hour	5.8.4. – Optional New User Support	Software Developer (Senior)	640
2010	Labor-Hour	5.8.4. – Optional New User Support	Systems Engineer	2,560
2010	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
2010	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
TOTALS CLIN 2010				**14,639**
2011	Labor-Hour	5.8.5. – Optional ASA(ALT) IT Support	Voice/Data Communications Engineer (Master)	1,880
TOTALS CLIN 2011				**1,880**
2012	Labor-Hour	5.8.6. – Optional 411 Operator Services	Business Systems Analyst (Journeyman)	22,560
TOTALS CLIN 2012				**22,560**

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
2013	Labor-Hour	5.8.7. – Optional Service Desk Support for the AOC/G-3/5/7	Voice/Data Communications Engineer (Master)	7,520
TOTALS CLIN 2013				**7,520**
2014	Labor-Hour	5.8.8. – Optional Off-site IT Support to Customers at COOP Sites	Information Security Specialist (Senior)	600
TOTALS CLIN 2014				**600**
2015	Labor-Hour	5.8.9. – Optional SIGAR IT Support	Helpdesk Specialist	3,760
TOTALS CLIN 2015				**3,760**
2016	Labor-Hour	5.8.10. – Optional ANC Support	Helpdesk Specialist	1,880
TOTALS CLIN 2016				**1,880**
2017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Project Manager (Senior)	1,880
2017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist	3,760
2017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Mid)	9,400
2017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Senior)	11,280
2017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Information Security Specialist (Senior)	1,880
2017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Software Developer (Senior)	1,880
2017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Web Engineer	3,760
TOTALS CLIN 2017				**33,840**
2018	Labor-Hour	5.8.12. – Optional Dedicated IT Support	Help Desk Specialist (Senior)	1,880
TOTALS CLIN 2018				**1,880**
2019	Labor-Hour	5.8.13. – Optional NMCC IT Support	Help Desk Specialist (Mid)	1,880
TOTALS CLIN 2019				**1,880**
2020	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Journeyman)	3,760
2020	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Master)	3,760
TOTALS CLIN 2020				**7,520**

OPTION PERIOD 3 (12 MONTHS) LABOR-HOURS

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
3007	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior) (Lead)	534
3007	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior)	2,669
3007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Journeyman)	12,278
3007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Master)	9,075
3007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Senior)	2,135
TOTALS CLIN 3007				**26,692**
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Program Manager (KEY)	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager (KEY)	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	1,684
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	9,541
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	2,245
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,123
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,123
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	7,296
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	11,225
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	39,288
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	3,368
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,929
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	1,123
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Documentation Specialist (Journeyman)	1,123
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Documentation Specialist (Journeyman)	561

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	561
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	2,245
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	2,245
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist	5,051
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	11,787
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	21,889
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	37,043
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,368
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	3,368
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,684
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	1,123
3008	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	561
TOTALS CLIN 3008				**182,410**
3009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Master)	1,612
3009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Help Desk Specialist (Senior)	35,461
3009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Journeyman)	11,283
TOTALS CLIN 3009				**48,356**
3010	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	5,119
3010	Labor-Hour	5.8.4. – Optional New User Support	Subject Matter Expert (Journeyman)	1,880
3010	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	1,880
3010	Labor-Hour	5.8.4. – Optional New User Support	Project Manager (Senior)	640
3010	Labor-Hour	5.8.4. – Optional New User Support	Information Specialist/Knowledge Engineer	640

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
3010	Labor-Hour	5.8.4. – Optional New User Support	Software Developer (Senior)	640
3010	Labor-Hour	5.8.4. – Optional New User Support	Systems Engineer	2,560
3010	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
3010	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
TOTALS CLIN 3010				**14,639**
3011	Labor-Hour	5.8.5. – Optional ASA(ALT) IT Support	Voice/Data Communications Engineer (Master)	1,880
TOTALS CLIN 3011				**1,880**
3012	Labor-Hour	5.8.6. – Optional 411 Operator Services	Business Systems Analyst (Journeyman)	22,560
TOTALS CLIN 3012				**22,560**
3013	Labor-Hour	5.8.7. – Optional Service Desk Support for the AOC/G-3/5/7	Voice/Data Communications Engineer (Master)	7,520
TOTALS CLIN 3013				**7,520**
3014	Labor-Hour	5.8.8. – Optional Off-site IT Support to Customers at COOP Sites	Information Security Specialist (Senior)	600
TOTALS CLIN 3014				**600**
3015	Labor-Hour	5.8.9. – Optional SIGAR IT Support	Helpdesk Specialist	3,760
TOTALS CLIN 3015				**3,760**
3016	Labor-Hour	5.8.10. – Optional ANC Support	Helpdesk Specialist	1,880
TOTALS CLIN 3016				**1,880**
3017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Project Manager (Senior)	1,880
3017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist	3,760
3017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Mid)	9,400
3017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Senior)	11,280
3017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Information Security Specialist (Senior)	1,880
3017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Software Developer (Senior)	1,880
3017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Web Engineer	3,760
TOTALS CLIN 3017				**33,840**
3018	Labor-Hour	5.8.12. – Optional Dedicated IT Support	Help Desk Specialist (Senior)	1,880

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
TOTALS CLIN 3018				**1,880**
3019	Labor-Hour	5.8.13. – Optional NMCC IT Support	Help Desk Specialist (Mid)	1,880
TOTALS CLIN 3019				**1,880**
3020	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Journeyman)	3,760
3020	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Master)	3,760
TOTALS CLIN 3020				**7,520**

OPTION PERIOD 4 (12 MONTHS) LABOR-HOURS

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
4007	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior) (Lead)	534
4007	Labor-Hour	5.8.1. – Optional VIP Support	Help Desk Specialist (Senior)	2,669
4007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Journeyman)	12,278
4007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Master)	9,075
4007	Labor-Hour	5.8.1. – Optional VIP Support	Subject Matter Expert (Senior)	2,135
TOTALS CLIN 4007				**26,692**
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Program Manager (KEY)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager (KEY)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	1,684
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	9,541
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	2,245
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,684
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,123
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Project Manager	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	1,123

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	7,296
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	11,225
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	39,288
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	3,368
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,929
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Systems Engineer	1,123
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Documentation Specialist (Journeyman)	1,123
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Documentation Specialist (Journeyman)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	561
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Senior)	2,245
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	2,245
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist	5,051
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	11,787
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Mid)	21,889
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	37,043
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Help Desk Specialist (Senior)	3,368
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Journeyman)	3,368
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Subject Matter Expert (Master)	1,684
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	1,123
4008	Labor-Hour	5.8.2. – Optional Service Desk Support	Training Specialist (Senior)	561
TOTALS CLIN 4008				**182,410**
4009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Master)	1,612

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
4009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Help Desk Specialist (Senior)	35,461
4009	Labor-Hour	5.8.3. – Optional Wireless Services Support	Subject Matter Expert (Journeyman)	11,283
TOTALS CLIN 4009				48,356
4010	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	5,119
4010	Labor-Hour	5.8.4. – Optional New User Support	Subject Matter Expert (Journeyman)	1,880
4010	Labor-Hour	5.8.4. – Optional New User Support	Voice/Data Communication Engineer (Senior)	1,880
4010	Labor-Hour	5.8.4. – Optional New User Support	Project Manager (Senior)	640
4010	Labor-Hour	5.8.4. – Optional New User Support	Information Specialist/Knowledge Engineer	640
4010	Labor-Hour	5.8.4. – Optional New User Support	Software Developer (Senior)	640
4010	Labor-Hour	5.8.4. – Optional New User Support	Systems Engineer	2,560
4010	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
4010	Labor-Hour	5.8.4. – Optional New User Support	Help Desk Specialist (Senior)	640
TOTALS CLIN 4010				14,639
4011	Labor-Hour	5.8.5. – Optional ASA(ALT) IT Support	Voice/Data Communications Engineer (Master)	1,880
TOTALS CLIN 4011				1,880
4012	Labor-Hour	5.8.6. – Optional 411 Operator Services	Business Systems Analyst (Journeyman)	22,560
TOTALS CLIN 4012				22,560
4013	Labor-Hour	5.8.7. – Optional Service Desk Support for the AOC/G-3/5/7	Voice/Data Communications Engineer (Master)	7,520
TOTALS CLIN 4013				7,520
4014	Labor-Hour	5.8.8. – Optional Off-site IT Support to Customers at COOP Sites	Information Security Specialist (Senior)	600
TOTALS CLIN 4014				600
4015	Labor-Hour	5.8.9. – Optional SIGAR IT Support	Helpdesk Specialist	3,760
TOTALS CLIN 4015				3,760
4016	Labor-Hour	5.8.10. – Optional ANC Support	Helpdesk Specialist	1,880

CLIN #	Contract Type	Task I.D	Labor Category	Estimated Annual Hours
TOTALS CLIN 4016				**1,880**
4017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Project Manager (Senior)	1,880
4017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist	3,760
4017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Mid)	9,400
4017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Help Desk Specialist (Senior)	11,280
4017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Information Security Specialist (Senior)	1,880
4017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Software Developer (Senior)	1,880
4017	Labor-Hour	5.8.11. – Optional DOD OGC, DLSA IT Support	Web Engineer	3,760
TOTALS CLIN 4017				**33,840**
4018	Labor-Hour	5.8.12. – Optional Dedicated IT Support	Help Desk Specialist (Senior)	1,880
TOTALS CLIN 4018				**1,880**
4019	Labor-Hour	5.8.13. – Optional NMCC IT Support	Help Desk Specialist (Mid)	1,880
TOTALS CLIN 4019				**1,880**
4020	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Journeyman)	3,760
4020	Labor-Hour	5.8.14. – Optional Continuity Support At-Site	Subject Matter Expert (Master)	3,760
TOTALS CLIN 4020				**7,520**

TECHNICAL EXHIBIT 4
FIRM-FIXED-PRICED
ESTIMATED WORKLOAD DATA

The data provided is an estimate of what it may take to perform the requirements listed in the Performance Work Statement. The contractor is not required to propose the hours listed below and is encouraged to use sound judgement and business practices when preparing their cost proposal.

BASE PERIOD (9 MONTHS) FIRM-FIXED-PRICED

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
0017	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	0.6	1,035
0017	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	2.8	5,174
0017	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Journeyman)	12.7	23,802
0017	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Master)	9.4	17,593
0017	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Senior)	2.2	4,139
TOTALS CLIN 0017				**27.7**	**51,743**
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Program Manager (KEY)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager (KEY)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	1.4	2,703
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	8.1	15,317
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1.4	2,703
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1.9	3,604
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1.4	2,703
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	1	1,802
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,802
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	6.2	11,703
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	9.6	18,020
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	33.5	63,071
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	2.9	5,406

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	3.4	6,307
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	1	1,802
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Documentation Specialist (Journeyman)	1	1,802
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Documentation Specialist (Journeyman)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Senior)	0.5	901
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Senior)	1.9	3,604
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	1.9	3,604
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist	4.3	8,109
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	10.1	18,921
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	18.7	35,140
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	31.6	59,467
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	2.9	5,406
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	2.9	5,406
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	1.4	2,703
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	1	1,802
0018	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	0.5	901
TOTALS CLIN 0018				**155.8**	**292,832**
0019	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Master)	0.5	904
0019	Firm-Fixed-Priced	5.3. – Wireless Services Support	Help Desk Specialist (Senior)	10.6	19,884
0019	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Journeyman)	3.4	6,327
TOTALS CLIN 0019				**14.4**	**27,114**
0020	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	3.9	7,230

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
0020	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Subject Matter Expert (Journeyman)	1.4	2,711
0020	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	1.4	2,711
TOTALS CLIN 0020				**6.7**	**12,653**
0021	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	2.4	4,519
0021	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	1.4	2,711
0021	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	0.5	904
0021	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Journeyman)	0.5	904
0021	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Master)	0.5	904
TOTALS CLIN 0021				**5.3**	**9,942**
0022	Firm-Fixed-Priced	5.6. – Mac Support	Project Manager (Senior)	0.5	904
0022	Firm-Fixed-Priced	5.6. – Mac Support	Information Specialist/Knowledge Engineer	0.5	904
0022	Firm-Fixed-Priced	5.6. – Mac Support	Software Developer (Senior)	0.5	904
0022	Firm-Fixed-Priced	5.6. – Mac Support	Systems Engineer	1.9	3,615
0022	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	0.5	904
0022	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	0.5	904
TOTALS CLIN 0022				**4.3**	**8,134**
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior) (Lead)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	1	1,832
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	4.5	8,425
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Master)	3.3	6,227
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Senior)	0.8	1,465
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Program Manager (Senior) (Transition)	0.1	46
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Program Manager (Senior) (KEY)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Project Manager (Senior) (KEY)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Mid)	0.6	1,099

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	3.3	6,227
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	0.6	1,099
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	0.8	1,465
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	0.6	1,099
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Master)	0.4	733
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Project Manager	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	0.4	733
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Mid)	2.5	4,762
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	3.9	7,326
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	13.6	25,642
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Systems Engineer	1.2	2,198
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	1.4	2,564
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Systems Engineer	0.4	733
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Document Specialist (Journeyman)	0.4	733
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Document Specialist (Journeyman)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Mid)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Senior)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Senior)	0.8	1,465
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Master)	0.8	1,465
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist	1.8	3,297
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Mid)	4.1	7,693
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Mid)	7.6	14,286

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	12.9	24,177
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	1.2	2,198
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	1.2	2,198
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Master)	0.6	1,099
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Training Specialist (Senior)	0.4	733
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Training Specialist (Senior)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Master)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	4.3	8,059
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	1.4	2,564
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Voice/Data Communication Engineer (Senior)	1.6	2,930
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	0.6	1,099
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Voice/Data Communication Engineer (Senior)	0.6	1,099
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Consultant	1	1,832
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Consultant	0.6	1,099
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Consultant	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Journeyman)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Subject Matter Expert (Master)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Project Manager (Senior)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Information Specialist/Knowledge Engineer	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Software Developer (Senior)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Systems Engineer	0.8	1,465
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	0.2	366
0023	Firm-Fixed-Priced	5.7. – Army On-Boarding Support	Help Desk Specialist (Senior)	0.2	366
TOTALS CLIN 0023				**85.6**	**160,856**

OPTION PERIOD 1 (12 MONTHS) FIRM-FIXED-PRICED

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
1001	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	1	1,880
1001	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	5	9,400
1001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Journeyman)	23	43,240
1001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Master)	17	31,960
1001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Senior)	4	7,520
TOTALS CLIN 1001				**50**	**94,000**
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Program Manager (KEY)	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager (KEY)	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	3	5,640
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	17	31,960
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	3	5,640
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	4	7,520
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	3	5,640
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	2	3,760
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	2	3,760
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	13	24,440
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	20	37,600
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	140	131,600
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	6	11,280
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	7	13,160
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	2	3,760
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Document Specialist (Journeyman)	2	3,760
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Document Specialist (Journeyman)	1	1,880

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert III (Senior)	1	1,880
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Senior)	4	7,520
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert II (Master)	4	7,520
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist	9	16,920
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	21	39,480
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	39	73,320
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	66	124,080
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	6	11,280
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	6	11,280
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	3	5,640
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	2	3,760
1002	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	1	1,880
TOTALS CLIN 1002				**325**	**611,000**
1003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Master)	1	1,880
1003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Help Desk Specialist (Senior)	22	41,360
1003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Journeyman)	7	13,160
TOTALS CLIN 1003				**30**	**56,400**
1004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	8	15,040
1004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Subject Matter Expert (Journeyman)	3	5,640
1004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	3	5,640
TOTALS CLIN 1004				**14**	**26,320**
1005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	5	9,400

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
1005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	3	5,640
1005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	1	1,880
1005	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Journeyman)	1	1,880
1005	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Master)	1	1,880
TOTALS CLIN 1005				**11**	**20,680**
1006	Firm-Fixed-Priced	5.6. – Mac Support	Project Manager (Senior)	1	1,880
1006	Firm-Fixed-Priced	5.6. – Mac Support	Information Specialist/Knowledge Engineer	1	1,880
1006	Firm-Fixed-Priced	5.6. – Mac Support	Software Developer (Senior)	1	1,880
1006	Firm-Fixed-Priced	5.6. – Mac Support	Systems Engineer	4	7,520
1006	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	1	1,880
1006	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Seni)	1	1,880
TOTALS CLIN 1006				**9**	**16,920**

OPTION PERIOD 2 (12 MONTHS) FIRM-FIXED-PRICED

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
2001	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	1	1,880
2001	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	5	9,400
2001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Journeyman)	23	43,240
2001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Master)	17	31,960
2001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Senior)	4	7,520

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
TOTALS CLIN 2001				**50**	**94,000**
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Program Manager (KEY)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager (KEY)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	3	5,640
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	17	31,960
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	3	5,640
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	4	7,520
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	3	5,640
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	2	3,760
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	2	3,760
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	13	24,440
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	20	37,600
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	140	131,600
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	6	11,280
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	7	13,160
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	2	3,760
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Document Specialist (Journeyman)	2	3,760
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Document Specialist (Journeyman)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert III (Senior)	1	1,880
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Senior)	4	7,520
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert II (Master)	4	7,520

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist	9	16,920
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	21	39,480
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	39	73,320
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	66	124,080
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	6	11,280
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	6	11,280
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	3	5,640
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	2	3,760
2002	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	1	1,880
TOTALS CLIN 2002				**325**	**611,000**
2003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Master)	1	1,880
2003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Help Desk Specialist (Senior)	22	41,360
2003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Journeyman)	7	13,160
TOTALS CLIN 2003				**30**	**56,400**
2004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	8	15,040
2004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Subject Matter Expert (Journeyman)	3	5,640
2004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	3	5,640
TOTALS CLIN 2004				**14**	**26,320**
2005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	5	9,400
2005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	3	5,640
2005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	1	1,880
2005	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Journeyman)	1	1,880
2005	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Master)	1	1,880
TOTALS CLIN 2005				**11**	**20,680**
2006	Firm-Fixed-Priced	5.6. – Mac Support	Project Manager (Senior)	1	1,880

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
2006	Firm-Fixed-Priced	5.6. – Mac Support	Information Specialist/Knowledge Engineer	1	1,880
2006	Firm-Fixed-Priced	5.6. – Mac Support	Software Developer (Senior)	1	1,880
2006	Firm-Fixed-Priced	5.6. – Mac Support	Systems Engineer	4	7,520
2006	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	1	1,880
2006	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	1	1,880
TOTALS CLIN 2006				**9**	**16,920**

OPTION PERIOD 3 (12 MONTHS) FIRM-FIXED-PRICED

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
3001	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	1	1,880
3001	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	5	9,400
3001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Journeyman)	23	43,240
3001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Master)	17	31,960
3001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Senior)	4	7,520
TOTALS CLIN 3001				**50**	**94,000**
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Program Manager (KEY)	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager (KEY)	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	3	5,640
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	17	31,960
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	3	5,640
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	4	7,520
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	3	5,640
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	2	3,760
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,880

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	2	3,760
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	13	24,440
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	20	37,600
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	140	131,600
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	6	11,280
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	7	13,160
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	2	3,760
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Document Specialist (Journeyman)	2	3,760
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Document Specialist (Journeyman)	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert III (Senior)	1	1,880
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Senior)	4	7,520
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert II (Master)	4	7,520
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist	9	16,920
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	21	39,480
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	39	73,320
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	66	124,080
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	6	11,280
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	6	11,280
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	3	5,640
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	2	3,760
3002	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	1	1,880
TOTALS CLIN 3002				**325**	**611,000**
3003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Master)	1	1,880

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
3003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Help Desk Specialist (Senior)	22	41,360
3003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Journeyman)	7	13,160
TOTALS CLIN 3003				**30**	**56,400**
3004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	8	15,040
3004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Subject Matter Expert (Journeyman)	3	5,640
3004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	3	5,640
TOTALS CLIN 3004				**14**	**26,320**
3005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	5	9,400
3005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	3	5,640
3005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	1	1,880
3005	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Journeyman)	1	1,880
3005	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Master)	1	1,880
TOTALS CLIN 3005				**11**	**20,680**
3006	Firm-Fixed-Priced	5.6. – Mac Support	Project Manager (Senior)	1	1,880
3006	Firm-Fixed-Priced	5.6. – Mac Support	Information Specialist/Knowledge Engineer	1	1,880
3006	Firm-Fixed-Priced	5.6. – Mac Support	Software Developer (Senior)	1	1,880
3006	Firm-Fixed-Priced	5.6. – Mac Support	Systems Engineer	4	7,520
3006	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	1	1,880
3006	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	1	1,880
TOTALS CLIN 3006				**9**	**16,920**

OPTION PERIOD 4 (12 MONTHS) FIRM-FIXED-PRICED

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
4001	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	1	1,880
4001	Firm-Fixed-Priced	5.1. – VIP Support	Help Desk Specialist (Senior)	5	9,400
4001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Journeyman)	23	43,240
4001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Master)	17	31,960
4001	Firm-Fixed-Priced	5.1. – VIP Support	Subject Matter Expert (Senior)	4	7,520
TOTALS CLIN 4001				**50**	**94,000**
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Program Manager (KEY)	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager (KEY)	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	3	5,640
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	17	31,960
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	3	5,640
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	4	7,520
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	3	5,640
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	2	3,760
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Project Manager	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	2	3,760
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	13	24,440
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	20	37,600
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	140	131,600
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	6	11,280
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	7	13,160
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Systems Engineer	2	3,760
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Document Specialist (Journeyman)	2	3,760
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Document Specialist (Journeyman)	1	1,880

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert III (Senior)	1	1,880
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Senior)	4	7,520
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert II (Master)	4	7,520
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist	9	16,920
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	21	39,480
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Mid)	39	73,320
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	66	124,080
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Help Desk Specialist (Senior)	6	11,280
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Journeyman)	6	11,280
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Subject Matter Expert (Master)	3	5,640
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	2	3,760
4002	Firm-Fixed-Priced	5.2. – Service Desk Support	Training Specialist (Senior)	1	1,880
TOTALS CLIN 4002				**325**	**611,000**
4003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Master)	1	1,880
4003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Help Desk Specialist (Senior)	22	41,360
4003	Firm-Fixed-Priced	5.3. – Wireless Services Support	Subject Matter Expert (Journeyman)	7	13,160
TOTALS CLIN 4003				**30**	**56,400**
4004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	8	15,040
4004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Subject Matter Expert (Journeyman)	3	5,640
4004	Firm-Fixed-Priced	5.4. – Telecommunications Services Support	Voice/Data Communication Engineer (Senior)	3	5,640
TOTALS CLIN 4004				**14**	**26,320**
4005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	5	9,400

CLIN #	Contract Type	Task I.D	Labor Category	Estimated FTE's	Estimated Annual Hours
4005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	3	5,640
4005	Firm-Fixed-Priced	5.5. – CRM Support	Consultant	1	1,880
4005	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Journeyman)	1	1,880
4005	Firm-Fixed-Priced	5.5. – CRM Support	Subject Matter Expert (Master)	1	1,880
TOTALS CLIN 4005				**11**	**20,680**
4006	Firm-Fixed-Priced	5.6. – Mac Support	Project Manager (Senior)	1	1,880
4006	Firm-Fixed-Priced	5.6. – Mac Support	Information Specialist/Knowledge Engineer	1	1,880
4006	Firm-Fixed-Priced	5.6. – Mac Support	Software Developer (Senior)	1	1,880
4006	Firm-Fixed-Priced	5.6. – Mac Support	Systems Engineer	4	7,520
4006	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	1	1,880
4006	Firm-Fixed-Priced	5.6. – Mac Support	Help Desk Specialist (Senior)	1	1,880
TOTALS CLIN 4006				**9**	**16,920**

TECHNICAL EXHIBIT 5
TIME & MATERIALS
TRAVEL ESTIMATES SCHEDULE

The below estimates are based on current knowledge and planning, and are subject to change.

BASE PERIOD

PWS TASK I.D	Travel Location	Estimated Travel Dates	# of People Traveling	# of Trips	# of Days per Trip
5.2 – Service Desk & Desktop Support	Hampton Roads, VA	August 3, 2018 – August 2, 2019	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Raven Rock, PA	August 3, 2018 – August 2, 2019	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Carlisle, PA	August 3, 2018 – August 2, 2019	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Rhode Island	August 3, 2018 – August 2, 2019	2	3	3 days, 2 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2018 – August 2, 2019	2	3	14 days, 13 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2018 – August 2, 2019	2	2	14 days, 13 nights per trip

OPTION PERIOD 1

PWS TASK I.D	Travel Location	Estimated Travel Dates	# of People Traveling	# of Trips	# of Days per Trip
5.2 – Service Desk & Desktop Support	Hampton Roads, VA	August 3, 2019 – August 2, 2020	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Raven Rock, PA	August 3, 2019 – August 2, 2020	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Carlisle, PA	August 3, 2019 – August 2, 2020	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Rhode Island	August 3, 2019 – August 2, 2020	2	3	3 days, 2 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2019 – August 2, 2020	2	3	14 days, 13 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2019 – August 2, 2020	2	2	14 days, 13 nights per trip

OPTION PERIOD 2

PWS TASK I.D	Travel Location	Estimated Travel Dates	# of People Traveling	# of Trips	# of Days per Trip
5.2 – Service Desk & Desktop Support	Hampton Roads, VA	August 3, 2020 – August 2, 2021	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Raven Rock, PA	August 3, 2020 – August 2, 2021	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Carlisle, PA	August 3, 2020 – August 2, 2021	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Rhode Island	August 3, 2020 – August 2, 2021	2	3	3 days, 2 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2020 – August 2, 2021	2	3	14 days, 13 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2020 – August 2, 2021	2	2	14 days, 13 nights per trip

OPTION PERIOD 3

PWS TASK I.D	Travel Location	Estimated Travel Dates	# of People Traveling	# of Trips	# of Days per Trip
5.2 – Service Desk & Desktop Support	Hampton Roads, VA	August 3, 2021 – August 2, 2022	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Raven Rock, PA	August 3, 2021 – August 2, 2022	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Carlisle, PA	August 3, 2021 – August 2, 2022	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Rhode Island	August 3, 2021 – August 2, 2022	2	3	3 days, 2 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2021 – August 2, 2022	2	3	14 days, 13 nights per trip

PWS TASK I.D	Travel Location	Estimated Travel Dates	# of People Traveling	# of Trips	# of Days per Trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2021 – August 2, 2022	2	2	14 days, 13 nights per trip

OPTION PERIOD 4

PWS TASK I.D	Travel Location	Estimated Travel Dates	# of People Traveling	# of Trips	# of Days per Trip
5.2 – Service Desk & Desktop Support	Hampton Roads, VA	August 3, 2022 – August 2, 2023	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Raven Rock, PA	August 3, 2022 – August 2, 2023	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Carlisle, PA	August 3, 2022 – August 2, 2023	2	3	3 days, 2 nights per trip
5.2 – Service Desk & Desktop Support	Rhode Island	August 3, 2022 – August 2, 2023	2	3	3 days, 2 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2022 – August 2, 2023	2	3	14 days, 13 nights per trip
5.8.14 – Optional Continuity Support At-site	Rhode Island	August 3, 2022 – August 2, 2023	2	2	14 days, 13 nights per trip

TECHNICAL EXHIBIT 6
TIME & MATERIAS (T&M)
OTHER MATERIALS & EQUIPMENT

The data provided is an estimate of what it may take to perform the requirements listed in the Performance Work Statement for Other Direct Materials and Equipment.

BASE PERIOD

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	F1DN104B-3	4 Port DVI Switch (Belkin) 2560x1600+PP3.0	65
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	F1D9012B10	4 Port DVI Switch Cable	75
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	F1DN108C-3	8 port DVI switch (Belkin)	40
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	TBD	8 port DVI switch cable (Belkin)	50
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	SCR3310	CAC reader	500
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	54321	DisplayPort male to single link DVI-D female adapter conv	100
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	TBD	External CD rom USB	25
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	X823051-001	Natural Ergo Keyboard	50
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	DP2DVI2	Startech.com - DP2DVI2 - Display Port to DVI Video Adapter converter	975
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	HA-C5S-40-BLU	QTY: 20 - 40' Cat 5 cables http://www.mycablemart.com/store/cart.php?m=product_detail&p=4715	10
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	T9F500802	6 outlet Power Strip, 2.5' Cord, 14/3C, Lighted Switch, 15A, 125V,1875W, White, UL/CUL	7
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 25ft - RED	75
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 50ft - RED	75
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	04G481 - KB212-B	Dell Keyboard KB212-B	750

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	MDP2DVI	Startech.com - MDP2DVI - Mini DisplayPort to DVI Video Adapter Converter	600
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	TBD	IOGEAR 4-Port KVM switches	450
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	TBD	Samsung 22 inch monitors	800
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	G2L7D02U	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	250
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	DVIMM6	Startech.com DVI cable 6ft DVI-D single Link LCD Flat panel Monitor cable M/M	150
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	HDDVIMF8IN	Startech.com - HDDVIMF8IN - 8in HDMI to DVI-D Video Cable Adapter - HDMI Male to DVI Female	150
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	SCR3500	Butterfly CAC Readers - SCM Micro Systems SCR3500	500
CLIN 0038/ PWS Task Section: 5.1-5.6	T&M	G2L7D02UDTAA	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	1100

OPTION PERIOD 1

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	F1DN104B-3	4 Port DVI Switch (Belkin) 2560x1600+PP3.0	65
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	F1D9012B10	4 Port DVI Switch Cable	75
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	F1DN108C-3	8 port DVI switch (Belkin)	40
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	TBD	8 port DVI switch cable (Belkin)	50
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	SCR3310	CAC reader	500
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	54321	DisplayPort male to single link DVI-D female adapter conv	100
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	TBD	External CD rom USB	25

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	X823051-001	Natural Ergo Keyboard	50
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	DP2DVI2	Startech.com - DP2DVI2 - Display Port to DVI Video Adapter converter	975
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	HA-C5S-40-BLU	QTY: 20 - 40' Cat 5 cables http://www.mycablemart.com/store/cart.php?m=product_detail&p=4715	10
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	T9F500802	6 outlet Power Strip, 2.5' Cord, 14/3C, Lighted Switch, 15A, 125V,1875W, White, UL/CUL	7
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 25ft - RED	75
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 50ft - RED	75
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	04G481 - KB212-B	Dell Keyboard KB212-B	750
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	MDP2DVI	Startech.com - MDP2DVI - Mini DisplayPort to DVI Video Adapter Converter	600
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	TBD	IOGEAR 4-Port KVM switches	450
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	TBD	Samsung 22 inch monitors	800
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	G2L7D02U	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	250
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	DVIMM6	Startech.com DVI cable 6ft DVI-D single Link LCD Flat panel Monitor cable M/M	150
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	HDDVIMF8IN	Startech.com - HDDVIMF8IN - 8in HDMI to DVI-D Video Cable Adapter - HDMI Male to DVI Female	150
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	SCR3500	Butterfly CAC Readers - SCM Micro Systems SCR3500	500
CLIN 1021/ PWS Task Section: 5.1-5.6	T&M	G2L7D02UDTAA	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	1100

OPTION PERIOD 2

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	F1DN104B-3	4 Port DVI Switch (Belkin) 2560x1600+PP3.0	65
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	F1D9012B10	4 Port DVI Switch Cable	75
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	F1DN108C-3	8 port DVI switch (Belkin)	40
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	TBD	8 port DVI switch cable (Belkin)	50
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	SCR3310	CAC reader	500
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	54321	DisplayPort male to single link DVI-D female adapter conv	100
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	TBD	External CD rom USB	25
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	X823051-001	Natural Ergo Keyboard	50
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	DP2DVI2	Startech.com - DP2DVI2 - Display Port to DVI Video Adapter converter	975
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	HA-C5S-40-BLU	QTY: 20 - 40' Cat 5 cables http://www.mycablemart.com/store/cart.php?m=product_detail&p=4715	10
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	T9F500802	6 outlet Power Strip, 2.5' Cord, 14/3C, Lighted Switch, 15A, 125V,1875W, White, UL/CUL	7
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 25ft - RED	75
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 50ft - RED	75
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	04G481 - KB212-B	Dell Keyboard KB212-B	750
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	MDP2DVI	Startech.com - MDP2DVI - Mini DisplayPort to DVI Video Adapter Converter	600
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	TBD	IOGEAR 4-Port KVM switches	450
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	TBD	Samsung 22 inch monitors	800

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	G2L7D02U	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	250
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	DVIMM6	Startech.com DVI cable 6ft DVI-D single Link LCD Flat panel Monitor cable M/M	150
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	HDDVIMF8IN	Startech.com - HDDVIMF8IN - 8in HDMI to DVI-D Video Cable Adapter - HDMI Male to DVI Female	150
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	SCR3500	Butterfly CAC Readers - SCM Micro Systems SCR3500	500
CLIN 2021/ PWS Task Section: 5.1-5.6	T&M	G2L7D02UDTAA	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	1100

OPTION PERIOD 3

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	F1DN104B-3	4 Port DVI Switch (Belkin) 2560x1600+PP3.0	65
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	F1D9012B10	4 Port DVI Switch Cable	75
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	F1DN108C-3	8 port DVI switch (Belkin)	40
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	TBD	8 port DVI switch cable (Belkin)	50
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	SCR3310	CAC reader	500
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	54321	DisplayPort male to single link DVI-D female adapter conv	100
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	TBD	External CD rom USB	25
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	X823051-001	Natural Ergo Keyboard	50
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	DP2DVI2	Startech.com - DP2DVI2 - Display Port to DVI Video Adapter converter	975

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	HA-C5S-40-BLU	QTY: 20 - 40' Cat 5 cables http://www.mycablemart.com/store/cart.php?m=product_detail&p=4715	10
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	T9F500802	6 outlet Power Strip, 2.5' Cord, 14/3C, Lighted Switch, 15A, 125V,1875W, White, UL/CUL	7
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 25ft - RED	75
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 50ft - RED	75
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	04G481 - KB212-B	Dell Keyboard KB212-B	750
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	MDP2DVI	Startech.com - MDP2DVI - Mini DisplayPort to DVI Video Adapter Converter	600
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	TBD	IOGEAR 4-Port KVM switches	450
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	TBD	Samsung 22 inch monitors	800
CLIN 3021/ PWS Tast Section: 5.1-5.6	T&M	G2L7D02U	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	250
CLIN 3021/ PWS Tast Section: 5.1-5.6	T&M	DVIMM6	Startech.com DVI cable 6ft DVI-D single Link LCD Flat panel Monitor cable M/M	150
CLIN 3021/ PWS Tast Section: 5.1-5.6	T&M	HDDVIMF8IN	Startech.com - HDDVIMF8IN - 8in HDMI to DVI-D Video Cable Adapter - HDMI Male to DVI Female	150
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	SCR3500	Butterfly CAC Readers - SCM Micro Systems SCR3500	500
CLIN 3021/ PWS Task Section: 5.1-5.6	T&M	G2L7D02UDTAA	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	1100

OPTION PERIOD 4

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	F1DN104B-3	4 Port DVI Switch (Belkin) 2560x1600+PP3.0	65
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	F1D9012B10	4 Port DVI Switch Cable	75

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	F1DN108C-3	8 port DVI switch (Belkin)	40
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	TBD	8 port DVI switch cable (Belkin)	50
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	SCR3310	CAC reader	500
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	54321	DisplayPort male to single link DVI-D female adapter conv	100
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	TBD	External CD rom USB	25
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	X823051-001	Natural Ergo Keyboard	50
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	DP2DVI2	Startech.com - DP2DVI2 - Display Port to DVI Video Adapter converter	975
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	HA-C5S-40-BLU	QTY: 20 - 40' Cat 5 cables http://www.mycablemart.com/store/cart.php?m=product_detail&p=4715	10
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	T9F500802	6 outlet Power Strip, 2.5' Cord, 14/3C, Lighted Switch, 15A, 125V,1875W, White, UL/CUL	7
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 25ft - RED	75
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	TBD	CAT5 Cable 50ft - RED	75
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	04G481 - KB212-B	Dell Keyboard KB212-B	750
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	MDP2DVI	Startech.com - MDP2DVI - Mini DisplayPort to DVI Video Adapter Converter	600
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	TBD	IOGEAR 4-Port KVM switches	450
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	TBD	Samsung 22 inch monitors	800
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	G2L7D02U	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	250
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	DVIMM6	Startech.com DVI cable 6ft DVI-D single Link LCD Flat panel Monitor cable M/M	150

PWS TASK I.D	Contract Type	Part Number	Material & Equipment Description	Required
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	HDDVIMF8IN	Startech.com - HDDVIMF8IN - 8in HDMI to DVI-D Video Cable Adapter - HDMI Male to DVI Female	150
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	SCR3500	Butterfly CAC Readers - SCM Micro Systems SCR3500	500
CLIN 4021/ PWS Task Section: 5.1-5.6	T&M	G2L7D02UDTAA	IOGEAR G2L7D02UI - keyboard / video / mouse / audio cable - 6 ft	1100

TECHNICAL EXHIBIT 7

MINIMUM QUALIFICATIONS/CERTIFICATIONS

Labor Category	Functional Responsibility	Required Experience	Required Education
Business Systems Analyst (Journeyman)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Formulates and defines systems scope and objectives based on both users' needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operations time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology of the current and future business environment.	Bachelor's with 0 - 2 years of experience.	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Consultant	Provides consulting to managers, supervisors and workforce on automated business processes or techniques such as Client Resource Management, Enterprise Resource Planning or Supply Chain Management. Facilitates workshops and analysis sessions. Conducts and assists with benchmarking and surveys. Facilitates process improvement efforts.	5 or more years of professional experience, 3 years working with the automated business processes similar to those under investigation.	Bachelor's degree or equivalent
Documentation Specialist (Journeyman)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required.	Bachelor's with 0 - 2 years of experience.	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)

Labor Category	Functional Responsibility	Required Experience	Required Education
Industry Expert II	Applies extensive technical expertise and may be considered an emerging authority in the field. Performs consulting services related to organizational assessment, infrastructure assessment, financial management, process engineering, innovation, business, as well as technical and non-technical disciplines to support an organization's mission and stratgey. May also offer recommendations for technology infusion, capital investments, organizational structures, staffing, and lean performance execution, processes, and metrics.	Bachelor's with 12 - 15 years of experience or a Master's with 10 - 13 years of experience.	Bachelors in Business, Computer Science, or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Information Security Specialist (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major technology assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. Determines enterprise information security standards. Develops and implements security standards and procedures. Security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution.	Bachelor's with 8 - 10 years of experience, or a Master's with 6 - 8 years of experience.	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Information Specialist/Knowledge Engineer	Develops information retrieval solutions to support client requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques.	Bachelor's with 5 - 7 years of experience, or a Master's and 3 to 5 years of experience.	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Project Manager	Accountable for all aspects of project performance. Provides overall direction to project level activity and personnel. Interfaces with client personnel. Demonstrates oral and written communication skills.	7 or more years of professional work experience in the management of projects/tasks similar in scope to the current project	Bachelor's degree or equivalent

Labor Category	Functional Responsibility	Required Experience	Required Education
Project Manager (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Functions as a technical expert across multiple project assignments. Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects.	Bachelor's with 8 - 10 years of experience, or a Master's with 6 - 8 years of experience.	Bachelors in Business, Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Senior Software Developer	Provides analysis and process improvement efforts in computer interface design, database access technology and web application coding. Analyzes customer needs and develops information solutions. Develops systems and programming specifications, tests and implements programmatic solutions. Plans and carries out a complex programming project to completion. Develops program specifications.	7 or more years of professional IT experience, with 3 or more years of directed experience in the technical project environment.	Bachelor's degree or equivalent
Help Desk Specialist	Provides second or third tier of support, as well as telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS/GOTS applications, and custom applications. Troubleshoots desktop computer and other device hardware and software problems.	4 or more years of professional experience supporting PC hardware and software systems.	Associates degree or vendor certification in the technology being applied such as Microsoft MCP or Novell CNE
Mid Help Desk Specialist	Provides second or third tier of support, as well as telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS/GOTS applications, and custom applications. Troubleshoots desktop computer and other device hardware and software problems.	5 or more years of professional experience supporting PC hardware and software systems.	Associates degree or vendor certification in the technology being applied such as Microsoft MCP or Novell CNE
Sr. Help Desk Specialist	Provides second or third tier of support, as well as telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS/GOTS applications, and custom applications. Troubleshoots desktop computer and other device hardware and software problems.	6 or more years of professional experience supporting PC hardware and software systems.	Associates degree or vendor certification in the technology being applied such as Microsoft MCP or Novell CNE

Labor Category	Functional Responsibility	Required Experience	Required Education
Subject Matter Expert (Journeyman)	Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable. Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area (i.e. PWS Section 5.1. to 5.8.14) of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.	Bachelor's with 8 - 10 years of experience, or a Master's with 6 - 8 years of experience.	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Subject Matter Expert (Master)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Decision making and domain knowledge may have a critical impact on overall project implementation. Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area (i.e. PWS Section 5.1 to 5.8.14) of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.	Bachelor's with 10 - 12 years of experience or a Master's with 8 - 10 years of experience.	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)

Labor Category	Functional Responsibility	Required Experience	Required Education
Subject Matter Expert (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Functions as a technical expert across multiple project assignments. Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area (i.e. PWS Section 5.1 to 5.8.14) of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.	Bachelor's with 5 - 7 years of experience, or a Master's and 3 to 5 years of experience.	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Systems Engineer	Establishes system information requirements in the development of components for information systems. Implements architectures to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Evaluates analytical and systematical problems of work corrective action.	5 or more years of professional IT experience, with 2 or more years directed experience in a systems engineering role.	Bachelor's degree or equivalent
Training Specialist (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Functions as a technical expert across multiple project assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.	Bachelors in Business, Computer Science, or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)	Bachelors in Business, Computer Science, or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)

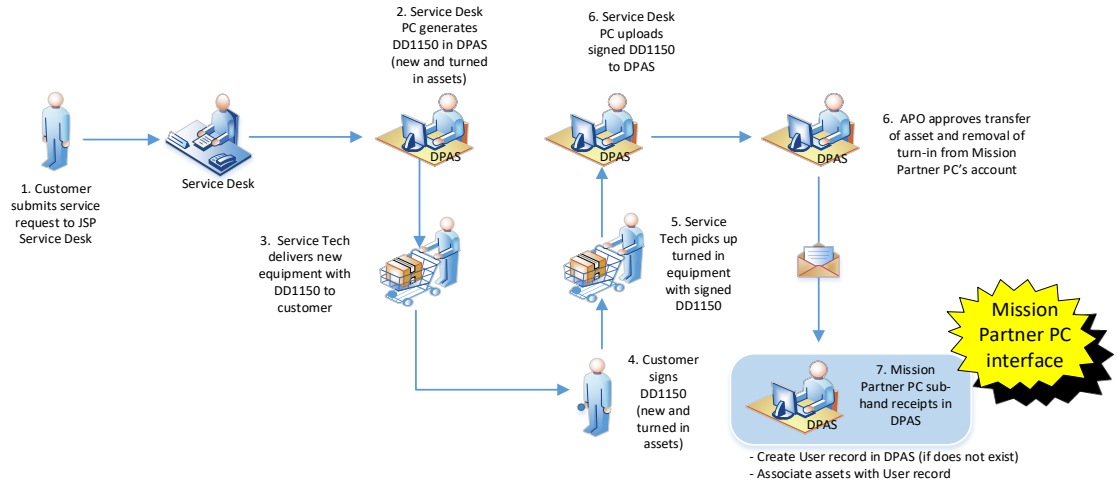| Labor Category	Functional Responsibility	Required Experience	Required Education
Voice/Data Communications Engineer (Master)	Provides technical/management leadership on major tasks or technology assignments. Establishes goals and plans that meet project objectives. Has domain and expert technical knowledge. Decision making and domain knowledge may have a critical impact on overall project implementation. Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.	Bachelor's with 5 - 7 years of experience, or a Master's and 3 to 5 years of experience.	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Voice/Data Communications Engineer (Senior)	Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Functions as a technical expert across multiple project assignments. Provides technical direction and engineering knowledge for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.	Bachelor's with 2 - 4years of experience, or a Master's with 0-2 years of experience .	Bachelors in Engineering, Computer Science or other related field. 1.5 yrs experience = 1 yr of of College (non-degreed = 6 yrs of experience)
Web Engineer	Provides support in specialized technology areas such as: Web design, research, studies, requirements/specifications definition, analysis, assessments, planning, acquisition, design, development, integration, testing, installation, performance tuning, deployment, or maintenance. Assists with strategic or tactical planning to manage the technology needed for successful business operations. Uses applicable methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases to perform assigned tasks.	4 or mores of professional IT experience, with 2 or more years directed in the architectural environment, i.e., J2EE, .NET, etc. of the current project.	Bachelors degree or equivalent

TECHNICAL EXHIBIT 8

PROPERTY CUSTODIAN USE CASES
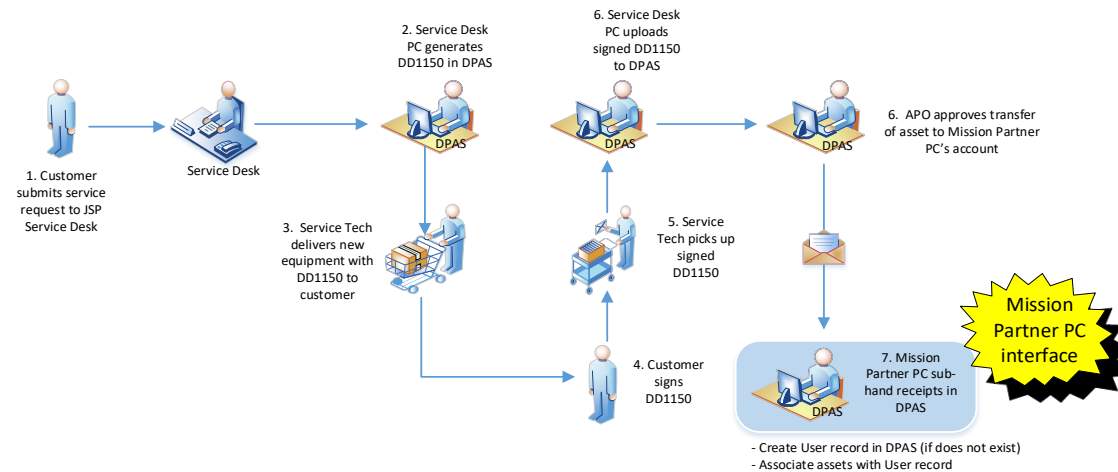
Use Case 3 – Equipment Turn in Request (Revised)

1. Customer submits service request to JSP Service Desk.

Service Desk

2. JSP Service Desk informs Mission Partner PC of equipment turn in.

Mission Partner PC interface

3. Mission Partner PC transfers asset to Service Desk's account in DPAS

DPAS

4. APO removes asset from Mission Partner PC's account

DPAS

5. Service Desk PC generates DD1150 in DPAS

DPAS

6. Service Tech delivers DD1150 for turned in equipment to customer

7. Customer signs DD1150

8. Service Tech picks up turned in equipment with signed DD1150

9. Service Desk PC uploads signed DD1150 to DPAS

DPAS