SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30

1. REQUISITION NUMBER SEE SCHEDULE	PAGE 1 OF 70

2. CONTRACT NO. HQ0034-07-C-1004	3. AWARD/EFFECTIVE DATE 27-Feb-2007	4. ORDER NUMBER	5. SOLICITATION NUMBER HQ0034-06-R-1063	6. SOLICITATION ISSUE DATE 31-Aug-2006

7. FOR SOLICITATION INFORMATION CALL:	a. NAME ALEXANDER GRANADOS	b. TELEPHONE NUMBER *(No Collect Calls)* 703-696-9468	8. OFFER DUE DATE/LOCAL TIME 01:00 PM 15 Sep 2006

9. ISSUED BY CODE HQ0034

WHS, ACQUISITION & PROCUREMENT OFFICE
WHS ACQUISITION & PROCUREMENT OFFICE P.O
ARLINGTON VA 22202-0446

TEL:
FAX:

10. THIS ACQUISITION IS
[ ] UNRESTRICTED
[X] SET ASIDE: 100 % FOR
  [X] SMALL BUSINESS
  [ ] HUBZONE SMALL BUSINESS
  [ ] 8(A)

NAICS: 541519
SIZE STANDARD: 23 million

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
[ ] SEE SCHEDULE

13a. THIS CONTRACT IS A RATED ORDER
[ ] UNDER DPAS (15 CFR 700)
13b. RATING

14. METHOD OF SOLICITATION
[ ] RFQ [ ] IFB [X] RFP

12. DISCOUNT TERMS

15. DELIVER TO CODE HQ0157

OUSD (AT&L)
WEBSTER EMMET
OUSD ACQN TECHNOLOGY AND LOGISTICS
3015 DEFENSE PENTAGON RM 3D1020
WASHINGTON DC 20301-1500

16. ADMINISTERED BY CODE

SEE ITEM 9

17a. CONTRACTOR/OFFEROR CODE 1C8H6

VERTICAL INTEGRATIONS INC
JOHN WESTGATE
2458-A S WALTER REED DR
ARLINGTON VA 22206-4093

FACILITY CODE
TEL.

[ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY CODE HQ0338

DFAS-CO/SOUTH ENTITLEMENT OPERATIONS
P.O. BOX 182264
COLUMBUS OH 43218-2264

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED [ ] SEE ADDENDUM

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

25. ACCOUNTING AND APPROPRIATION DATA See Schedule	26. TOTAL AWARD AMOUNT (For Govt. Use Only) **$2,566,400.55**

[ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

[ ] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES
[X] TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.
REF:

29. AWARD OF CONTRACT: REFERENCE
[ ] OFFER DATED 15-Sep-2006 . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: SEE SCHEDULE

30a. SIGNATURE OF OFFEROR/CONTRACTOR

31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)
[signature]

31c. DATE SIGNED 01-Mar-2007

30b. NAME AND TITLE OF SIGNER *(TYPE OR PRINT)*

30c. DATE SIGNED

31b. NAME OF CONTRACTING OFFICER *(TYPE OR PRINT)*
Lance Petteway / Contract Specialist
TEL: (703) 588-1105   EMAIL: lance.petteway@whs.com

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV 4/2002)
Prescribed by GSA
FAR (48 CFR) 53.212

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS (CONTINUED)					
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	SEE SCHEDULE				

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

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

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT	37. CHECK NUMBER
☐ PARTIAL ☐ FINAL			☐ COMPLETE ☐ PARTIAL ☐ FINAL	

38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY *(Print)*
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE

42b. RECEIVED AT *(Location)*

42c. DATE REC'D *(YY/MM/DD)* | 42d. TOTAL CONTAINERS

Section SF 1449 - CONTINUATION SHEET

SOW/EVALUATION FACTORS
A-1 STATEMENT OF WORK

1.1 Executive Summary:

1.2 Customer Demographics

Currently AT&L Information Technology Management (ITM) provides customer support for approximately 1,700 customers. About 60% of these customers are located inside the Pentagon, and about 40% are located in the surrounding National Capital Region (NCR). Customers are currently located in approximately 115 different offices (48 offices located outside the Pentagon and 67 offices located inside the Pentagon). AT&L ITM also manages approximately 2,300 external accounts in support of the eBusiness Center. Current initiatives that are underway in OSD AT&L include Pentagon Wedge 3 moves, Joint Task Force (JTF) initiatives, Base Realignment and Closing (BRAC) planning, Common Access Card (CAC) initiatives, and migration to OSD CIO Enterprise Architecture.

Customers are identified as either Executives or Staff customers. Executives, also known as Priority Users or VIPs, constitute approximately 20% of the customer population and include political appointees, Senior Executive Service (SES) personnel, flag officers, Directors, Component POCs or Military Assistants, and other senior personnel identified by ITM. Staff customers include all others.

AT&L ITM supports the Government's Telecommuting Program. There are approximately five (5) AT&L customers that are officially enrolled in the AT&L Telecommuting Program and are provided full IT capabilities at their place of residence.

AT&L ITM also supports computing facilities established at remote/alternate locations for business Continuity of Operations (COOP). AT&L currently supports two (2) COOP locations and each of these facilities has AT&L network connectivity.

AT&L ITM provides IT services, using an established Fee-for-Service process, for four (4) Memorandum of Understanding (MOU) organizations consisting of approximately 300 customers. These 300 customers are included in the total 1700 supported customers referenced above. One of these four MOU organizations provides separate on-site IT support not included in this contract.

1.3 Technical Environment

The technical environment defines not only the customer environment supported by the AT&L ITM Customer Support Organization, but functions and capabilities of External Support Providers. External Support Providers include the following organizations: Office of the Secretary of Defense, Chief Information Officer (OSD CIO); the Army's Information Technology Agency (ITA); the Enterprise Operations Support Team (EOST); and the AT&L eBusiness Center. The OSD CIO provides support for Servers, Network Monitoring, Storage/Backup, Network Security, Video Conferencing, and Desktop Engineering solutions; ITA provides network connectivity, and network operations and maintenance; EOST provides enterprise electronic mail and calendaring, and remote access services; and the AT&L eBusiness Center provides enterprise application support consisting of five (5) primary platforms including: Lotus Notes, Oracle/MS SQL Databases, .Net Application Services, Web Services, and Portal Services. The offeror must understand the functions, capabilities, and responsibilities of each of these External Support Providers in order to communicate, coordinate, and collaborate with them on a daily basis.

1.4 Client (Customer) Environment

AT&L unclassified desktop hardware consists of approximately 1,700 Intel-based networked PCs using Windows XP and 2000 operating systems with Microsoft Office XP and 2003, Lotus Notes, Internet Explorer, Timbuktu,

Symantec Antivirus, other commonly used office applications software, and custom software specific to the AT&L environment. Outlook XP and 2003 is the mail and calendar client in use. SMS 2003 is used by the OSD CIO for software distribution, vulnerability patching and limited asset management. Desktop Authority is used to automate logon script generation and other client-side administration tasks. Netopia Timbuktu is used to access customer desktops remotely. Approximately 470 black and white network printers are installed; these printers are primarily Hewlett-Packard (HP) Models HP 4000 and HP 8000 series. Approximately 130 network color printers are installed; these are HP 4600 series and Xerox Models 1235 and 6200. There are approximately 230 stand-alone personal printers installed for Priority or VIP customers and customers with documented requirements; these are primarily HP 2200 series with some older HP4 and HP5 printers. There are approximately 800 XP200 personal scanners installed; this number should double in the next FY. Approximately 80 scanners are available for more robust scanning requirements; these scanners include Fujitsu color flatbed scanners, HP Scanjets, and Xerox 250 models.

AT&L Secret desktop hardware consists of approximately 330 Intel-based PCs using Citrix Metaframe thin client technology that provides customers access to applications software similar to that in the unclassified environment. To accommodate unique customer requirements, approximately 50 secret desktops are thick clients using Windows 2000 and XP operating systems and other office applications software. Approximately 100 classified printers are installed; these printers are primarily older Hewlett Packard black and white and Tektronix color printers. A small number of PCs are classified at the Top Secret level. These PCs operate in a standalone mode or are connected to an internal Local Area Network (LAN). There are approximately six (6) JWICS terminals, supported and maintained by the OSC CIO.

AT&L ITM supports approximately 650 unclassified laptops (IBM T23 and T40 series; and Dell X300, D410, D600, D610 series) with operating systems and applications software similar to the desktop environment. All laptops use Pointsec hard drive encryption technology. These laptops support AT&L telecommuting and travel requirements. For access to the AT&L network, customers use SecurID authentication and connect using Sprint dial-in or a high-speed ISP with AT&L's VPN CISCO solution. AT&L also supports approximately 400 Personal Digital Assistants, primarily Palm Vs and Palm Tungsten Cs without wireless capabilities. There are approximately 365 Blackberry wireless devices (models 7280, 7290, and 8700c).

AT&L ITM also provides audio visual support with approximately 40 VTC units, approximately 40 Pioneer and Fujitsu Plasma Screens and Smart Boards, and approximately 50 installed and portable projectors of various makes and models.

The AT&L ITM trouble/request ticket system is Remedy using the Help Desk, Change Management, Service Level Agreement, and Asset Management modules. AT&L ITM uses an Oracle database, the Information Technology Management Database (ITMDB), as the central data store for ITM equipment inventory, personnel information, and account management. Approximately 45 Help Desk Cases (problems) and approximately 26 Change Requests (new requirements) are created in the Remedy ticket system per day. Approximately 300 customers move offices or have office renovations done each year.

The Washington Headquarters Services Pentagon Renovation (PENREN) Program is conducting a comprehensive renovation of the Pentagon. It is anticipated that approximately twenty (20) AT&L offices and 200 AT&L customers will be relocated in FY07. The same number of AT&L offices and customers are estimated to be relocated in FY08.

1.5 Server and Network Environment

The AT&L unclassified server environment, supported by the OSD CIO, consists of approximately 114 Windows 2003 servers, 20 Unix servers, 5 ESX VMware Servers with 20+ Virtual Machines, 4 Network Appliance Filers (Network Attached Storage), and ADIC Scalar i2000 for consolidated backup storage. The majority of Windows servers are various models of Dell Power Edge platforms (1550, 2300, 2350, 2400, 2450, 2550, 2650, 6300, 6350, 6450, 6650, 8450) and the Unix servers are various Sun Sparc platforms (SPARC 5, 10, Ultra 2, 250, 3000, Netra T1, SunFire 280R, SunFire V880). These servers provide authentication, file, print, DHCP, DNS, Send Mail,

SAMBA, NFS, Anti-Virus, Streaming Video, applications including Citrix Metaframe, Lotus Notes, IIS, SMS, SQL, Oracle, Apache, IPlanet, HP OpenView, Concord, BMC Patrol, Microsoft   Manager, Netscreen Global Pro, and other network-related services. The server environment also supports a Test & Development Infrastructure which represents a near one-for-one virtual environment of production to include 5 ESX VMware Servers with 200+ Virtual Machines, 6 UNIX servers and 1 Network Appliance Filer.

The AT&L classified server environment consists of approximately 30 Windows 2003 servers, 10 UNIX servers, and ADIC Scalar 24 for consolidated backup storage. The majority of Windows servers are various models of Dell Power Edge platforms (1550, 2450, 2550, 2650, 6450) and the UNIX servers are various Sun Sparc platforms (SPARC 5, 20, Enterprise 250, 3000, Netra T1, SunFire 280R). These servers provide authentication, file, print, DHCP, DNS, Send Mail, SAMBA, NFS, Anti-Virus, applications including Citrix Metaframe, Lotus Notes, IIS, SMS, SQL, Oracle, Apache, IPlanet, HP OpenView, Concord, Microsoft Operations Manager, Netscreen Global Pro, and other network-related services.

The AT&L unclassified network consists of three categories (Production, Test, and Development). The current Production network is a Gigabit Ethernet backbone consisting of Cisco, Juniper and Extreme devices managed and supported by ITA. The production network is protected with two Juniper Netscreen firewalls with stateful inspection and redundant failover capability. The test and development networks are separated from the production network and each uses a series of Netscreen Firewalls while utilizing the production transport network with MLPS and Cisco Tunneling for security separation.

The AT&L classified network consists of a Gigabit Ethernet backbone consisting of Cisco, Juniper and Extreme devices managed and supported by ITA. TACLANE encryption devices are used to provide classified network services to AT&L customers located outside the Pentagon. The network is protected with two Juniper Netscreen Firewalls with stateful inspection and redundant failover capability.

The OSD CIO has implemented a Network Management System (NMS) on both the AT&L unclassified production and classified networks. The unclassified NMS uses HP OpenView to centralize all the alerts and integrate with AT&L ITM's Remedy ticket system. Concord is used for network throughput, metric collection, and Service Level Agreement (SLA) monitoring. Microsoft Operations Manager (MOM) is used to monitor the servers and services. The classified NMS consists of IPSwitch's What's Up Gold complemented by Denika and OStivity. Somix's Denika performance monitoring software expands What's Up Gold's SNMP capabilities by graphing how much of the resources (network bandwidth, CPU, hard drive, etc.) are being consumed. Somix's OStivity software adds desktop, server hardware, and software asset/inventory functionality. In FY06-07 AT&L plans to upgrade the classified NMS with the same product suite that is used on the unclassified networks.

1.6 Network Operations and Maintenance Support

ITA manages the Pentagon and OSD backbone networks. AT&L has transitioned all network operations and maintenance responsibilities to ITA. Under this arrangement, the OSD CIO and AT&L will pay ITA for services under a Service Level Agreement.

1.7 Backup and Restore Capability

 The OSD CIO maintains a sophisticated file backup and restore capability for AT&L. Currently, the Network Appliance filer (storage device) houses approximately 7 TB of information. An upgrade to 11 TB is in process. The tape devices in use include three Scalar 24's and a Scalar i2000, all utilizing LTO2 media with 200 GB of capacity. Each of these tape devices are connected to their own master server. The backup software, Syncsort Backup Express, runs across both UNIX and Windows platforms. All backups are automatically scheduled for daily incremental and weekly full backups. In the case of the Network Appliance filers, monthly full backups are executed. There are approximately 60 servers on 4 networks that are scheduled for backups.

1.8 Enterprise Mail and Calendaring

EOST provides Enterprise mail, calendar, fax, remote access services, and other centralized automation services for AT&L and the rest of the OSD community.

1.9 Network Security

OSD CIO network security uses a Defense-in Depth concept. Several layers of security are employed to protect AT&L resources. Layers include access control lists maintained by ITA at the primary Pentagon routers, OSD firewalls and OSD component-level firewalls that include multiple firewall types. Internet content protection is provided by EOST through internet web proxy services that perform internet web browsing content filtering and antivirus protection. Additionally, EOST implements email security services that consist of email spam filtering and email antivirus technologies. Antivirus protection is provided by Trend Micro at the AT&L server level and Symantec on all AT&L desktops.
A major initiative is currently underway in OSD and Washington Headquarters Services (WHS) for certificate-based network logon using the Common Access Card (CAC).

1.10 Video Conferencing

The OSD CIO provides AT&L Video Conferencing Services to include video teleconferencing (point-to-point and multipoint) and video streaming capabilities over the network. These services provide staff with the capability to hold real-time point-to-point and multipoint meetings and give or view briefings over the internal local area network (LAN). All video streaming events are recorded and stored in a video library for future access. AT&L ITM support personnel spend, on average, approximately 20 hours per month supporting video teleconferences involving external participants, although this figure can vary widely and will most likely increase due to continued adoption and growth of video teleconferencing technologies.

The video streaming infrastructure consists of four (4) NT servers: two (2) running Real Networks Helix Server software, and two (2) running Real Producer encoding software that convert video footage into web streaming formats. All services can be managed from a main technical control center.

The video teleconferencing infrastructure consists of 25 room units and 15 executive desktop LCD monitor based systems. A small number of desktop systems are also present on the classified network. A Gatekeeper server initiates and manages all active videoconference connections. For point-to-point meetings, LAN-based units can connect to other single units for a one-to-one meeting or connect to a multi-point conferencing unit (MCU) that allows for multiple participants in the same call. Users also call into a gateway that allows a LAN unit to connect to ISDN-connected units worldwide. A management unit provides a global address book, remotely manages all video conferencing units from one interface, and performs detailed event logging.

The AT&L Executive Conferencing Facility is equipped with video conferencing capability and is used by senior executives and AT&L staff to make approximately 10 video teleconferences (VTC) per month. About half of these VTC sessions are multipoint calls, connecting to two or more external sites simultaneously.

1.11 Enterprise Applications

AT&L's Enterprise Applications environment is supported by the AT&L eBusiness Center and consists of five (5) primary platforms including: Lotus Notes, Oracle/MS SQL Databases, .Net Application Services, Web Services and Portal Services. Collaboration capabilities are supported on the Enterprise Portal (BEA Aqualogic Interaction).

The AT&L Lotus Notes network consists of approximately 35 operational applications consisting of a mixture of Notes client applications and Web based Notes Domino applications residing on a clustered Notes network of over 14 Notes application and Domino web servers. These servers have interface elements that communicate with Oracle and other external data sources. The applications provide a wide range of functionality from data management to web based resource and document tracking. Servers are running Lotus Notes Version 5.08 on Windows 2003 operating system. There is an upgrade in progress to move to version 7 (R7). The Notes directory consists of approximately 1,200 users.

The AT&L Oracle servers are running ORACLE 9i and Oracle Internet Application Server 10G all running on Sun Solaris platforms. There are 1,700 Oracle accounts supporting a wide range of client server and web based projects within AT&L. The AT&L MS SQL servers are running SQL 2000 on Windows 2003 Servers. The MS SQL servers provide database backend support for a variety of applications including COTS and in-house developed applications.

The Net Applications servers are running IIS 6.0 on Windows 2003 servers. The application servers support the 1.1 and 2.0 .Net Frameworks. The application server's support hosted (third-party developed) applications and in-house developed applications.

The Web Services area consists of 135 distinct web sites hosted on over 10 Sun Solaris servers spread over multiple network/internet domains. Approximately 125 release authorities and web spinners are supported with training and policy guidance covering security, web site standards, ARA and NARA instructions. Approximately 5 of the web sites are classified. Plans are underway to move to Windows 2003 platforms in 2006. Currently, Athena (Chiliad Inc) knowledge management search software running on Sun Solaris servers provides the enterprise search capability. The eBusiness Center will migrate to Active Navigation running on Windows 2003 server in 2006.

The Portal Services consist of Windows 2003 platforms hosting BEA Aqualogic Interaction (formerly Plumtree) Portal software. The portal software includes collaboration, application, business process flow and images servers. The AT&L Enterprise Portal is accessed by user communities both inside and outside the AT&L community. Collaboration, Document Management, and Studio Server have also been implemented with the portal. The portal is distinguished from web site technology by its ability to execute at run-time several different applications simultaneously in the browser and to dynamically access databases both inside and outside the AT&L.

The eBusiness Center in AT&L assesses the requirements for information technology initiatives, provides for justification of these initiatives with standardized business case documentation, and maintains an inventory describing the characteristics, costs, and performance objectives of IT initiatives. As part of the eBusiness Center in AT&L, portfolio management has been implemented. The portfolio management process entails implementing a registry of all of the information technology initiatives in AT&L and developing and tracking performance data, costs, and operational status for each. The Portfolio Manager for AT&L is a member of the ITM eBusiness staff. The applications and eBusiness initiatives are developed, implemented and deployed by the application teams under the guidance of ITM.

1.12 Scope of Work:

The contractor will manage and maintain a Customer Support Organization consisting of a Help Desk, Mobile Computing, Customer Liaison, and Infrastructure Support for approximately 1,700 AT&L customers. The current environment is highly dynamic and includes a well-defined support organization and support procedures. Support systems to be operated include Remedy (Help Desk, Change Management, Service Level Agreement, and Asset Management modules) and Information Technology Management Database (ITMDB), which is an Oracle database currently, used to track personnel, equipment, and accounts. Help Desk services required include support for customer hardware and software; the annual hardware refresh; video teleconferencing (VTC) technical support; problem analysis, management, and resolution; and dispatching technicians to customer sites as required. Mobile Computing services require support for AT&L's remote access services using the CISCO VPN solution; hard drive encryption for laptop data protection; management of all mobile devices to include laptops, Blackberries, and PDAs; Continuity of Operations (COOP) support; and extended working hours support. Customer Liaison services required include customer visits, meetings, and newsletters; account management; and customer orientations and training. Infrastructure Support includes asset (hardware) management, bi-annual hardware audits, and equipment transportation.

The contractor must gain a rapid understanding of AT&L and External Support Providers (OSD CIO, EOST, ITA, and the AT&L eBusiness Center) organizations and infrastructures. The contractor shall use Government Furnished

Equipment (GFE) and Government-approved procedures to provide services required. The contractor shall use government-furnished support systems, including Remedy and ITMDB, to carry out all tasks required. The contractor's technical approach will emphasize a well-defined support organization and support procedures.

1.13 Objective A – Customer Support Organization Structure

The contractor will manage and maintain a technical Customer Support Organization structure to carry out objectives and tasks detailed in this document and assigned by the government. The Customer Support Organization will include at least six (6) identified key personnel (supervisors, project managers, team leads) and associated support responsible for defined features of work. The Customer Support Organization structure is at the discretion of the contractor, subject to approval by the Government.

The contractor shall provide surge capability (additional project support) on an as-required basis to meet large automation projects and business continuity of operations (COOP) support requirements. The Government has requested surge support to expedite completion of the Hardware Refresh Project two of the past three years. In each of these cases, two (2) additional analysts were brought on-board for a period of two (2) months - approx 672 man-hours per year. Surge support personnel must have Secret security clearances and demonstrate familiarity with the AT&L infrastructure.

The contractor shall provide a plan for Extended Working Hours Support. Extended working hours are Monday-Friday (6 PM – 11 PM) and Saturday, Sundays, and Holidays (9 AM – 7 PM), approximately 2390 man-hours a year. The contractor must be available to receive and resolve problems reported by AT&L customers during extended working hours. Analysts are not required to work on-site at the Pentagon during extended working hours, however, they must be able to be on-site at the Government facility within one hour after efforts at remote resolution have been discontinued or after otherwise receiving notification from the Government that on-site support is required. Approximately 60 calls per month are received during extended working hours and approximately 5 times per year analysts are required to provide services on-site at a Government facility.

One of AT&L's Memorandum of Understanding (MOU) organizations employs separate on-site technical support personnel; ITM considers these MOU support personnel as an extension of AT&L's Customer Support Organization.

The contractor will ensure all support personnel are trained in site-specific support procedures, technical procedures, and local policies that are unique to AT&L, OSD, or the Department of Defense.

1.13.1 Deliverable

The contractor will provide an organization chart detailing the Customer Support Organization structure, key personnel (supervisors, project managers, team leads), support teams, and associated responsibilities. Sufficient numbers of personnel with appropriate skills and security clearances to effectively and efficiently perform required tasks and meet performance and quality standards will be required.

The contractor will provide the following for a minimum of six (6) identified Key Personnel:

1. Resume

2. Top Secret Security Clearance/Single Scope Background Investigation (TS/SSBI)

3. IA Technical (AIT) Level 1 Certification as defined in DoDD 8750.1 or plan to complete AIT Level 1 Certification within six (6) months of assignment to this contract.

The contractor will provide the following for all other personnel not identified as Key Personnel:

4. Secret Security Clearance

5. Resumes no later than 30 days after award

6. The contractor shall provide a plan for providing extended working hour support.

7. The contractor will provide a plan for providing surge support (additional project support) on an as-required basis.

8. The contractor shall update and maintain the current Support Process Manual to reflect any organizational or process changes in the AT&L ITM Customer Support Organization within six (6) months of contract award and annually thereafter. This manual will describe support processes, business rules, use and operation of the Remedy System, and other related information.

1.14 Objective B- Performance Measurement and Process Improvement

The contractor will maintain and report Performance Standards outlined in Attachment 1 and recommend process improvements. The Government's intent is to continuously optimize operations by using meaningful, measurable, customer-focused performance metrics and process improvement methodologies. The contractor shall establish a process improvement methodology as an integral part of the performance measurement program. The contractor will suggest and recommend ideas throughout the life of the contract that will improve service, reduce resources required, or otherwise optimize operations. These suggestions and recommendations can be in any ITM area and can affect any facet of ITM's operations. Upon Government approval, the contractor will implement the recommendations. The contractor is encouraged to suggest additional or improved performance standards based on experience or industry best practice as part of their proposal.

The OSD CIO and AT&L have agreed-upon service levels with the Army's Information Technology Agency (ITA). The contractor must be aware of these service levels in order to assist the Government in validating agreed-upon service levels with ITA. The contractor will attend the monthly OSD Project Briefing (approx 1 hour a month in the Pentagon) which provides project metrics and the status of outstanding OSD projects, and the monthly OSD Operational Metrics Brief (approx 1 hour a month in the Pentagon, which provides metrics on network availability and response time to ITA trouble tickets.

1.14.1 Deliverable

1. The contractor shall measure and then report performance against standards, as outlined in Attachment 1, in the Performance Measurements Section of the Monthly Activity Report. Performance measurements will allow the Government to assess contractor performance against approved standards for the current reporting period and also over time. The contractor may provide suggestions and recommendations to performance standards that will result in more meaningful measurements or otherwise optimize operations. All performance data must be accessible to the Government at all times. The contractor will provide ad hoc performance reports as required by the Government.

2. The contractor shall attend ITA's OSD Monthly Project Brief and the OSD Monthly Operational Metrics Brief. Minutes and/or briefing slides on ITA project status and operational metrics will be provided to the Government after each meeting.

3. The contractor shall establish a process improvement methodology as an integral part of the performance measurement program. Identify changes that will improve service, reduce resources required, or otherwise optimize operations. These changes can be in any ITM area and can affect any facet of ITM's operations. Process improvements and changes will be provided to the Government on a quarterly basis. Upon government approval, the contractor will implement these changes and process improvements.

1.15 Objective C - Help Desk Support

The contractor will provide Help Desk services to 1700 AT&L customers located in the Pentagon and around the National Capitol Region. The Help Desk is at the core of the ITM Customer Support Organization and will act as the single point of contact for all customer trouble calls (Help Desk Cases) and requests (Change Requests). Help Desk Cases can be categorized as Enterprise (affects the entire AT&L organization or Enterprise), Critical (either a work stoppage or a ticket submitted for a Priority User/VIP customer), or Urgent (all other cases). The Help Desk will be physically located in Government facilities at the Pentagon and/or in AT&L ITM space in Crystal City, as agreed upon by the Government. The contractor will provide Help Desk analysts with transportation in order to support customers at the 48 locations outside of the Pentagon; ensuring that response and resolutions times outlined below are met or exceeded. The contractor will provide a training program for newly assigned Help Desks analysts, and will conduct refresher training for existing Help Desk analysts as determined by the Government. The contractor will comply with all current DoD security policies and procedures for handling and accessing IT equipment and electronic media. The Government's overall Help Desk service objective is to achieve high levels of customer satisfaction.

Help Desk services include:

1. Answer the Help Desk hot line and monitor the Help Desk email box.

   2. Resolve customer problems remotely as much as practical and dispatch technicians to customer locations as required. The intent is to efficiently and effectively provide customer support.

3. Expedite workflow; act as task control monitor for the customer support organization.

   4. Follow-up on completed work to check quality and to ensure customer satisfaction.

5. Brief management at the daily Operations Meeting.

6. Manage the AT&L Intranet Forms solution for AT&L customers. Frequently used forms (in fill able-PDF format) will be posted and maintained on the AT&L Intranet.

7. Coordinate and collaborate with External Support Agencies (ITA, EOST, OSD CIO, and the AT&L eBusiness Center) in order to resolve customer problems or to provide customer requirements. The Help Desk will follow all customer problems and requirements until complete.

8. Monitor network and server monitoring systems for unclassified and classified networks to facilitate first contact resolution.

Operate, monitor, maintain, and administer Help Desk support systems, including:

Remedy (Help Desk, Change Management, Service Level Agreement, and Asset Management modules)

Information Technology Management Database (ITMDB)

Customer Support web page (analyst section) on the AT&L Intranet

ITA's 5E system used to submit and track network requirements

Timbuktu for remote access to customer computers

The following table (Table 1) provides the number and type of tickets closed by Help Desk Support Teams from October 1, 2005 - July 14, 2006. Types of Remedy Tickets included in Table 1

1. Change Requests are new requirements. Some examples of a Change Request are: request for a printer, request for a network drop activation, an office move request, request for access to an organizational shared drive, or a request for Microsoft Project via CITRIX.

2. Sub-Tasks may be created in support of some Change Requests that require multiple tasks across multiple support teams. Some examples of Sub-Tasks for an Office Move Change Request are: 1) perform inventory audits before and after the move, 2) provide a room accreditation for new office space, 3) activate network drops in new office, 4) break down and store computer equipment, and 5) install equipment in the new office. In this example, five Sub-Tasks were created for an Office Move Change Request.

3. Help Desk Cases are problems with an existing capability. Some examples of a Help Desk Case are: inability to scan a document, cannot access network storage drive, not able to send or receive email, Internet is unavailable, or printer is jamming.

Actual examples of Change Requests and Help Desk Cases received during this period are provided at Attachment 2.

TABLE 1: Help Desk Remedy Tickets (October 1, 2005 - July 14, 2006)

Ticket Closed By	**Change Requests** (New Requirement)	**Sub-Tasks** (May be created in support of some Change Requests)	**Help Desk Cases** (Problem with Existing Capability)
Executive Support	362	33	1079
Pentagon Support	982	351	4982
Remote Support	565	57	649
Help Desk Mgmt	71	50	87
Other Support Teams (including Account Management & Mobile Computing)	3148	1047	2282
TOTAL	5128	1571	9079

A ticket is closed with First Contact Resolution when the analyst who first acknowledged responsibility for the ticket in Remedy resolves it. The goal of the Government is for 70% of all Help Desk Cases (does not include Change Request and Sub-Tasks) to be resolved with First Contact Resolution.

Table 2 provides the number and types of tickets closed with First Contact Resolution from October 1, 2005 – July 14, 2006.

TABLE 2: First Contract Resolution (October 1, 2005 - July 14, 2006)

	Change Requests	**Sub-Tasks**	**Help Desk Cases**

	(New Requirement)	(May be created in support of some Change Requests)	(Problem with Existing Capability)
First Contact Resolution	1937	1438	7836

1.15.1 Deliverable

The contractor will provide response and resolution times during normal working hours for all Remedy tickets (ticket types are further explained below Table 3) in the Performance Measurements Section of the Monthly Activity Report. The Government goals for response and resolution times during normal working hours are outlined in Table 3 below.

TABLE 3: Response and Resolution Times – Normal Working Hours

Remedy Ticket Type	Response Time	Resolution Time
Enterprise	≤ 15 min for 90% of tickets	≤ 3 Business Hours for 90% of tickets
Help Desk Case – Critical	≤ 30 min for 90% of tickets	≤ 6 Business Hours for 90% of tickets
Help Desk Case - Urgent	≤ 3 BH for 90% of tickets	≤ 11 Business Hours for 90% of tickets
Change Request	≤ 1 BD for 90% of tickets	≤ 2 Business Days for 90% of tickets

Enterprise Ticket - affects the entire AT&L organization or OSD Enterprise
Critical Help Desk Case - either a work stoppage or submitted for a Priority User/VIP customer
Urgent Help Desk Case - all other Help Desk cases
Change Request – new requirements

The contractor will provide First Contact Resolution metrics in the Performance Measurements Section of the Monthly Activity Report. The Government goal is that at least 70% of all Help Desk are resolved with First Contact Resolution.

First Contact Resolution	≥ 70%

The contractor shall establish a process which will provide data to support the Government's goal of 95% of Help Desk telephone calls answered within 15 seconds and 95% of all AT&L Help Desk email messages acknowledged within 15 minutes. *The current telephone system does not allow automated monitoring of telephone calls to the Help Desk. There is also not an automated process in place to monitor the amount of time to acknowledge email messages sent to the AT&L Help Desk mailbox.*

Metrics supporting the percentage of Help Desk phone calls answered in 15 seconds or less and the percentage of Help Desk email messages acknowledged in 15 minutes or less shall be reported in the Performance Measurements Section of the Monthly Activity Report.

Help Desk Phone Calls	95% of phone calls answered in ≤ 15 seconds
Help Desk Email Messages	95% of email messages acknowledged ≤ 15 minutes

of times Desktop Support was required to install or support VTC units and other audiovisual equipment to include plasma screens, smart boards, and projectors. These metrics will be provided in the Monthly Activity Report.

1.17 Objective E - Desktop Hardware Refresh

The Desktop Hardware Refresh is a recurring annual project that replaces approximately one-third of AT&L's unclassified computers - approximately 600 unclassified computers per year. Computers at Remote Locations were replaced in FY05, computers in Pentagon Offices (non-Executive) are scheduled for replacement in FY06, and Executive Offices will be refreshed in FY07. Approximately 380 classified computers were refreshed in FY05; the classified computers are scheduled to be replaced again in FY08; they are also on a 3-year refresh cycle. AT&L ITM also refreshes approximately 125 laptops, 125 Blackberries, and 200 printers (one-fourth of inventory) per year. Scanners are refreshed as needed and as new requirements arise.

The contractor will perform all actions necessary to install and\or issue equipment in support of the annual Hardware Refresh Project, configure the new equipment for customer use, and remove old equipment from the customer site. The Desktop Hardware Refresh Project will include project planning; site preparation; customer liaison; preparing equipment for installation; transporting equipment to site; installing equipment; migrating customer data, applications, and settings; and removing old equipment and transporting it to the AT&L Depot or other locations as required.

After reviewing the project plan provided by the contractor, the Government may request that the contractor provide Surge Support to assist with the annual Desktop Hardware Refresh Project.

1.17.1 Deliverable

1. The contractor shall provide a Project Plan for the annual Desktop Hardware Refresh Project. Weekly Status reports will be provided to the Government until completion of the project. Status of the project should also be included in the Monthly Activity Report.

2. The contractor shall provide a Project Plan for the refresh of approximately 125 laptops annually. The status of refreshing AT&L laptops should be included in the Monthly Activity Report.

3. The contractor shall provide a Project Plan for the refresh of approximately 125 Blackberries annually. The status of refreshing AT&L Blackberries should be included in the Monthly Activity Report.

4. The contractor shall provide a Project Plan for the refresh of approximately 200 printers (one-fourth of inventory) annually. The status of refreshing AT&L printers should be included in the Monthly Activity Report.

1.18 Objective F - Video Teleconferencing Technical Support

Basic Video Teleconferencing (VTC) technical skills will be required for installation, configuration, implementation and support of approximately 40 VTC units deployed in AT&L. The contractor shall maintain these computer-based VTC systems, set up broadcasts, operate equipment and provide basic technical support for VTC customers. Help Desk analysts should expect to work with the OSD CIO Enterprise VTC staff to upgrade VTC hardware and software as new technologies develop. The Help Desk receives approximately two (2) VTC support requests per week. Help Desk analysts may also be called upon by the OSD CIO Enterprise VTC staff to assist with Internet web streaming of live and pre-recorded video events for AT&L.

1.18.1 Deliverables

The contractor shall provide Customer Satisfaction statistics in the Performance Measurements Section of the Monthly Activity Report. Customer Satisfaction forms will automatically be sent from Remedy to AT&L customers every time a Help Desk Case or Change Request is Resolved. Responses to Customer Satisfaction Surveys will be weighted and translated into a scale from 0 to 100%, with higher numbers indicating greater satisfaction. The Government's goal is that the average of all customers surveyed each month must be ≥ 90% customer satisfaction.

Customer Satisfaction	≥ 90%

The contractor shall provide a New Help Desk Analyst Training Plan that will document processes, procedures, and materials for training new Help Desk analysts. This training plan will be updated as required.

1.16 Objective D - Desktop Support

The contractor shall provide desk-side support to diagnose and close Help Desk Cases or Change Requests that could not be resolved remotely. Visits to customer offices may be required to add, change or move computer hardware or software, to provide extensive troubleshooting, or to directly interact with the customer.

Desktop support services may also be required to support the following customer requirements:

      a. Relocation of AT&L customers of office moves- Help Desk analysts provide desktop support for an average of five (5) customer moves per week and an average of two (2) large office moves per month.

b. Office renovations, carpet cleaning, or office painting - Help Desk analysts break down, store, and reinstall IT equipment in support of office renovations, carpet cleaning, and office painting on an average of four (4) times per month.

c. Network connectivity and drop activation - Help Desk analysts assess network requirements and test for network connectivity on an average of three (3) times per week. New network requirements and drop activation requests are documented in ITA's 5E System and forwarded through the OSD CIO to ITA for action. Help Desk analysts use the 5E system to monitor and track these network requests and projects.

      d. Installation and support of VTC units and other audiovisual equipment to include plasma screens, smart boards, and projectors - Help Desk analysts provide desktop support for VTC and other audiovisual requests on an average of two (2) times per week.

1.16.1 Deliverable

1. The contractor will establish Categories, Types and Items (CTIs) in Remedy in order to track and report the number of customer relocations and office moves in the Monthly Activity Report.

2. The contractor will establish CTIs in Remedy in order to track and report the number of times Desktop Support was required to support office renovations, carpet cleaning, or office painting. These metrics will be reported in the Monthly Activity Report.

3. The contractor will establish CTIs in Remedy in order to track and report the number of 5Es submitted to ITA, the total number of unclassified and classified drop activations, and the total number of new unclassified and classified drops requested in the Monthly Activity Report.

4. The contractor will establish CTIs in Remedy in order to track and report the number

The contractor will establish Categories, Types and Items (CTIs) in Remedy in order to track and report the number of times VTC technical support is required. These metrics will be reported in the Monthly Activity Report.

1.19 Objective G - Mobile Support

The contractor shall provide support and maintain all AT&L mobile devices to include laptops, Blackberries, PDAs, and Verizon wireless cards. Support will include configuration of CONUS and OCONUS dial up scripts, remote access services (RAS) using CISCO VPN solutions, broadband connectivity, and customer training of mobile and wireless technology. A loaner laptop and loaner Blackberry pool will also be maintained and managed.

Each laptop will be configured with Pointsec; hard drive encryption technology used for data protection. Mobile Armor is the new OSD CIO encryption software solution; AT&L may replace Pointsec with Mobile Armor after a single sign-on capability is developed by Mobile Armor. For access to the AT&L network, customers use SecurID authentication and either dial in using Sprint dial-in or a high-speed ISP with AT&L's CISCO VPN solution. Each laptop will also be configured to use the Common Access Card (CAC) – an added level of security which also enables single sign-on for laptops. The contractor will install/de-install Pointsec or Mobile Armor on all laptops and configure each laptop to be used with SecureID and a CAC.

Mobile Devices currently supported by the Mobile Support Team include:

650 Unclassified Laptops (IBM T23 and T40 series; Dell X300, D410, D600, D610, series). This number includes approximately 250 laptop/docking stations that are used as desktop replacements for non-Executive personnel that require a laptop, and approximately 100 COOP laptops for AT&L individuals designated as COOP emergency essential personnel.

20 Verizon Wireless cards (model PC 5220)

240 Blackberries - there are currently approximately 160 Blackberries that are the 7280 model and approximately 80 that are the 7290 model. AT&L is expected to receive 285 additional Blackberries that are 8700c models toward the end of FY06 or early FY07. These 8700c Blackberries will be used to replace the entire 7280 model Blackberries used by AT&L customers (approximately 160) and provide 125 additional Blackberries to AT&L customers.

400 PDAs – most are Palm Vs and Palm Tungsten Cs without wireless capabilities)

The Mobile Support Team trains approximately 50 AT&L customers on laptop use and mobile technology a month; they configure and update approximately 90 laptops a month; and they install, upgrade, and fix approximately 50 Blackberries and PDAs a month.

Table 4 provides the number of AT&L Help Desk Change Requests (new requirement), Sub Tasks (may be created in support of some Change Requests), and Help Desk Cases (problem with an existing capability) resolved by Mobile Support from October 1, 2005 through July 14, 2006.

TABLE 4: Mobile Support Tickets in Remedy, (October 1, 2005 - July 14, 2006)

	Change Requests (New Requirement)	**Sub-Tasks** (May be created in support of some Change Requests)	**Help Desk Cases** (Problem with Existing Capability)
Mobile Support	238	5	329

The contractor will be responsible for obtaining hand receipts from all AT&L customers that are issued mobile equipment. These hand receipts will be scanned and stored in the Information Technology Management Database (ITMDB) for easy retrieval. The contractor will also be responsible for obtaining necessary documentation from the AT&L customer for all lost, stolen, or broken mobile equipment in accordance with AT&L, OSD, and DoD policies and procedures.

The contractor will provide On-Call mobile and desktop support during extended working hours (Monday-Friday from 6:00 PM to 11:00 PM and Saturday, Sunday and Holidays from 9:00 AM to 7:00 PM), approximately 2390 man-hours a year. The contractor will be on-site at the government facility within one hour after efforts at remote resolution have been discontinued or after otherwise receiving notification from the Government that on-site support is required. Mobile support personnel receive approximately 60 calls per month during extended working hours and are called for on-site support approximately 5 times per year.

1.19.1 Deliverables

1. The contractor shall report the number of laptops, Blackberries, Verizon wireless cards, and PDAs that are deployed and the number that are available for new customer requests in the Monthly Activity Report.

2. The contractor shall create Categories, Types and Items (CTIs) in Remedy in order to measure and report the number of Change Requests, Change Tasks, and Help Desk cases resolved on a monthly basis. These metrics will be reported in the Performance Measurements Section of the Monthly Activity Report.

3. The contractor shall establish a plan to ensure that customers sign a hand receipt for all mobile devices issued and that these hand receipts are scanned and stored in ITMDB. The plan will also ensure that necessary documentation is obtained and filed in accordance with AT&L, OSD, and DoD policies and procedures for all lost, stolen, or broken mobile equipment. The Government's goal is that hand receipts and documentation for lost, stolen, or broken mobile devices are received and stored in ITMDB for 95% or more of all mobile equipment.

Mobile Equipment Documentation	≥ 95%

4. The contractor shall provide response and resolution times for all calls received (ticket types are further explained below Table 5) during extended working hours in the Performance Measure Section of the Monthly Activity Report. The Government goals for response and resolution times during extended working hours are outlined in Table 5 below. The reason that response times are short (15 minutes) is that customers calling during extended working hours expect their calls to be answered immediately or returned within 15 minutes of leaving a voice mail message.

5. The contractor shall provide and maintain a dedicated hotline # for extended working hours. This number shall be provided to the Government within 15 days of award of the contract.

TABLE 5: Response and Resolution Times – Extended Working Hours

Remedy Ticket Type	Response Time	Resolution Time
Enterprise	≤ 15 min for 90% of calls	≤ 3 hours for 90% of calls
Help Desk Case – Critical	≤ 15 min for 90% of calls	≤ 3 hours for 90% of calls
Help Desk Case - Urgent	≤ 15 min for 90% of calls	≤ 11 Business Hours for 90% of calls
Change Request	≤ 15 for 90% of calls	≤ 2 Business Days for 90% of calls

Enterprise Ticket - affects the entire AT&L organization or OSD Enterprise
Critical Help Desk Case - either a work stoppage or submitted for a Priority User/VIP customer
Urgent Help Desk Case - all other Help Desk cases
Change Request – new requirements

1.20 Objective H - Business Continuity of Operations (COOP) Support

The contractor shall provide technical support for AT&L COOP exercises or in the event of an emergency. There are currently two (2) designated COOP sites with AT&L network connectivity. Equipment and software configurations, processes, and procedures will be consistent with the existing AT&L architecture and operating environment. Equipment will be configured to operate in a real-time scenario, capable of taking over primary functionality in the event operations are reduced or eliminated at the Pentagon. The contractor shall work at remote/alternate sites while equipment is being installed, for on-site testing and maintenance, or to provide support for exercises or contingency operations.

Two new capabilities that have been requested by the AT&L COOP manager are classified computing and video teleconferencing. The contractor shall work with External Support Providers (OSD CIO and ITA in this case) in order to provide these capabilities at the designated COOP sites.

It is essential that personnel supporting this COOP requirement have a thorough understanding of remote access services; the AT&L and OSD mission; organizations and customers involved with COOP; the computing infrastructure; business processes; and technical support procedures.

1.20.1 Deliverable

1. The contractor shall provide a COOP Support Plan which identifies personnel that will support COOP exercises and contingency plans in the case of an emergency. This COOP Plan should also include a schedule of when network testing and maintenance will be performed during the fiscal year. This Plan shall be provided no later than 2 months after time of contract award and annually thereafter.

2. The contractor shall report support provided for COOP activities in the Monthly Activity Report.

3. The contractor shall work with External Support Providers to provide classified computing capabilities at designated COOP sites in a time frame designated by the Government. The status of this project should be reported in the Monthly Activity Report.

4. The contractor shall work with External Support Providers to provide video

teleconferencing capabilities as designated COOP sites in a time frame designated by the Government. The status of this project should be reported in the Monthly Activity Report.

1.21 Objective I - Customer Liaison

The contractor shall provide Customer Liaison support to AT&L customers. Customer Liaison support involves informing AT&L customers of IT products and services which are available to them and ensuring that these products and services meet business objectives and customer requirements; establishing communication channels between customers and ITM; measuring customer satisfaction; and managing change with customers and IT support personnel. The overall Customer Liaison goal is to achieve high levels of customer satisfaction.

The contractor shall perform the following activities:

Maintain the Information Technology Point of Contact (IT POC) Program. Each AT&L office (approximately 115) has a designated IT POC and Alternate IT POC, which serve as an interface between ITM and the AT&L customers.

Ensure IT POCs and Alternate IT POCs for each of AT&L's 115 offices exist and are identified in ITMDB.

Maintain the IT POC and ITM customer service web sites on the AT&L Intranet.

Maintain IT POC distribution lists.

Organize quarterly IT POC meetings (IT Happenings).

Participate in bi-weekly AT&L Operations Meetings with Component POCs.

Prepare a monthly IT newsletter (IT Matters) for all AT&L customers.

Send broadcast messages regarding IT-related events.

Coordinate network/server outages and ITA-related work with customers.

Provide customer interface for Government-specified eBusiness Center products and processes.

Monitor customer liaison mailbox and phone lines.

Meet annually with each office IT POC and/or Alternate IT POC to inform and educate them on IT products and services provided by ITM. These meetings are also used to gather customer requirements and business objectives in order to better plan for future automation projects.

Facilitate automation projects in order to manage change with customers and IT support personnel.

1.21.1 Deliverable

1. The contractor shall annually visit each AT&L Office (approx 115) and meet with IT POCs and/or Alternate IT POCs. An after action report of each visit will be provided to the Government outlining customer requirements, concerns, up-coming projects, and any positive/negative feedback. The Government goal is that 95% or more of IT POC offices are visited annually. Metrics shall be provided in the Performance Measurements Section of the Monthly Activity Report.

Annual IT POC Visits	≥ 95%

2. The contractor shall prepare and send monthly IT newsletters (email information notifications) to all AT&L customers.

3. The contractor shall organize quarterly meetings for IT POCs and/or Alternate POCs.

4. The contractor shall develop a plan to ensure IT POCs and Alternate IT POCs are correctly identified in ITMDB for at least 98% of AT&L offices. Metrics shall be provided in the Performance Measurements Section of the Monthly Activity Report.

Accuracy of IT POCs and Alternates in ITMDB	$\geq 98\%$

5. The contractor shall establish a plan to maintain and manage ITM, Customer Support, and other related web pages on the AT&L Intranet to ensure information is current, accurate, complete, and easy to understand.

1.22 Objective J - User Orientation and Desktop Applications Support

The contractor will provide user orientations and on-going support for desktop and unique software applications in a cost-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.

The contractor will provide the following services:

Create and maintain a variety of reference help guides and tip sheets in various media.

Provide phone and desk-side assistance for desktop or unique software applications.

Develop and present user orientations or training classes on applications unique to AT&L such as Task Track (a suspense tracking system developed by the AT&L eBusiness Center for all AT&L customers), the IT POC Program and Customer Account Request Form (for IT POCs and their alternates), or the Large Attachment Distribution System (LADS is used for uploading and retrieving large documents that cannot be sent via email). The contractor will be responsible for providing information on the technical use of these applications; they will not be responsible for the AT&L business process for these applications.

Develop and present user orientations or training classes for new applications introduced into the AT&L environment such as the Defense Messaging System (DMS), the Defense Travel System (DTS), and 80-20 Retriever (email and attachment search capability; indexes and retrieves based on key words or phrases). The contractor will be responsible for providing information on the technical use of these applications; they will not be responsible for the AT&L business process for these applications.

Test new computer hardware and software systems before deployment.

1.22.1 Deliverable

1. The contractor shall establish Categories, Types and Items (CTIs) in Remedy in order to track and report the number customer orientations and training classes in the Monthly Activity Report.

2. The contractor shall respond to customer requests for assistance using software applications. The Government goal is for a response within three business hours and resolution within one business day for 90% or more of all customer requests. These metrics shall be reported in the Performance Measurements Section of the Monthly Activity Report.

	Response Time	Resolution Time
Desktop Application Support	≤ 3 Business Hours for 90% of requests	≤ 1 Business Day for 90% of requests

3. The contractor shall create and maintain reference help guides and tip sheets that cover the most commonly asked questions; these guides and tip sheets will be accurate, complete, easy to use, and approved by the Government.

4. The contractor will develop and maintain courseware, usage documentation, and orientation material which is accurate, complete, easy to use, and approved by the Government.

1.23 Objective K - Account Creation/Maintenance (Personnel Management)

The contractor will create, modify, disable, delete, and manage the following type of accounts:

Network computer accounts, Unclassified - approximately 1700
Network computer accounts, Classified - approximately 850
Exchange (email) accounts, Unclassified - approximately 1640

Exchange (email) accounts, Classified - approximately 830
Defense Messaging System (DMS) accounts, Unclassified – approximately 260
Defense Messaging System (DMS) accounts, Classified – approximately 175
Unix (Webspinner) accounts – approximately 130
Lotus Notes accounts – approximately 1700
Admin Accounts for OSD CIO – approximately 25

Approximately 70 Unclassified and approximately 35 Classified network computer accounts are created per month. The Government goal is that unclassified accounts are created within one business day of request and classified accounts are created within one business day of clearance verification.

The contractor will coordinate with the AT&L eBusiness Center to create, delete, and manage approximately 2300 external computer accounts. External computer accounts are created to support specialized applications developed and managed by the AT&L eBusiness Center. An example would be a Portal Account for an external customer.

Table 6 provides the number of tickets in Remedy that were account-related from October 1, 2005 – July 14, 2006. Sub-Tasks are used for account management to record external account coordination with the eBusiness Center and for individual tasks involved with DMS accounts.

TABLE 6: Account Management Tickets in Remedy (October 1, 2005-July 14, 2006)

	Change Requests (New Requirement)	**Sub-Tasks** (Used for External Account Coordination and DMS accounts)	**Help Desk Cases** (Problem with Existing Capability)
Account Management	2053	1216	0

Weekly reports identifying IT equipment assigned to personnel with disabled computer accounts will be provided to the contractor by the AT&L eBusiness Center. The contractor will be responsible to contact IT POCs from the location of this IT equipment and either reassign the equipment or arrange for it to be returned to AT&L ITM.

The contractor will be responsible to ensure that passwords are changed for network computer accounts in accordance with current OSD password policies. The current policy requires users to change their network password every 90 days, however, a recent policy, which has not yet been implemented, changed this requirement to every 60 days. AT&L customers are prompted to change their passwords in accordance with OSD password policies; their accounts will be automatically locked if they do not comply. Many times, however, customers' leave and do not disable their computer accounts, or they are on extended leave or travel when their password expires. It is for this reason that the contractor will run a monthly report, which lists accounts that are not in compliance with OSD password policies. The contractor will then contact the customer and/or IT POC of that customer's location to determine whether or not the account should be disabled.

Personnel management includes daily tasks such as changing office locations, phone numbers, fax numbers, Service (Military, Civilian, Contractor), Grade (GS, NH, CTR), etc. Organizational changes within AT&L must be coordinated with organization Directors or office heads and with the AT&L Director of Administration. The contractor will update this information in ITMDB so that the Global Address Listing (GAL), which is maintained by EOST, reflects accurate personnel data for all AT&L customers. This information in ITMDB also populates a Graphical Organization Chart and Personnel Locator, which posted on the AT&L Intranet.

There is an initiative to migrate all personnel data maintained in ITMDB to the Enterprise Remedy Asset Management module when it is available from the OSD CIO.

1.23.1 Deliverable

1. The Government goal is that the contractor shall create 90% of all unclassified accounts within one business day. The contractor shall create 90% of all classified accounts within one business day of clearance verification. These metrics will be reported in the Performance Measurement Section of the Monthly Performance Report.

Unclassified Account Creation	≤ 1 Business Day from **date of request** for 90% of accounts
Classified Account Creation	≤ 1 Business Day from **date of clearance verification** for 90% of accounts

2. The contractor will ensure that all account requests, disablements, and deletions are initiated or approved by the IT POC, CPOC, or other authorized government official. Account disablement of Priority or VIP customer accounts will be approved by the Government.

3. The contractor will develop a plan to ensure that IT equipment assigned to personnel with disabled computer accounts is properly and accurately accounted for.

4. The contractor will establish a plan to ensure that all AT&L network computer accounts are in compliance with the OSD Password Policies.

5. The contractor will develop a plan to check for accuracy of the following personnel fields in ITMDB. The government goal is 95% accuracy. These metrics will be reported in the Performance Measurements Section of the Monthly Activity Report.

ITMDB Field	**Accuracy**
Location	≥95%
Phone number	≥95%
Organization	≥95%
Priority/VIP User	≥95%

6. The contractor shall assist with the effort to migrate all personnel data maintained in ITMDB to the Enterprise Remedy Asset Management module when it is available from the OSD CIO. This will require extensive coordination with the AT&L eBusiness Center and the OSD CIO.

7. The contractor shall update and maintain the current Account Management Manual within six (6) months of contract award and annually thereafter. This manual will describe use and operation of the account management application; the account creation, deletion, and administration processes; and related business rules.

1.24 Objective L - Infrastructure Support (Logistics)

The contractor will receive, inventory, store, transport, issue, and properly dispose of IT equipment. IT equipment will be labeled and put into the Information Technology Management Database (ITMDB) until the Enterprise Remedy Asset Management module is available to AT&L at which time IT assets will be maintained in the Enterprise Remedy system. There are approximately 9,000 pieces of equipment currently recorded in ITMDB.

The contractor will manage warranties and maintenance support contracts in order to process equipment repairs. The contractor will ensure that there are an adequate number of spares for all IT pieces of equipment and that bench stock is available. The Government and contractor will determine an adequate number of spares and bench stock.

The contractor will transport IT equipment between the AT&L Depot, the Pentagon, and other supported offices located in the National Capitol Region (NCR). A large volume (approximately 30-50 pieces of equipment) will need to be transported, unloaded and delivered on a daily basis. Pieces or IT equipment can be heavy and bulky, some weighing 50 pounds or more. The contractor will be required to provide appropriate transportation to accomplish this objective in a timely manner. Proper documentation must be maintained in Remedy and ITMDB in order to track the location of equipment and maintain a Government goal of 95% or better inventory accuracy.

1.24.1 Deliverable

1. The contractor shall establish a plan to maintain 95% accountability of all IT equipment received, processes, stored, issued or disposed of. These metrics will be provided in the Performance Measurements Section of the Monthly Activity Report.

IT Equipment Accountability	$\leq 95\%$ accuracy

2. The contractor shall report available items (those not yet issued to an AT&L customer) and bench stock levels in the Monthly Activity Report.

3. The contractor will provide a means to transport a large volume of IT equipment between the AT&L Depot, the Pentagon, and other supported offices in the NCR. The Government goal is that 90% or more of requests will be completed within one (1) business day. These metrics shall be measured and reported in the Performance Measurement Section of the Monthly Activity Report.

Transportation of IT Equipment	≤ 1 Business Day for 90% of requests

1.25 Objective M - Asset (Hardware) Management

The contractor will perform bi-annual audits of installed and issued IT equipment at all 115-office locations support by AT&L ITM. These audits should be scheduled so that offices are inventoried every six (6) months. Periodic audits may also be requested by the Government for special circumstances (large office moves, hardware refresh, etc).

The contractor will ensure that the location of IT equipment that is installed and the person that IT equipment is assigned to is accurate in ITMDB or the Remedy Asset Management module.

There is an initiative to migrate all asset management (hardware) data maintained in ITMDB to the Enterprise Remedy Asset Management module when it is available from the OSD CIO.

1.25.1 Deliverable

1. The contractor shall report the following information in the Performance Measurement Section of the Monthly Performance Report. The Government goal is 95% accuracy.

ITMDB/Remedy Data Accuracy - Hardware

ITMDB Field	Accuracy

Person Assigned	≥95%
Equipment Location	≥95%
Status (Installed, Available, etc)	≥95%

2. The contractor shall schedule all 115 AT&L-supported offices for an audit every six (6) months. The contractor shall provide bi-annual and periodic audit results in a format agreed upon by the Government.

3. The contractor shall assist with the effort to migrate all asset management (hardware) data maintained in ITMDB to the Enterprise Remedy Asset Management module when it is available from the OSD CIO. This will require extensive coordination with the AT&L eBusiness Center and OSD CIO.

4. The contractor shall update and maintain the current Asset (Hardware) Management Manual within six (6) months of contract award and then annually thereafter. This manual will describe use and operation of ITMDB or the Remedy Asset Management module, and related business rules.

1.26 Objective N - Remedy Support

The contractor will be involved with AT&L ITM business process on a daily basis in order to effectively provide Remedy Administrator duties. The contractor will administer, support, maintain and enhance AT&L's Remedy ticket system. Remedy administrative functions provided by the contractor include, but are not limited to, the following tasks:

Create and manage user and group permissions.

Establish and maintain the different Categories, Types and Items (CTIs) to support performance measurements and metrics.

Define and maintain the AT&L business process flow within Remedy.

There is an on-going initiative to integrate the AT&L Remedy system with the Enterprise Remedy system that is administered and controlled by the OSD CIO. The contractor will need to understand and convey AT&L Remedy requirements; provide design specifications; review and test the Enterprise Remedy system to ensure AT&L requirements are met; and train identified Customer Support and eBusiness Center personnel on using the Enterprise Remedy system in accordance with established AT&L business practices, performance standards, and metrics.

1.26.1 Deliverable

1. The contractor shall establish a plan to provide Remedy Administrator functions. Significant changes and enhancements to the Remedy system will be reported in the Monthly Activity Report.

2. The contractor shall collaborate with the OSD CIO Remedy Support Team to integrate the AT&L Remedy system into the Enterprise Remedy system. Monthly status reports will be provided in the Monthly Activity Report.

1.27 Objective O - Software Licensing, Maintenance, and Control

The contractor will provide a software licensing and control program for all supplemental and waivered software installed in the AT&L environment. This program will track licenses purchased, terms of software licenses and related maintenance agreements, software installed, available licenses, and host machine(s) on which software is installed. The Government's intent is to use this information to ensure sufficient licensing and maintenance exists for all software and that AT&L is compliant with all software licensing rules and regulations.

The current Software and License Management Plan uses the Remedy Asset Management module and several customized view forms and tables created in Remedy. There is an on-going initiative to import software data collected from SMS 2003 and to populate Remedy tables from existing spreadsheets, which has been developed as an interim tracking solution. The intent is to track, manage, and control software through the Remedy Asset Management module.

The contractor will physically maintain software packages and keys in a secure location provided by the Government.

The contractor will ensure that all new software installed on an AT&L computer is checked for security concerns and approved by Information Assurance and then tested by Desktop Engineering in the OSD CIO's office to ensure compatibility in the existing AT&L environment.

The AT&L environment consists of software categorized as:

1. Enterprise Software - this software is included in the OSD CIO's baseline and is maintained at the CIO Enterprise level. Enterprise software is installed on every AT&L computer. Examples include: Microsoft Office, Adobe Acrobat, and Windows XP Pro.

2. Supplemental Software – this software is provided for five (5) or more customers in the AT&L environment. There are approximately 50 different supplemental software programs currently installed for AT&L customers. Examples include: Roxio, Card Scan, 80-20 Retriever, and Adobe Photoshop. Best-effort support is provided by the AT&L Help Desk. The most popular supplemental software is accessed by AT&L customers using a CITRIX solution. Software is stored on a CITRIX server and accessed by AT&L customers when needed. Examples include: MS Publisher, MS Project, MS Visio, and Dreamweaver. Supplemental software licenses will be tracked, managed and maintained by the contractor.

3. Waivered Software – this software is provided for less than five (5) customers in the AT&L environment. There are approximately 70 different waivered software programs currently installed for AT&L customers. Examples include: MiniTab, Adobe Creative Suite, and Secure FX. The AT&L Help Desk does not support waivered software. Waivered software licenses will be tracked, managed and maintained by the contractor.

1.27.1 Deliverable

1. The contractor shall update and maintain the current Software and License Management Plan no later than six months after time of contract award and annually thereafter. This plan will describe a software management plan to include procurement, testing, installation, license tracking, and maintenance.

2. The contractor shall collaborate with OSD CIO Remedy programmers to finalized the customized forms and tables in Remedy which are required to track, maintain, and control AT&L supplemental and waivered software.

3. The contractor shall collaborate with OSD CIO Desktop Engineering to collect data for all installed software on AT&L computers and import this data into the Remedy Asset

Management module.

4. The contractor will provide updated reports of software licensing and maintenance information to the Government. Format and content of the report will be agreed upon after contract award. These reports shall be provided bi-annually (January and July).

5. The contractor will provide recommendations to obtain cost-effective software licensing and maintenance. This information shall be provided on a quarterly bases or as needed.

1.28 Objective P - Automation Projects

The contractor will manage and complete AT&L automation projects. AT&L automation projects and associated support requirements can be divided into two categories: Template Projects and Large or First Time Projects. The intent of the Government is to obtain increased oversight of AT&L automation projects and associated resource requirements; to improve project management methodology; and to reduce risk and improve probability of project success.

Template Projects – involve more than five (5) customers or, for those projects that do not directly involve customers, have similar impact. Template projects follow a repeatable set of procedures, are executed in a similar manner in each instance, and/or involve well-understood technology. AT&L has approximately 50 Template Projects a year. Examples include: office moves or renovations involving five or more customers; software installations or upgrades; changes to AT&L eBusiness applications; Joint Task Force (JTF) password changes across the entire AT&L environment; and deployment of CAC readers to all AT&L desktops.

Large or First Time Projects – are significant in size, complexity, or scope as to warrant significant or specialized resources and increased management oversight. The contractor will prepare and maintain a project plan for each of these Large or First Time Projects. AT&L has approximately four (4) Large or First Time Projects a year. Examples include: the annual desktop refresh; recall and refresh of all supported AT&L laptops or Blackberries; enabling CAC network logon and enforcing JTF CAC requirements for all AT&L customers; and migrating asset and personnel data from ITMDB to the Remedy Asset Management module.

1.28.1 Deliverable

1. The contractor shall document each Template Project in the AT&L Remedy ticket system. Sub-tasks of the Template Project will be created in Remedy to document and monitor the level of effort, time, and resources involved. Additional documentation may be required based on the nature of the project. Template Projects and status shall be reported in the Monthly Activity Report.

2. The contractor shall prepare a draft project plan for government approval prior to beginning work on Large or First Time Projects. The contractor will update the project plan monthly or as agreed upon by the Government to reflect project status. The plan will Identify the project sponsor or owner, project manager, project requirement, scope, resources required, and schedule. The plan will also provide a work breakdown structure and a risk management plan; describe the project goal and quality control procedures; and contain any other project information as agreed upon by the Government. Additional documentation may be required based on the nature of the project.

3. The Government's goal for Template Projects and Large or First Time Projects is provided at Table 7 below and shall be reported in the Performance Measurements Section of the Monthly Activity Report.

TABLE 7: Template Projects and Large or First Time Projects

Requirement	Standard
Create Template Projects in Remedy	Remedy Template Tickets exist for 95% of Template Projects
Complete Template Projects on schedule	90% of Template Projects are completed by the scheduled date
Create and maintain project plans for all Large or First Time Projects	Project Plans exist for 100% of Large or First Time Projects
Complete Large or First Time Projects on schedule	Schedule variance for each Large or First Time Project is + 10% or -10%
Complete Large or First Time Projects within resource estimates	Resource variance for each Large or First Time Project is +0% or - 5%

Required Documentation and Reports

TITLE	REFERENCE	DUE DATE
Support Process Manual	Objective A Deliverable 2.4.1	6 months after contract award and annually thereafter
Performance Measurements Section of Monthly Activity Report	Objective B Deliverable 2.5.1 (See Attachment 1 for details)	Monthly by 10th workday
New Help Desk Analyst Training Plan	Objective C Deliverable 2.6.1	As required
COOP Support Plan	Objective H Deliverable 2.11.1	2 months after contract award and annually thereafter
Account Management Manual	Objective K Deliverable 2.14.1	6 months after contract award and annually thereafter
Asset (Hardware) Management Manual	Objective M Deliverable 2.16.1	6 months after contract award and annually thereafter
Audit Reports	Objective M Deliverable 2.16.1	Bi-annually
Software Management, Maintenance and Licensing Plan	Objective O Deliverable 2.18.1	6 months after contract award and annually thereafter
Software Licensing and Maintenance Report	Objective O Deliverable 2.18.1	Bi-annually (January and July)
Project Plans for Large or First Time Projects	Objective P Deliverable 2.19.1	As required
Monthly Activity Report	Format outlined below	Monthly by 10th workday

Monthly Activity Report –

The contractor shall address the following in the Monthly Activity Report:

Work Accomplishments - The contractor shall give a brief overview of the work accomplished and work in progress by each team during the reporting period.

Deliverables – The contractor shall report Deliverables mentioned in the Statement of Work.

Problem Areas – The contractor shall identify significant problem areas identified during the reporting period, resolution status, and impacts on the accomplishment of the contract objectives.

Performance Measurement Section – The contractor shall measure and report performance against the standards outlined at Attachment 1.

Planned Activities – The contractor shall identify significant activities planned for the next reporting period.

Attachment 1. Performance Measurements Section – Monthly Activity Report

The contractor shall measure and report performance against the standards outlined below.

Reference: Objective C, Deliverable 1.15.1

Response and Resolution Times – Normal Working Hours

Remedy Ticket Type	Response Time	Resolution Time
Enterprise	≤ 15 min for 90% of tickets	≤ 3 Business Hours for 90% of tickets
Help Desk Case – Critical	≤ 30 min for 90% of tickets	≤ 6 Business Hours for 90% of tickets
Help Desk Case – Urgent	≤ 3 BH for 90% of tickets	≤ 11 Business Hours for 90% of tickets
Change Request	≤ 1 BD for 90% of tickets	≤ 2 Business Days for 90% of tickets

Reference: Objective C, Deliverable 1.15.1

First Contact Resolution	≥ 70%

Reference: Objective C, Deliverable 1.15.1

Help Desk Phone Calls	95% of phone calls answered in ≤ 15 seconds
Help Desk Email Messages	95% of email messages acknowledged ≤ 15 minutes

Reference: Objective C, Deliverable 1.15.1

Customer Satisfaction	≥ 90%

Reference: Objective G, Deliverable 1.19.1

Mobile Equipment Documentation	≥ 95%

Reference: Objective G, Deliverable 1.19.1

Response and Resolution Times – Extended Working Hours

Remedy Ticket Type	Response Time	Resolution Time
Enterprise	≤ 15 min for 90% of calls	≤ 3 hours for 90% of calls
Help Desk Case – Critical	≤ 15 min for 90% of calls	≤ 3 hours for 90% of calls
Help Desk Case - Urgent	≤ 15 min for 90% of calls	≤ 11 Business Hours for 90% of calls
Change Request	≤ 15 for 90% of calls	≤ 2 Business Days for 90% of calls

Reference: Objective I, Deliverable 1.21.1

Annual IT POC Visits	≥ 95%

Reference: Objective I, Deliverable 1.21.1

Accuracy of IT POCs and Alternates in ITMDB	≥ 98%

Reference: Objective J, Deliverable 1.22.1

Response and Resolution Time for Desktop Application Support

	Response Time	Resolution Time
Desktop Application Support	≤ 3 Business Hours for 90% of requests	≤ 1 Business Day for 90% of requests

Reference: Objective K, Deliverable 1.23.1

Account Creation Times

Unclassified Account Creation	≤ 1 Business Day from **date of request** for 90% of accounts
Classified Account Creation	≤ 1 Business Day from **date of clearance verification** for 90% of accounts

Reference: Objective K, Deliverable 1.23.1

Accuracy of Personnel Fields in ITMDB

ITMDB Field	Accuracy
Location	≥95%
Phone number	≥95%
Organization	≥95%
Priority/VIP User	≥95%

Reference: Objective L, Deliverable 1.24.1

IT Equipment Accountability	≤ 95% accuracy

Reference: Objective L, Deliverable 1.24.1

Transportation of IT Equipment	≤ 1 Business Day for 90% of requests

Reference: Objective M, Deliverable 1.25.1

ITMDB/Remedy Data Accuracy - Hardware

ITMDB Field	Accuracy
Person Assigned	≥95%
Equipment Location	≥95%
Status (Installed, Available, etc)	≥95%

Reference: Objective P, Deliverable 1.28.1

Template Projects and Large or First Time Projects

Requirement	Standard
Create Template Projects in Remedy	Remedy Template Tickets exist for 95% of Template Projects
Complete Template Projects on schedule	90% of Template Projects are completed by the scheduled date
Create and maintain project plans for all Large or First Time Projects	Project Plans exist for 100% of Large or First Time Projects
Complete Large or First Time Projects on schedule	Schedule variance for each Large or First Time Project is + 10% or -10%
Complete Large or First Time Projects within resource estimates	Resource variance for each Large or First Time Project is +0% or - 5%

Attachment 2. Examples of Actual Change Requests and Help Desk Cases

Change Requests

CHG-050930-044	User requests a CODEC application installed on his machine (see description)	Help Desk-Pentagon Support
CHG-050930-051	Make a copy of users data on H & C drive	Help Desk-Executive Support
CHG-051003-002	Request for Adobe Creative Suite software	Help Desk-Remote Support
CHG-051003-046	Employees have requested for Microsoft Project to be installed on their computers	Help Desk-Pentagon Support
CHG-051003-059	Need a presentation/training laptop to be used by multiple users.	Help Desk-Remote Support
CHG-051003-060	Needs a Palm Pilot	Help Desk-Mobile Computing
CHG-051004-015	SES is requesting a new desktop printer in her office	Help Desk-Pentagon Support
CHG-051004-023	Relocate SIPR computer in office to SES Office	Help Desk-Remote Support
CHG-051004-025	Request to install new software application	Help Desk-Executive Support

Help Desk Cases

HD-051004-027	The printer is not printing any of my files. User's machine keeps locking up when he attempts to print. I have spoke with Shawn in Server Ops because all of his print jobs just keep spooling and nothing happens.
HD-051004-067	User's scanner in 5C646 needs to be recalibrated.
HD-051003-018	Set up PC and Outlook Profile.
HD-051003-019	Please reset my password.
HD-051003-023	User needs help accessing mailbox. (See Description) Josh is requesting that either Lac or Steve help in accessing this email account.
HD-051003-032	Real Player is not working and need some assistance
HD-051003-038	Lotus Notes will not launch.
HD-051003-041	Computer keeps locking up at login screen.
HD-051003-050	Computer will not recognize CD-Rom, will not read, and cannot burn. I have restarted my machine, problem still persists. Please assist. Thank you.
HD-051003-063	I am not able to logon to the network. User called in and cannot log into her SIPRNET PC. I can ping to it but I cannot remote into it. User is not sure of her password. Please assist with a visit.
HD-051003-064	Trying to find out if there is an answer to the problem that was submitted Friday. The problem was with EPSQ. He is unable to log on without getting an error code.
HD-051003-076	I am not able to logon to the network.
HD-051003-079	Mouse not responding

Performance Requirements Summary Matrix

Critical Task	Standard	Metric	Surveillance Method	Incentives
1.13 Objective A Customer Support Organization Structure- Contractor will manage and maintain a technical Customer Support Organization structure to carry out objectives and tasks detailed in RFP. The Customer Support Organization will include at least six (6) identified key personnel (supervisors, project managers, team leads) and associated support teams with responsibilities defined by the contractor.	Contractor will provide an organization chart detailing the Customer Support Organization structure, key personnel (supervisors, project managers, team leads), support teams, and associated responsibilities. Sufficient numbers of personnel with appropriate skills and security clearances to effectively and efficiently perform required tasks and meet performance and quality standards will be required.	Monthly Activity Report.	The COR will review and accept proposed organizational chart provided by the contractor for compliance with deliverable objective.	Exceptional Rating
1.14 Objective B - Performance Measurement and Process Improvement- Contractor will maintain and report Performance Standards outlined in Attachment 1 and recommend process improvements.	Contractor shall measure and then report performance against standards, as outlined in Attachment 1, in the Performance Measurements Section of the Monthly Activity Report. In addition, contractor will provide ad hoc performance reports as required by the Government.	Monthly Activity Report.	COR will assess contractor performance against approved standards for the current reporting period and also over time.	Exceptional Rating

1.15 Objective C - Help Desk Support- The contractor will provide Help Desk services to 1700 AT&L customers located in the Pentagon and around the National Capitol Region.	Contractor will provide response and resolution times during normal working hours for all Remedy tickets in the Performance Measurements Section of the Monthly Activity Report. See Government Standard tables 1.15.1	Monthly Activity Report.	COR will assess contractor performance against performance measurements section for the current reporting period and also over time. Furthermore, COR will make sure that Government goals are being met.	Exceptional Rating
1.16 Objective D - Desktop Support- Contractor will provide desk-side support to diagnose and close Help Desk Cases or Change Requests that could not be resolved remotely. Visits to customer offices may be required to add, change or move computer hardware or software, to provide extensive troubleshooting, or to directly interact with the customer.	CTR will establish Categories, Types and Items (CTIs) in Remedy in order to track and report the number of customer relocations, office moves, 5E's submitted to ITA, and # of unclassified and classified drop activations, # of new unclassified and classified drops requested in the Monthly Activity Report in the Monthly Activity Report.	Monthly Activity Report.	COR will assess performance against the monthly activity report.	Exceptional Rating
1.17Objective E - Desktop Hardware Refresh- The Desktop Hardware Refresh is a recurring annual project that replaces approximately one-third of AT&L's unclassified computers - approximately 600 unclassified computers per year.	The contractor shall provide a Project Plan for the annual Desktop Hardware Refresh Project. Weekly Status reports will be provided to the COR until completion of the project. Status of the project should also be included in the Monthly Activity Report.	Monthly Activity Report.	COR will assess and approve project plan. In addition, performance will be verified against monthly activity report	Exceptional Rating

1.18 Objective F - Video Teleconferencing Technical Support- Basic Video Teleconferencing (VTC) technical skills will be required for installation, configuration, implementation and support of approximately 40 VTC units deployed in AT&L	CTR shall maintain these computer-based VTC systems, set up broadcasts, operate equipment and provide basic technical support for VTC customers. Furthermore, track and report the number of times VTC technical support is required	Monthly Activity Report.	COR will assess performance against the monthly activity report and make sure Govt. goals are being met.	Exceptional Rating
1.19 Objective G - Mobile Support- Shall provide support and maintain all AT&L mobile devices to include laptops, Blackberries, PDAs, and Verizon wireless cards. Support will include configuration of CONUS and OCONUS dial up scripts, remote access services (RAS) using CISCO VPN solutions, broadband connectivity, and customer training of mobile and wireless technology.	Support will include configuration of CONUS and OCONUS dial up scripts, remote access services (RAS) using CISCO VPN solutions, broadband connectivity, and customer training of mobile and wireless technology. CTR will meet contract requirements See Government Standard tables 1.19.1	Monthly Activity Report.	COR will assess contractor performance against approved standards for the current reporting period and also over time. COR will make sure that Government goals are being met.	Exceptional Rating
1.20 Objective H - Business Continuity of Operations (COOP) Support- Provide technical support for AT&L COOP exercises or in the event of an emergency. There are currently two (2) designated COOP sites with AT&L network connectivity	Provide a COOP Support Plan, which identifies personnel that will support COOP, exercises and contingency plans in the case of an emergency. This COOP Plan should also include a schedule of when network testing and maintenance will be performed during the fiscal year.	Monthly Activity Report.	COR will review the Plan no later than 2 months after time of contract award and annually thereafter. Furthermore, COR will assess performance against the monthly activity report.	Exceptional Rating

1.21 Objective I - Customer Liaison- Provide Customer Liaison support to AT&L customers; involves informing AT&L customers of IT products and services which are available to them and ensuring that these products and services meet business objectives and customer requirements; establishing communication channels between customers and ITM	CTR shall annually visit each AT&L Office (approx 115) and meet with IT POCs and/or Alternate IT POCs. develop a plan to ensure IT POCs and Alternate IT POCs are correctly identified in ITMDB See Government Standard tables 1.21.1	Monthly Activity Report.	COR will assess performance against the monthly activity report.	Exceptional Rating
1.22 Objective J - User Orientation and Desktop Applications Support- Provide user orientations and on-going support for desktop and unique software applications in a cost-effective and efficient format. The format could be a formal setting, such as a large conference area or training center; an informal setting, such as desk side or telephonically; a web-based or courseware format; or a combination of formats	Contractor shall establish Categories, Types and Items (CTIs) in Remedy in order to track and report the number customer orientations and training classes in the Monthly Activity Report. See Government Standard tables 1.22.1	Monthly Activity Report.	COR will assess performance against the monthly activity report. Courseware has to be approved by the Government.	Exceptional Rating
1.23 Objective K - Account Creation/Maintenance (Personnel Management)- Create, modify, disable, delete, and manage AT& L customer accounts	CTR will meet deliverable requirements. See Government Standard tables 1.23.1	Monthly Activity Report.	COR will assess performance against the monthly activity report.	Exceptional Rating

1.24 Objective L - Infrastructure Support (Logistics)- CTR will receive, inventory, store, transport, issue, and properly dispose of IT equipment. IT equipment will be labeled and put into the Information Technology Management Database (ITMDB) until the Enterprise Remedy Asset Management module is available to AT&L at which time IT assets will be maintained in the Enterprise Remedy system.	Contractor shall establish a plan to maintain 95% accountability of all IT equipment received, processes, stored, issued or disposed of. See Government Standard tables 1.24.1	Monthly Activity Report.	COR will assess performance against the monthly activity report and make sure Govt. goals are being met.	Exceptional Rating
1.25 Objective M - Asset (Hardware) Management- Perform bi-annual audits of installed and issued IT equipment at all 115-office locations support by AT&L ITM.	Contractor shall schedule all 115 AT&L-supported offices for an audit every six (6) months. The contractor shall provide bi-annual and periodic audit results in a format agreed upon by the Government. See Government Standard tables 1.25.1	Monthly Activity Report.	COR will assess performance against the monthly activity report and make sure Govt. goals are being met.	Exceptional Rating
1.26 Objective N - Remedy Support- Contractor will administer, support, maintain and enhance AT&L's Remedy ticket system.	Establish a plan to provide Remedy Administrator functions	Monthly Activity Report.	COR will ensure that all significant changes and enhancements to the Remedy system are reported in the Monthly Activity Report	Exceptional Rating

1.27 Objective O - Software Licensing, Maintenance, and Control- Contractor will provide a software licensing and control program for all supplemental and wavered software installed in the AT&L environment. This program will track licenses purchased, terms of software licenses and related maintenance agreements, software installed, available licenses, and host machines) on which software is installed.	Contractor shall update and maintain the current Software and License Management Plan no later than six months after time of contract award and annually thereafter. This plan will describe a software management plan to include procurement, testing, installation, license tracking, and maintenance.	Monthly Activity Report.	COR will assess performance against the monthly activity report and make sure Govt. goals are being met.	Exceptional Rating
1.28 Objective P - Automation Projects- Contractor will manage and complete AT&L automation projects. (Template Projects and Large or First Time Projects).	CTR will meet deliverable requirements. See Government Standard tables 1.28.1	Monthly Activity Report.	COR will assess performance against the monthly activity report and make sure Govt. goals are being met.	Exceptional Rating

A-2 GENERAL INFORMATION

2.1 Period of Performance

The contract will be awarded on or before September 30, 2006; the contract period of performance will begin on the award date.

2.2 Key Personnel

A minimum of six (6) key personnel must be identified for this contract. Key personnel are supervisors, project managers, team leads, and anyone responsible for overseeing defined features of work. The Government will arrange a three (3) week transition period for key personnel before start of the contract. During this time, the incumbent will train key personnel on the AT&L ITM Customer Support Organization and current policies and procedures.

2.3 Security Clearances, Training and Skill Sets

Contractors will be responsible for processing their employees for the required clearances in accordance with the National Industrial Security Manual (DOD 5220.22M) and ensuring that no employee is assigned to work at an AT&L facility without the appropriate clearance.

The contractor shall hold, at a minimum, an interim Top Secret Facility Clearance prior to the RFP closing date. An interim Facility Clearance is granted on a temporary basis pending completion of the full investigation requirements.

Key personnel must hold a Top Secret/Single Scope Background Investigation (TS/SSBI) clearance at time of award. All other personnel must hold a Secret Security Clearance at time of award.

The Government shall be notified immediately of any changed information submitted regarding Key Personnel and Changed Conditions Affecting the Facility Clearance.

Contractor personnel who perform work on DoD Automated Information Systems (AIS) will be assigned to one of two position sensitivity designations in accordance with DODD 5200-2-R, "Personnel Security Program." These designations equate to Critical Sensitive (ADP-I) or Non-Critical Sensitive (ADP-II). At a minimum, all Key Personnel on this contract may require access to Top Secret information and are to be designated as Critical Sensitive positions. Additional information can be found at:
http://www.dtic.mil/whs/directives/corres/html/52002r.htm

Key personnel require Information Assurance Technical (IAT) Level 1 Certification in accordance with DODD 8750.1, "IA Workforce Improvement Program." Certification involves completion of one of the following training courses within six month of assignment to the contract: A+, Network+, or System Security Certified Practitioner (SSCP). Additional information can be found at: http://www.dtic.mil/whs/directives/corres/html/85701.htm

The contractor must rapidly become familiar with AT&L and External Support Providers organizations and infrastructure. The contractor must be highly skilled in AT&L remote access services. Help Desk and Infrastructure Support Personnel must be able to lift a minimum of 50 pounds.

All employees involved in lifting computers or other heavy objects, must be provided a copy of the applicable Occupational Safety Health Administration manual. All safety measures must be taken to ensure that employees are working in a safe manner.

2.4 Privacy Act

The contractor may have access to information subject to the Privacy Act in the performance of this task. The contractor shall provide Privacy Act training to all employees working on this contract, and assigned employees shall comply with all the requirements of the Privacy Act.

2.5 Locations and Facilities

During normal working hours, the contractor will perform all tasks on-site. The primary work location will be at the Pentagon Room 1D198. AT&L equipment is delivered, stored, and transferred from the AT&L Depot located at 621-L North Payne Street in Alexandria. Remote Support is provided to 48 offices in the National Capitol Region; most are located in Crystal City and Rosslyn but several supported offices are located at Forest Glenn, Waples Mill, Beauregard, and Washington, DC. Support will also be provided at COOP locations and at alternate sites identified by the Government.

2.6 Transportation and Travel

The contractor will be responsible for all local travel and transportation requirements in support of the requirements of the contract. Local travel includes all locations and facilities listed above in Paragraph 2.5, Locations and Facilities, as well as those required throughout the objectives.

The contractor may also be required to provide IT support at several conferences hosted by AT&L within the continental United States. The contractor will be responsible for travel and accommodations in support of these conferences, usually 2-4 one-week trips per year.

2.7 Government and Contractor Furnished Equipment

The Government will provide desks, land-line phones, computers, printers, scanners, and software required to accomplish tasks described in this document; carts for moving equipment inside of the Pentagon; storage space in Pentagon 1D198 and at the AT&L Depot; a work bench area; access to a copier and fax; and administrative supplies such as pencils and paper.

The contractor may be required to provide cell phones and/or Blackberries for Customer Support personnel in order to efficiently and effectively perform the tasks described in this document. The Government currently provides Blackberries to Key Personnel; however, the OSD CIO is reviewing this practice and may require AT&L to pull all Government Blackberries issued to contractors.

2.8 Work Hours

The contractor shall schedule personnel to provide full coverage during normal and extended working hours. The contractor is encouraged to propose work schedules for selected personnel during normal and extended working hours that will optimize technical support services provided. The Government and contractor will coordinate closely to ensure the best combinations of staff are available to meet operational requirements.

Normal Working Hours are from 7 AM - 6 PM, Monday through Friday, excluding Government Holidays.

Extended Working Hours are 6 PM – 11 PM, Monday through Friday, excluding Government Holiday, and 9 AM – 7 PM, Saturday, Sunday, and Government Holidays. Extended Working Hours also includes times during which federal agencies are declared closed by the Office of Personnel Management.

On-Call Support shall be provided during extended working hours. On-call support involves monitoring communications devices for system alerts, customer requests for assistance, or other indications that support is required. Once the indication is received, the contractor will provide assistance remotely. If necessary, the

contractor will travel to the government facility to provide on-site support within one hour after efforts at remote resolution have been discontinued or after otherwise receiving notification from the Government that on-site support is required. These support requirements arise spontaneously and generally require more advanced skill levels to resolve. On-call support may be required outside extended working hours, but will be prearranged between the contractor and the Government.

2.9 Weekly Scheduled Outage Windows

All scheduled outages for systems maintenance must occur during the AT&L-approved weekly outage windows, which are from 10 PM Friday until 6 AM Saturday and from 10 PM Saturday until 6 AM Sunday. The contractor may schedule and conduct systems maintenance as required during these windows, however, the contractor must give the Government at least three days advance notification of all scheduled outages in order to notify customers and the IT support teams. Any outages outside these windows require advanced coordination and approval from the Government. Any outages outside of these windows requires advance coordination and approval from ITM management.

2.10 Briefings, Reports, Meetings, and Events

The contractor shall participate in technical and business meetings within the National Capitol Region. The contractor shall also attend local industry events, seminars, or conferences at the request of the Government. The contractor shall prepare and present oral or written briefings on progress of work, unique or interesting technical findings, or results of research as required.

2.11 Local Policies and Procedures

The contractor shall comply with all ITM, AT&L, and OSD Local Policies and Procedures, which will be provided to the contractor at time of award. These include such items as an ITM dress code and Information Assurance (IA) and Physical Security training before receiving computer accounts. Prior to start date, clearances will be passed to the AT&L Security Office, Pentagon badge and CAC paperwork will be submitted, and contractor access to secure areas (Pentagon Room 1D198) will be requested from Pentagon Force Protection Agency (PFPA).

2.12 Definitions

2.12.1 Attachment 4 - Definitions

1st Contact Resolution	A ticket is closed with first contact resolution when the analyst who first acknowledged responsibility for the ticket closes it.
5E System	The 5E System belongs to ITA. Help Desk analysts submit and track network requirements through the OSD CIO to ITA via the 5E System.
AT&L	Acquisition, Technology and Logistics
AT&L eBusiness Center	Provides enterprise application support consisting of five (5) primary platforms including: Lotus Notes, Oracle/MS SQL Databases, .Net Application Services, Web Services, and Portal Services.
Change Request	Type of Remedy Ticket – used for new customer requirements.
Closed Status	All work has been completed and the ticket has been in Resolved status for three (3) business days. Once a ticket has been closed, it cannot be reopened.
COOP	Continuity of Operations
Critical Help Desk Case	Problem with an existing capability that involves a work stoppage or a Priority User/VIP customer
CTI	Category, Type, Item. Used in Remedy to identify tickets and assist with metrics.
DOD	Department of Defense
Enterprise Ticket	Server, network device, application, or service outage that impacts, or has potential to impact, multiple customers. There are three scopes associated with Enterprise Incidents – Red, Yellow, and Green. Enterprise – Red is an Enterprise Incident that results in complete loss of capability for entire enterprise; Enterprise – Yellow is loss of capability for a subset of the enterprise or impaired capability for entire enterprise. Enterprise – Green is an Enterprise incident that has no current impact on customers.
EOST	Enterprise Operations Support Team. Provides enterprise electronic mail and calendaring, and remote access services.
External Support Providers	AT&L ITM External Support Providers include the OSD CIO, EOST, ITA, and the AT&L eBusiness Center.
Help Desk Case	Type of Remedy Ticket used for customer problems with an existing capability.
ITA	Information Technology Agency. Provides network connectivity, and network operations and maintenance.
ITMDB	Information Technology Management Database. An oracle database currently used for hardware, personnel, and account management.
IT POC	Information Technology Point of Contract. IT POCs and their alternates are assigned to each AT&L-supported office. IT POCs serve as the liaison between the supported office personnel and ITM Customer Support Organization.
Large or First Time Project	Projects are significant in size, complexity, or scope as to warrant significant or specialized resources and increased management oversight.

MOU Organizations	IT services are provided to Memorandum of Agreement (MOU) Organizations using a Fee-for-Service process.
National Capitol Region (NCR)	Geographical area located within the boundaries of the District of Columbia; Montgomery and Prince Georges counties in Maryland; and Arlington and Fairfax Counties; the cities of Alexandria, Fairfax, and Falls Church in Virginia; and Loudoun and Prince William counties in Virginia.
OSD CIO	Office of the Secretary of Defense, Chief Information Officer. Provides support for servers, network monitoring, storage/backup, network security, video conferencing, and desktop engineering solutions.
Request Ticket	Request for a new capability.
Resolution	The support action is complete, i.e. problem or request resolved, the ticket is closed in the ticket system, and the customer has been notified.
Response	An analyst has acknowledged responsibility for the support action in the ticket system and the customer has been contacted.
Sub-Tasks	Type of Remedy Ticket. Tasks are used in support of some Change Requests that require multiple tasks across multiple support teams.
Template Project	Projects, which involve more than five (5) customers or have a similar impact. Template Projects follow a repeatable set of procedures, are executed in a similar manner, and/or involve a well-understood technology.
Urgent Help Desk Case	Help Desk Cases (problems with an existing capability) that are not Critical

A-3 CONTRACT CHARACTERISTICS AND SOURCE SELECTION PROCESS

3.1 Overview of the Source Selection Process.

Each offeror must submit a written proposal in strict accordance with instructions. When evaluating an offeror the Government will consider how well the offeror complied with both the letter and spirit of these instructions.

Contract award shall be made to the responsible offeror whose proposal in conforming to this RFP, provides and overall best value to the Government, technical evaluation factors and price considered. The Government's objective is to obtain the highest technical quality considered necessary to achieve the project objectives, for a realistic and reasonable price. Award will be made to the offeror whose technical proposal and price provide the best value to the government. The Contracting Officer intents to evaluate proposals and make an award without discussions. However, the Government reserves the right to conduct discussions if it is determined to be in the best interest of the Government. Therefore, offerors are encouraged to ensure that initial proposals contain the offeror's most favorable terms and reflect its best possible performance potential. The Government will consider the fairness and reasonableness of the contractor's price to those of other offerors and to other businesses in the commercial marketplace.

A-4 INSTRUCTIONS TO OFFERORS

4.1 Date, Time, and Place of Submission. Written proposals must be received on August 21, 2006 at 1:00 p.m. eastern time at 1401 Wilson Blvd, Suite 401, Arlington, VA 22209 (please ring the door bell for entrance at Suite 401 on the 4th floor). All submitted materials will become the property of the Government and will not be returned. Regardless of the manner you choose to deliver your package, it is the offeror's responsibility to make sure it is received before the submission deadline.

4.2 Small Business Subcontracting Opportunities. In their proposals, contractors must affirm that small business, veteran-owned small business, service-disabled veteran-owned small business, HUB Zone small business, small disadvantaged business, and women-owned small business concerns will have the maximum practicable opportunity to participate in the performance consistent with prime contractor's efficient performance.

4.3 Submission Format. Offers (proposals) shall conform to the instructions in this section; significant deviations may result in the possible exclusion of such proposals from consideration.

Note: The contractor shall submit a Compact Disk(s) with each required volume, see paragraph 4.3.1.

4.3.1 Written Submission

Vol 1: Past Performance

Tab A: Past Performance

Vol 2: Management Approach/Quality Control

Tab A: Management Approach
Tab B: Quality Control Plan
Tab C: Key Personnel

Vol 3: Technical Experience, Expertise and Qualifications

Tab A: Experience
Tab B: Expertise and Qualifications
Tab C: Technical Understanding of Scope of Work

Vol 4: Price

4.3.1.1 Written Submission Format

Number of Copies- Offerors shall submit an original and (6) copies of the aforementioned volumes 1 through 3 and an original and one (1) copy of volume 4. <u>Each volume shall not exceed 25 pages.</u>
Text- Text shall be at least single spaced, on 8.5x11 inch paper, with a minimum one-inch margin all around. Pages shall be numbered consecutively. A page printed on both sides shall be counted as two pages. Submission as double-sided printing/copying on recycled paper is encouraged. No foldout pages shall be used. Pages submitted in excess of the page limitation stated throughout this document will not be evaluated.
Print Size- Print shall be of a minimum 12-point pitch size. Bolding, underlining, and italics may be used to identify topic demarcations or points of emphasis. Graphic presentations, including tables, while not subject to the same font size and spacing requirements, shall have spacing and text that is easily readable.
Binding- Originals and copies shall be submitted in three-ring binders.

4.3.1.2 Submission Requirements. The following information shall be submitted:

FACTOR 1: PAST PERFORMANCE

Offeror past performance is defined as the offeror's reputation for satisfying its customers and obeying the law. It is a measure of how well a firm has learned from its experience and of its commitment to customer satisfaction and good citizenship. Past performance is a largely subjective assessment. Facts are necessary, but are not alone sufficient to assess a firm's past performance. The evaluation of past performance entails more than telephonic inquiries of offeror-furnished references. It must be a comprehensive search for any information that will shed light on how well a company is managed, how well it performs as a business, and how this has affected the successful completion of past projects.

The Government will evaluate the offeror's past performance on the basis of its completed projects, which are similar in magnitude and complexity to the project included in this procurement. Projects cited by the offeror must be 100 % complete as of the date of proposal submission. The Government's evaluation of the quality and success of the offeror's past performance on completed projects will be used to assess the overall probability of successful performance for this procurement. In addition, past performance on completed projects will be evaluated to make an assessment concerning the anticipated quality of, and customer satisfaction with, performance under this procurement. The evaluation of past performance on completed projects will be a subjective assessment based upon a consideration of all relevant facts and circumstances. It will not be based upon absolute standards of acceptable performance. The Government is seeking to determine whether the offeror has consistently demonstrated knowledge of and a commitment to customer satisfaction with timely delivery of services at fair and reasonable prices. In evaluating the offeror's past performance on completed projects, the Government may consider information in the offeror's proposal and information from other sources, including references, past and current customers, Government agencies and any other sources deemed necessary. The offeror shall provide information on problems encountered on the identified contracts and the corrective actions taken.

The offeror shall provide the following information:

1.1 Record of Past Performance on completed projects, see
       attachment A. These projects should be of similar
       scope of work, of equal size, and have been
       completed within the last three (3) years. These
       projects should demonstrate your ability to successfully
       complete projects with quality, on time, within
       budget, and with a customer focus. The Government is
       looking to make a determination on how well the work

was performed.

FACTOR 2: MANAGEMENT APPROACH/QUALITY CONTROL

The offeror shall provide information in a narrative format concerning plans for the overall management and quality control of this contract to achieve results. The narrative shall show the Government what personnel and resources it will use and how it will organize and control those resources to bring the contract work to a successful conclusion. Key personnel are defined as supervisors, project managers, and team leads. The offeror shall provide the following information.

2.1 Provide an organizational chart identifying the proposed management and quality control team members, their responsibilities, authority and reporting hierarchy.

2.2 Provide a Quality Control Plan that will be utilized to ensure quality control, timely inspection, and prompt corrective action.

2.3 Describe previous experience in managing work at multiple locations, including unique challenges with workload, personnel, scheduling, etc. and how they were handled by your firm. Clearly explain how this experience relates to the requirements of this contract.

2.4 Provide resumes for key personnel. Proposed key personnel with letters of commitment (showing intent to work on this contract) shall be evaluated more highly than those without letters of commitment. In order to receive a higher evaluation, offerors should furnish letters of commitment showing that the listed key personnel will be available to perform in the event that the offeror receives the award.

FACTOR 3: TECHNICAL EXPERIENCE, EXPERTISE AND QUALIFICATIONS

The offeror shall furnish technical information that will be used in assessing the offeror's know-how or the degree of risk involved in the way the offeror intends to perform. The offeror should devote full attention to ensuring that their information describes sound technical solutions and contains thorough documentation. Proposals with significant informational deficiencies will be excluded.

3.1 The offeror shall provide a written narrative that specifically demonstrates the technical experience and expertise of its key personnel and how they will accomplish the scope of work and requirements of the RFP.

3.2 The firm shall provide examples (not more than five) of past projects completed in the last 3 years (2004 through 2006) that clearly demonstrate their capacity and capability to effectively and professionally complete similar projects of the same size, value, and complexity. Offerors shall provide a narrative statement of how the projects are

technically similar. The Government is looking to
confirm the types of projects performed that are
similar to the scope of work in this solicitation.

3.3 The offeror shall provide a written narrative documenting
specialized technical experience that includes but is
not limited to Multimedia Support and Video
Teleconferencing Technical Support.

FACTOR 4: PRICE

Price proposals will be evaluated for reasonableness and realism. In addition, when considering which offeror's proposal represents the overall best value to the government one or more of the following price analysis techniques may be utilized:

Comparison of proposed prices received in response to the solicitation.
Comparison of proposed prices with the independent Government Estimate.
Comparison of proposed prices with available historical information.
Comparison of proposed prices with information received from the Defense Contract Audit Agency (DCAA) or other governmental agencies.

Evaluation of price proposals will be based upon the total price submitted by the Offeror.

B.   RELATIVE IMPORTANCE OF THE EVALUATION FACTORS

Award will be made to the offeror whose technical proposal and price provide the best value to the Government. The three technical factors, when combined, are significantly MORE important than price.   All three technical factors are of equal value.

A-5 EVALUATION FACTORS

5.1 Factor Identification.

Factor 1. PAST PERFORMANCE
Composed of:
 Record of Past Performance

Factor 2. MANAGEMENT APPROACH/QUALITY CONTROL
                Composed of:

2.1 Provide an organizational chart

2.2 Provide a Quality Control Plan

2.3 Describe previous experience in managing multiple
      projects and tasks.

2.4 Describe how you intend to manage this contract with
      multiple locations and multiple shifts concurrently.

2.5 Describe how you intend to handle customer complaints.

2.6 Provide resumes for key personnel.

Factor 3. TECHNICAL EXPERIENCE, EXPERTISE AND
                QUALIFICATIONS

                Composed of:

3.1 Written narrative explaining how you plan to
      accomplish the scope of work

3.2 Examples of similar projects

3.3 Document specialized technical experience and expertise

Factor 4. PRICE

The Offeror shall submit a total price, which shall be evaluated for price reasonableness and realism.

Price for Factor 4 evaluation is required to be separately bound from the technical factors (Factors 1 through 3). Pricing information shall not be included in any other portion of the proposal.

5.2 How factors will be evaluated:

5.2.1 Past Performance
The evaluation of past performance on completed projects will be a subjective assessment based upon a consideration of all relevant facts and circumstances. Past performance will be evaluated as a measure of the Government's confidence in the offeror's ability to successfully perform this project based on demonstrated relevant and recent performance.

The Government is seeking to determine whether the offeror has consistently demonstrated knowledge of and a commitment to customer satisfaction with timely delivery of services at fair and reasonable prices. In evaluating the offeror's past performance on completed projects, the Government may consider information in the offeror's proposal and information from other sources, including references, past and current customers, Government agencies and any other sources deemed necessary.

5.3 Management Approach/Quality Control

The offeror shall provide information in a narrative format concerning plans for the overall management and quality control of this contract to achieve results. Specifically, indicate how you intend to organize, coordinate, monitor and control the work. The narrative shall show the Government what personnel and resources it will use and how it will organize and control those resources to bring the contract work to a successful conclusion. Key personnel (defined as supervisors, project managers, team leads) and associated support personnel responsible for defined features of work will be identified.

5.5 Technical Experience, Expertise and Qualifications

The offeror shall provide information that specifically demonstrates the technical experience, expertise and qualifications for performing the work required by this contract. When analyzing experience the Government will be looking to determine what types of projects have been accomplished and how long the offeror has been performing such projects. Offerors must submit descriptions of three (3) projects similar in scope, size and complexity, performed during the past three years, including references. In addition, the Government will make a subjective evaluation of the offeror's written narrative explaining how the work will be accomplished. The Government will be looking for the best approach and methodology that will be used to accomplish the scope of work and requirements of the contract.

5.6 Price

Price proposals will be evaluated for price reasonableness and realism. In addition, when considering which offeror's proposal represents the overall best value to the government, one or more of the following price analysis techniques may be utilized:

Comparison of proposed prices received in response to the solicitation.
Comparison of proposed prices with the independent Government Estimate.
Comparison of proposed prices with available historical information.
Comparison of proposed prices with information received from the Defense Contract Audit Agency (DCAA) or other Governmental agencies.

The Government will consider the fairness and reasonableness of the contractor's price to those of other offerors, and to other businesses in the commercial marketplace.

A-6 RELATIVE IMPORTANCE OF THE EVALUATION FACTORS

Award will be made to the offeror whose technical proposal and price provide the best value to the Government. The three technical factors, when combined, are significantly MORE important than price. All three technical factors are of equal value.

A-7 ADJECTIVAL RATING AND STANDARDS SCALE:

The evaluator shall select one of the adjectival ratings below that most clearly matches the assessment of the proposal merit based on the established evaluation criteria. All proposals shall be assigned one of the below adjective ratings for each factor.

EXCEPTIONAL (E): The proposal greatly exceeds stated requirements, as reflected through an innovative, comprehensive, outstanding approach. The response is complete in terms of the basic content and level of information the Government seeks for evaluation. There is a high probability of success and negligible risk that this offeror would fail to meet the quantity, quality and schedule requirements. There are no deficiencies or weaknesses.

HIGHLY ACCEPTABLE (H): The proposal exceeds stated requirements. The response is complete in terms of the basic content and level of information the Government seeks for evaluation. There is a high probability of success and little or no risk that this offeror would fail to meet the quantity, quality and schedule requirements. There are no deficiencies or significant weaknesses, but there may be minor weaknesses that need not be corrected to make award.

ACCEPTABLE (A): The proposal meets the stated requirements. The response is considered complete in terms of the basic content and level of information the Government seeks for evaluation. There is good probability of success and little risk that this offeror would fail to meet the quantity, quality, and schedule requirements. Weaknesses, if any, are minor and need not be corrected to make award.

MARGINAL (M): The proposal fails to meet the stated requirements, but is susceptible of being corrected. The response is considered incomplete or inadequate in terms of the basic content and level of information the Government seeks for evaluation. There is a low probability of success based on the present information. There are deficiencies and/or significant weaknesses, susceptible of being corrected through discussions and a revision or a new proposal being submitted.

UNACCEPTABLE (U): The proposal significantly fails to meet the stated requirements. What was submitted lacks essential information or is conflicting and unproductive. There is no reasonable likelihood of success; deficiencies are so major or extensive that a major revision or complete rewrite of the proposal would be necessary.

Should two or more offerors present proposals that are essentially identical then price will be considered to determine which of the proposals is most advantageous to the Government.

A-8 MISCELLANEOUS

8.1 Unbalanced Offers

The Government reserves the right to reject an offer if it is materially unbalanced as to prices, and it is determined that award of such an offer would not result in the lowest overall price to the Government, or may otherwise be improper. A proposal is unbalanced when it is based on prices significantly less than the cost for some items and prices, and significantly overstated for other items.

8.2 Formal Partnering

Partnering is the creation of an owner-contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share the risks involved in completing the project, and to establish and promote a nurturing partnership environment. Partnering is a not a legally binding agreement. Rather, Partnering seeks to create a new cooperative attitude in completing Government contracts. To create this attitude, each party must seek to understand the goals, objectives, and needs of the other party.

To encourage the foundation of a cohesive partnership with the Contractor and its Subcontractors, the Contracting Officer will host a formal 1-day team partnering session (includes a facilitator experienced in partnering) after contract award. The Contractor's key personnel shall attend the session with Government project key personnel. The intent of this partnering session is to articulate the key objectives of the project and introduce project (Contractor and Government) key personnel to one another, thereby enhancing communication among project members and increasing the likelihood of project success. Additional objectives are effective and efficient contract performance, intended to achieve project completion within budget, on schedule, and in accordance with the contract. The Contractor shall organize and sponsor the event at a local hotel or meeting room agreed upon by the Contracting Officer. The event will be held during normal working hours within 10 days of contract award. Informal follow-up sessions shall be held as necessary throughout the term of the contract, during normal working hours. Government personnel will purchase their own refreshments and lunch for this event.

A-9 PROJECT INFORMATION

9.1 Description of Services

Washington Headquarters Services (WHS) Acquisition and Procurement Office (A&PO), on behalf of the Office of Secretary of Defense (OSD), Acquisition, Technology, and Logistics (AT&L), is seeking proposals from offerors to maintain a Customer Support Organization that will support the AT&L Help Desk, Mobile Computing, Customer Liaison, and Infrastructure Support for approximately 1,700 OSD AT&L customers. The current environment is highly dynamic and includes a well-defined support organization and support procedures. Support systems to be operated include Remedy (Help Desk, Change Management, Service Level Agreement, and Asset Management modules) and Information Technology Management Database (ITMDB), which is an Oracle database currently, used to track personnel, equipment, and accounts. Help Desk services required include support for customer hardware and software; the annual hardware refresh; video teleconferencing (VTC) technical support; problem analysis, management, and resolution; and dispatching technicians to customer sites as required. Mobile Computing services require support for OUSD (AT&L)'s remote access services using the CISCO VPN solution; hard drive encryption for laptop data protection; management of all mobile devices to include laptops, Blackberries, and PDAs; Continuity of Operations (COOP) support; and extended working hours support. Customer Liaison services required include customer visits, meetings, and newsletters; account management; and customer orientations and training. Infrastructure Support includes asset (hardware) management, bi-annual hardware audits, and equipment transportation.

9.2 Delivery Address for Proposals: Washington Headquarters Services (WHS)
                                 Acquisition & Procurement Office (A&PO)
                                 1700 N Moore St.
                                 Arlington, VA 22209

9.3 Period of Performance

This contract will be awarded on or before 27 Feb 07, the performance period will be effective on the award date. The contract will have a base period of one (1) year with four (4) 12-month option periods.

9.4 Type of Contract

The contract type for this procurement will be Firm Fixed Price. This acquisition will be streamlined by utilizing FAR Part 12.

CONTRACT ADMINISTRATION

CONTRACTING OFFICER'S REPRESENTATIVE (COR)

(a) The Contracting Officer's Representative (COR) under this contract is Mr. Emmett Webster
emmett.webster@osd.mil

(b) The Contractor is advised that only the Contracting Officer can change or modify the contract terms or take any other action that obligates the Government. Then, such action must be set forth in a formal modification to the contract. The authority of the COR is strictly limited to the specific duties set forth in his/her letter of appointment, a copy of which is furnished to the Contractor. Contractors who rely on direction from other than the Contracting Officer do so at their own risk and expense. Such actions do not bind the Government contractually. Any contractual questions shall be directed to the Contracting Officer.

CONTRACTOR VISITS

The COR will approve and coordinate all Contractor visits to a sponsor's agency and other DOD agencies necessary for performance under this contract. All security visit requests shall be submitted to the COR for approval.

CONTRACT MANAGEMENT

Notwithstanding the Contractor's responsibility for total management during the performance of this contract, the administration of the contract will require maximum coordination between the Government and the Contractor. The following individuals will be the Government points of contact during the performance of this contract:

(a) CONTRACTING OFFICER. The Contracting Officer will effect all contract administration. Communications pertaining to the contract administration will be addressed to the Contracting Officer. No changes to the statement of work are authorized without a written modification to the contract executed by the Contracting Officer.

(b) CONTRACTING OFFICER'S REPRESENTATIVE. A Contracting Officer's Representative (COR) monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance, monitor Contractor's performance and notify both the Contracting Officer and the Contractor of any deficiencies; coordinate availability of Government Furnished Property (GFP), and provide site entry of Contractor personnel.

(1) The COR is not authorized to change any of the terms and conditions of the contract. Changes in the scope of work shall be authorized only by the Contracting Officer in a properly executed written modification to the contract.

(2) The COR is not authorized to redelegate his/her authority.

(3) The COR is not authorized to initiate acquisition actions by use of imprest funds or blanket purchase agreements, nor to issue purchase orders, place calls or delivery orders under basic agreements, basic ordering agreements or indefinite-delivery contracts.

TRAVEL

It is anticipated that performance of this work statement may require travel. All task order associated travel will be at the request of the government via the COR, Mr. Webster. All travel will be in accordance with the Federal Joint Travel Regulations.

Offerors shall enter unit prices and amounts for contract line items (base and all option periods as well as indicate the overall total of base and all option periods) as indicated in the schedules. In the event there is a difference between a unit price and the extended total amount, the unit price will be held to be the intended offer and the total of the contract line item will be recomputed to take into account the change in the contract item. If the offeror provides a total amount for a contract but fails to enter the unit price, the total amount divided by the contract line item quantity will be held to be the intended unit price.

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001			Each		

Provide and maintain a Customer Support
FFP
BASE YEAR Provide and maintain a Customer Support
OrganizationConsisting of Help Desk, Mobile Computing, CustomerLiaison and
Infrastructure Support for approximately1700 AT&L customers.

NET AMT	$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AA		1	Each	$2,400,000.00	$2,400,000.00

Provide and maintain a Customer Support
FFP
PURCHASE REQUEST NUMBER: HQ000210520001

				NET AMT	$2,400,000.00
	ACRN AA				$2,400,000.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AB		1	Each	$116,779.78	$116,779.78

Customer Support
FFP
PURCHASE REQUEST NUMBER: H9126870450006000-0002

				NET AMT	$116,779.78
	ACRN AB				$116,779.78

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

Provide additional Surge Capability
FFP
BASE YEAR Provide additional Surge Capability (project support),
seeObjective A, paragraph 1.13.

				NET AMT	$0.00

ITEM NO 0002AA	SUPPLIES/SERVICES	QUANTITY 1	UNIT Each	UNIT PRICE $25,066.67	AMOUNT $25,066.67

Surge Capability
FFP
PURCHASE REQUEST NUMBER: H9126870450006000-0002

				NET AMT	$25,066.67

ACRN AB $25,066.67

ITEM NO 0003	SUPPLIES/SERVICES	QUANTITY	UNIT Each	UNIT PRICE $0.00	AMOUNT $0.00

Provide Extended Working Hour support
FFP
BASE YEAR Provide Extended Working Hour support,See Objective A,
paragraph 1.13.

				NET AMT	$0.00

ITEM NO 0003AA	SUPPLIES/SERVICES	QUANTITY 1	UNIT Each	UNIT PRICE $8,731.26	AMOUNT $8,731.26

working Hour Support
FFP
PURCHASE REQUEST NUMBER: H9126870450006000-0002

				NET AMT	$8,731.26

ACRN AB $8,731.26

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004			Each	$0.00	$0.00

Travel & Transportation, all cost includ
FFP
BASE YEAR

| | | | | NET AMT | $0.00 |

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004AA		1	Each	$15,822.84	$15,822.84

travel
FFP
PURCHASE REQUEST NUMBER: H9126870450006000-0002

| | | | | NET AMT | $15,822.84 |

ACRN AB $15,822.84

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005 OPTION		1	Each	$2,604,867.07	$2,604,867.07

Provide and maintain a Customer Support
FFP
OPTION YR 1 Provide and maintain a Customer Support
OrganizationConsisting of Help Desk, Mobile Computing, CustomerLiaison and
Infrastructure Support for approximately1700 AT&L customers.

| | | | | NET AMT | $2,604,867.07 |

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0006		1	Each	$25,944.00	$25,944.00
OPTION	Provide additional Surge Capability				

FFP
OPTION YR 1 Provide additional Surge Capability (project support), seeObjective A, paragraph 1.13.

| | | | | NET AMT | $25,944.00 |

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0007		1	Each	$9,036.85	$9,036.85
OPTION	Provide Extended Working Hour support				

FFP
OPTION YR 1 Provide Extended Working Hour support,See Objective A, paragraph 1.13.

| | | | | NET AMT | $9,036.85 |

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0008		1	Each	$16,376.64	$16,376.64
OPTION	Travel & Transportation, all cost includ				

FFP
OPTION YR 1

| | | | | NET AMT | $16,376.64 |

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0009		1	Each	$2,696,037.42	$2,696,037.42
OPTION					

Provide and maintain a Customer Support
FFP
OPTION YR 2 Provide and maintain a Customer Support
OrganizationConsisting of Help Desk, Mobile Computing, CustomerLiaison and
Infrastructure Support for approximately1700 AT&L customers.

			NET AMT	$2,696,037.42

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0010		1	Each	$26,852.04	$26,852.04
OPTION					

Provide additional Surge Capability
FFP
OPTION YR 2 Provide additional Surge Capability (project support),
seeObjective A, paragraph 1.13.

			NET AMT	$26,852.04

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0011		1	Each	$9,353.14	$9,353.14
OPTION					

Provide Extended Working Hour support
FFP
OPTION YR 2 Provide Extended Working Hour support,See Objective A,
paragraph 1.13.

			NET AMT	$9,353.14

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0012		1	Each	$16,949.82	$16,949.82
OPTION	Travel & Transportation, all cost includ				
	FFP				
	OPTION YR 2				
				NET AMT	$16,949.82

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0013		1	Each	$2,790,398.73	$2,790,398.73
OPTION	Provide and maintain a Customer Support				
	FFP				
	OPTION YR 3 Provide and maintain a Customer Support OrganizationConsisting of Help Desk, Mobile Computing, CustomerLiaison and Infrastructure Support for approximately1700 AT&L customers.				
				NET AMT	$2,790,398.73

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0014		1	Each	$27,791.86	$27,791.86
OPTION	Provide additional Surge Capability				
	FFP				
	OPTION YR 3 Provide additional Surge Capability (project support), seeObjective A, paragraph 1.13.				
				NET AMT	$27,791.86

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0015		1	Each	$9,680.50	$9,680.50
OPTION	Provide Extended Working Hour support				

FFP
OPTION YR 3 Provide Extended Working Hour support,See Objective A, paragraph 1.13.

				NET AMT	$9,680.50

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0016		1	Each	$17,543.07	$17,543.07
OPTION	Travel & Transportation, all cost includ				

FFP
**OPTION YR 3 **

				NET AMT	$17,543.07

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0017		1	Each	$2,888,062.69	$2,888,062.69
OPTION	Provide and maintain a Customer Support				

FFP
OPTION YR 4 Provide and maintain a Customer Support OrganizationConsisting of Help Desk, Mobile Computing, CustomerLiaison and Infrastructure Support for approximately1700 AT&L customers.

				NET AMT	$2,888,062.69

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0018		1	Each	$28,764.58	$28,764.58
OPTION	Provide additional Surge Capability				

FFP
OPTION YR 4 Provide additional Surge Capability (project support), seeObjective A, paragraph 1.13.

				NET AMT	$28,764.58

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0019		1	Each	$10,019.32	$10,019.32
OPTION	Provide Extended Working Hour support				

FFP
OPTION YR 4 Provide Extended Working Hour support,See Objective A, paragraph 1.13.

				NET AMT	$10,019.32

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0020		1	Each	$18,157.07	$18,157.07
OPTION	Travel & Transportation, all cost includ				

FFP
OPTION YR 4

				NET AMT	$18,157.07

CLIN DELIVERY/TASK ORDER MINIMUM/MAXIMUM QUANTITY AND CLIN ORDER VALUE

The minimum quantity and order value for the given Delivery/Task Order issued for this CLIN shall not be less than the minimum quantity and order value stated in the following table. The maximum quantity and order value for the given Delivery/Task Order issued for this CLIN shall not exceed the maximum quantity and order value stated in the following table.

CLIN	MINIMUM QUANTITY	MINIMUM AMOUNT	MAXIMUM QUANTITY	MAXIMUM AMOUNT
0001AB		$		$
0002AA		$		$
0004AA		$		$
0002		$		$
0003		$		$
0004		$		$
0001		$		$
0001AA		$		$
0003AA		$		$
0005		$		$
0006		$		$
0008		$		$
0010		$		$
0012		$		$
0007		$		$
0009		$		$
0011		$		$
0013		$		$
0015		$		$
0014		$		$
0016		$		$
0018		$		$

0020	$	$
0017	$	$
0019	$	$

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0001AA	Destination	Government	Destination	Government
0001AB	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
0002AA	Destination	Government	Destination	Government
0003	Destination	Government	Destination	Government
0003AA	Destination	Government	Destination	Government
0004	Destination	Government	Destination	Government
0004AA	Destination	Government	Destination	Government
0005	Destination	Government	Destination	Government
0006	Destination	Government	Destination	Government
0007	Destination	Government	Destination	Government
0008	Destination	Government	Destination	Government
0009	Destination	Government	Destination	Government
0010	Destination	Government	Destination	Government
0011	Destination	Government	Destination	Government
0012	Destination	Government	Destination	Government
0013	Destination	Government	Destination	Government
0014	Destination	Government	Destination	Government
0015	Destination	Government	Destination	Government
0016	Destination	Government	Destination	Government
0017	Destination	Government	Destination	Government
0018	Destination	Government	Destination	Government
0019	Destination	Government	Destination	Government
0020	Destination	Government	Destination	Government

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC

0001	POP 27-FEB-2007 TO 26-FEB-2008	N/A	OUSD (AT&L) WEBSTER EMMET OUSD ACQN TECHNOLOGY AND LOGISTICS 3015 DEFENSE PENTAGON RM 3D1020 WASHINGTON DC 20301-1500 703-602-2554 EXT 201 FOB: Destination	HQ0157
0001AA	N/A	N/A	N/A	N/A
0001AB	N/A	N/A	N/A	N/A
0002	POP 27-FEB-2007 TO 26-FEB-2008	N/A	OUSD (AT&L) WEBSTER EMMET OUSD ACQN TECHNOLOGY AND LOGISTICS 3015 DEFENSE PENTAGON RM 3D1020 WASHINGTON DC 20301-1500 703-602-2554 EXT 201 FOB: Destination	HQ0157
0002AA	N/A	N/A	N/A	N/A
0003	POP 27-FEB-2007 TO 26-FEB-2008	N/A	OUSD (AT&L) WEBSTER EMMET OUSD ACQN TECHNOLOGY AND LOGISTICS 3015 DEFENSE PENTAGON RM 3D1020 WASHINGTON DC 20301-1500 703-602-2554 EXT 201 FOB: Destination	HQ0157
0003AA	N/A	N/A	N/A	N/A
0004	POP 27-FEB-2007 TO 26-FEB-2008	N/A	OUSD (AT&L) WEBSTER EMMET OUSD ACQN TECHNOLOGY AND LOGISTICS 3015 DEFENSE PENTAGON RM 3D1020 WASHINGTON DC 20301-1500 703-602-2554 EXT 201 FOB: Destination	HQ0157
0004AA	N/A	N/A	N/A	N/A
0005	POP 27-FEB-2008 TO 26-FEB-2009	N/A	OUSD (AT&L) WEBSTER EMMET OUSD ACQN TECHNOLOGY AND LOGISTICS 3015 DEFENSE PENTAGON RM 3D1020 WASHINGTON DC 20301-1500 703-602-2554 EXT 201 FOB: Destination	HQ0157

0006	POP 27-FEB-2008 TO 26-FEB-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0007	POP 27-FEB-2008 TO 26-FEB-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0008	POP 27-FEB-2008 TO 26-FEB-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0009	POP 27-FEB-2009 TO 26-FEB-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0010	POP 27-FEB-2009 TO 26-FEB-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0011	POP 27-FEB-2009 TO 26-FEB-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0012	POP 27-FEB-2009 TO 26-FEB-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0013	POP 27-FEB-2010 TO 26-FEB-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0014	POP 27-FEB-2010 TO 26-FEB-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0015	POP 27-FEB-2010 TO 26-FEB-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0016	POP 27-FEB-2010 TO 26-FEB-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0017	POP 27-FEB-2011 TO 26-FEB-2012	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0018	POP 27-FEB-2011 TO 26-FEB-2012	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0019	POP 27-FEB-2011 TO 26-FEB-2012	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157
0020	POP 27-FEB-2011 TO 27-FEB-2012	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0157

ACCOUNTING AND APPROPRIATION DATA

AA: 9770100.2020 6402 2595 s49447 DHAC78095

AMOUNT: $2,400,000.00
CIN HQ0002105200010001: $2,400,000.00

AB: 5773400 307 159D LFNSBD 040000 63700 91212F 667100 F67100 F1AT2S7029GG01
AMOUNT: $166,400.55
CIN H91268704500060000001AA: $116,779.78
CIN H91268704500060000001AB: $25,066.67
CIN H91268704500060000001AC: $8,731.26
CIN H91268704500060000001AD: $15,822.84

CLAUSES INCORPORATED BY REFERENCE

52.202-1	Definitions	JUL 2004
52.203-5	Covenant Against Contingent Fees	APR 1984
52.203-6	Restrictions On Subcontractor Sales To The Government	JUL 1995
52.203-7	Anti-Kickback Procedures	JUL 1995
52.212-4	Contract Terms and Conditions--Commercial Items	SEP 2005
52.212-5	Contract Terms and Conditions Required to Implement Statutes or Executive Orders--Commercial Items	JUN 2006
52.216-24	Limitation Of Government Liability	APR 1984
52.216-25	Contract Definitization	OCT 1997
52.223-14	Toxic Chemical Release Reporting	AUG 2003
52.225-13	Restrictions on Certain Foreign Purchases	FEB 2006
52.232-1	Payments	APR 1984
52.233-4	Applicable Law for Breach of Contract Claim	OCT 2004
52.237-3	Continuity Of Services	JAN 1991
52.239-1	Privacy or Security Safeguards	AUG 1996
52.244-6	Subcontracts for Commercial Items	FEB 2006
252.232-7003	Electronic Submission of Payment Requests	MAY 2006

CLAUSES INCORPORATED BY FULL TEXT

52.217-8   OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 60 days.

(End of clause)

52.217-9   OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 60; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceedv 1 base year and four option year. A total of 5 years .
(End of clause)

INVOICING INSTRUCTIONS (WHS, A&PO Nov 2006)

In compliance with DFARS 252.232-7003, "Electronic Submission of Payment Request (March 2003)", Washington Headquarters Services, Acquisition & Procurement Office (WHS, A&PO) utilizes WAWF-RA to electronically process vendor request for payment. The web based system is located at https://wawf.eb.mil, which provides the technology for government contractors and authorized Department of Defense (DOD) personnel to generate, capture and process receipt and payment-related documentation in a paperless environment. The contractor is required to utilize this system when submitting invoices and receiving reports under this contract. Submission of hard copy DD250/Invoice/Public Vouchers (SF1034) will no longer be accepted for payment.

The contractor shall (i) ensure an Electronic Business Point of Contract is designated in Central Contractor Registration at http://www.ccr.gov/ and (ii) register to use WAWF-RA at https://wawf.eb.mil
within ten (10) days after award of the contract or modification incorporating WAWF-RA into the contract. The designated CCR EB point of contact is responsible for activating the company's CAGE code on WAWF by calling 1-866-618-5988. Once the company CCR EB is activated, the CCR EB will self-register on the WAWF and follow the instructions for a group administrator. Step by step instructions to register are available at http://wawf.eb.mil.

The contractor is directed to select either "Invoice as 2-in-1" for services only or "Invoice and Receiving Report (Combo)" for supplies or any combination of goods and services. Both types of invoices fulfill the requirement for submission of the Material Inspection and Receiving Report, DD Form 250.

Back up documentation may be attached to the invoice in WAWF under the "Misc Info" tab. Fill in all applicable information under each tab.

The following required information should automatically pre-populate in WAWF; if it does not populate, or does not populate correctly, enter the following information:

"Issue by DoDAAC" field enter **HQ0034**

"Admin DoDAAC" field enter **HQ0034**

"Payment DoDAAC" field enter **HQ0338**

"Ship to Code/ EXT" field enter in **HQ0034 and OSDTM5 in the extension field**

"Inspect By DoDAAC/ EXT" fields **HQ0157**

"LPO DoDAAC/ EXT" fields - "Leave blank"   ALWAYS leave blank.

Contractor shall verify that the DoDAACs automatically populated by the WAWF-RA system match the above information. If these DoDAACs do not match then the contractor shall correct the field(s) and notify the contracting officer of the discrepancy (ies).

Take special care when entering Line Item information . The Line Item tab is where you will detail your request for payment and material/services that were provided based upon the contract. Be sure to fill in the following items exactly as they appear in the contract:

☐ <u>Item Number</u>: If the contract schedule has more than one ACRN listed as sub items under the applicable Contract Line Item Number (CLIN), use the 6 character, separately identified Sub Line Item Number (SLIN) (e.g. – 0001AA) or Informational SLIN (e.g. – 000101), otherwise use the 4 character CLIN (e.g. – 0001).

☐ <u>ACRN</u>: Fill-in the applicable 2 alpha character ACRN that is associated with the CLIN or SLIN.

Note – DO NOT INVOICE FOR MORE THAN IS STILL AVAILABLE UNDER ANY CLIN/SLIN/ ACRN.

☐ <u>Unit Price</u>

☐ <u>Unit of Measure</u>

<u>Shipment numbers must be formatted as follows:</u>

For Services, enter 'SER' followed by the last 4 digits of the invoice number.

For Construction, enter 'CON' followed by the last 4 digits of the invoice number.

For Supplies, enter 'SUP' followed by the last 4 digits of the invoice number.

If the invoice number is less than 4 digits, enter leading zeros.

Before closing out of an invoice session in WAWF-RA but after submitting your document or documents, the contractor will be prompted to send additional email notifications. Contractor shall click on "Send More Email Notification" on the page that appears. Add the following email address <u>lance.petteway@whs.mil</u> in the first email address block and add any other additional email addresses desired in the following blocks. This additional notification to the government is important to ensure that all appropriate persons are aware that the invoice documents have been submitted into the WAWF-RA system.

If you have any questions regarding WAWF, please contact the WAWF Help Desk at 1-866-618-5988.