SECTION C-2

PERFORMANCE REQUIREMENTS DOCUMENT

(Information Management/Information Technology)

C-2. Information Management/Information Technology – Description of Services.

C-2.1. Scope of Work.

This description of services describes the United States Army Garrison, Fort Sam Houston (USAGFSH) Information Management/Information Technology (IM/IT) support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-2.4. Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

C-2.2. Summary of Expectations.

The Service Provider shall be responsible for performing IM/IT services for daily operations and contingency missions of the USAGFSH and specified Government customers. IM/IT technical support services shall be an ongoing daily support effort performed at USAGFSH, either directly at the customer's location or at centralized planning and monitoring locations as required to properly perform the required services. IM/IT support services include the following: systems analysis; systems design and integration; configuration management; programming and testing of new applications; system deployment; system administration and operation; troubleshooting, maintenance, enhancements, and conversions of existing hardware/software/firmware; development and maintenance of automated systems; individual user accounts, guidance and technical assistance; database development and data management systems; and Local Area Network/Wide Area Network (LAN/WAN) communications systems requirements and interfaces. The Service Provider shall use Chapter 6, AR 25-1, as the principal mandatory reference for definition and performance of IM/IT requirements for products and services. Guidelines for implementation are contained in the remaining Chapters of AR 25-1, DA Pam 25-1-1 and FSH Regulation 10-1. A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in Section C-2.4, Technical Exhibit 4, Publications and Forms.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is not limited to, services for which the Government has identified at least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Information management and computer hardware/software disciplines have experienced explosive growth during the last ten years, and this growth is expected to continue for the entire contract performance period. To allow the Government maximum flexibility in taking advantage of new technology during this contract, the Service Provider shall prepare an annual review of IM/IT services (CDRL B001) with suggested enhancements for upgrades or new technologies to enhance overall customer support and operational efficiency.

The normal operating hours for Information Management/Information Technology services shall be from 7:00 A.M. to 5:00 P.M., Monday through Friday, excluding government holidays. Video-Teleconference (VTC) support (Section C-2.3.6.5) shall be from 6:00 A.M. to 4:00 P.M. Monday through Friday to accommodate East Coast start times. The Help Desk (Section C-2.3.7.1) shall be manned from 6:00 A.M. to 6:00 P.M Monday through Friday. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and

Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

C-2.3. Services Performed.

C-2.3.1. Overview.

This Section of the PRD addresses the following Functional Areas within the IM/IT Area of interest:

- Command-driven IT initiatives
- Business Systems Solutions
- Acquisition and Supply Services
- Deployment
- Enterprise Management
- Customer Support
- Information Security

C-2.3.2. The Service Provider shall implement Command-driven IT initiatives.

C-2.3.2.1. *The Service Provider shall coordinate, design, and implement USAGFSH-wide Command-driven initiatives involving hardware and software upgrades, replacements, and consolidations as directed by and furnished by the Government*. Direct coordination with the GOVERNMENT shall be done regularly throughout the implementation process to assess subsequent impact on current Scope of Work and need for formal modification. FY00 initiatives included Y2K validation, New Lease Initiative, Separate IPS, GIGABIT, Domain Collapse, One Touch, Tivoli Agent Load, NAV Conversion, AEFSS Upgrades to v4.1 and 4.2, Exchange Mail address reformat, Billing data load to PC, PC inventory, DMS Implementation, AMDEXX, Golden Medic Exercise, PERSACT upgrade, AIMS PC Deployment, and Forced Password Change/Tracking System.

C-2.3.3. The Service Provider shall provide business systems solutions.

This includes developing and managing the execution of technical business solutions that satisfy customer requirements for new or modified IM/IT and Visual Information (VI) capabilities and services. Direct coordination with the GOVERNMENT shall be done immediately after identification of the new or modified PRD services to assess subsequent impact on current Scope of Work and need for formal modification. It is necessary for the Service Provider to maintain a continuous awareness of state-of-the-art IM/IT and Visual Information developing technologies that can be integrated into specific customer solutions.

C-2.3.3.1. The Service Provider shall manage new/modified business system projects.

C-2.3.3.1.1. *The Service Provider shall review all customer requests for new and modified IM/IT and VI services to determine those that require project management oversight.* The Service Provider shall assign an appropriate business system technical manager, or pass to other IT element consistent with the complexity of the customer requirement.

C-2.3.3.1.2. *The Service Provider shall develop and execute project plans and schedules for oversight and implementation of new or modified telecommunication, network, automation, and VI services.* The Service Provider shall use standard Government scheduling tools (currently Microsoft Project) to develop and track events to maintain oversight of project resources and provide customer with status of ongoing projects via periodic In Process Reviews.

C-2.3.3.1.3. *The Service Provider shall develop IM/IT recommendations for USAGFSH or other Army infrastructure construction actions.* This includes impact analysis of individual facility siting, major construction projects, Real Property Maintenance Activities projects, facility utilization/realignment actions, USAGFSH Commander's mission objectives, requestor priorities, and available IM/IT resources.

Recommendations for IM/IT infrastructure actions and priorities will be reviewed by Government installation review board. Half of the approximately seven annual major construction project reviews are not local to USAGFSH area.

C-2.3.3.2. The Service Provider shall develop and test hardware design solutions.

C-2.3.3.2.1. *The Service Provider shall identify, design and integrate IM/IT and VI hardware technologies to satisfy new or modified customer services.* Solutions shall include designs for Outside-Plant, Inside-Plant, Visual Information, Automation, and Network Electronics as applicable. The Service Provider shall prepare potential solution alternatives and associated cost analyses for customer review. Technical solutions and implementation plans shall conform to functional requirements, applicable regulations, accreditation standards and architectural design. Mandatory and advisory documents are listed in Technical Exhibit 4.

C-2.3.3.2.2. *The Service Provider shall develop specifications for selected/approved IM/IT and VI solutions.* Specifications shall include all documentation to facilitate subsequent procurement actions, and development of appropriate scopes of work for performance by existing Government contractors. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.3.2.3. *The Service Provider shall conduct prototype testing of hardware design as needed to validate design solution and minimize technical work.*

C-2.3.3.2.4. *The Service Provider shall maintain the USAGFSH long-range outside plant plan and associated drawings by providing redline changes* to the Government-contracted service Contractor responsible for the USAGFSH drawings.

C-2.3.3.3. The Service Provider shall develop and test software and firmware design solutions.

C-2.3.3.3.1. *The Service Provider shall identify, customize/develop, and integrate scalable, standards-based IM/IT software solutions to satisfy new or modified customer requirements.* Technical solutions and supporting operational documentation shall conform to functional requirements, applicable regulations, accreditation standards and architectural design. Conduct testing necessary to ensure satisfactory performance upon release to live system.

C-2.3.4. The Service Provider shall perform acquisition and supply services.

These services specialize in support of procurement actions and issue of IM/IT and Visual Information equipment, supplies, and services. GOVERNMENT approval of all completed purchase and lease packages for equipment and services that will be used by Government customers is required. Procurement actions involving GFP shall be IAW Section C-1.3.1 of this PRD. A Government-furnished database system (currently FLEXWARE "General Ledger" software) shall be used by the Service Provider to document and track all customer information, along with all applicable procurement data pertaining to equipment, supplies and services needed to satisfy customer requirements.

C-2.3.4.1. The Service Provider shall support the acquisition of IM/IT and VI equipment and services.

C-2.3.4.1.1. *The Service Provider shall prepare Purchase Requests for Government purchase or lease of IM/IT and VI equipment and services.* The Service Provider shall conduct the necessary procurement research, prepare documentation according to the FAR, AR 70-1, DA Pam 710-2, and related USAGFSH policies, and shall ensure procured items meet customer's technical requirements. The Service Provider shall receive and process customer/vendor requests for information and status on purchases or equipment transactions. The Service Provider shall assist customers in determining necessary funds and appropriate Government accounts to cover costs of items/services procured/leased. Excess Government owned IM/IT equipment meeting customer requirements shall be reutilized whenever possible. Approximately 663 excess items were reutilized in FY00. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.4.1.2. *The Service Provider shall obtain and issue mobile hand-held radios via existing Government contracted vendor to support customer operational requirements.* Support includes initial programming, and inspection of items to be turned in as excess. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.4.1.3. *The Service Provider shall obtain and issue pagers for local/state/national paging service via existing Government contracted vendor to support Government customer operational requirements.* Support of Government customers includes investigating/resolving customer account problems, issue of replacements for lost pagers, and termination of service. The Service Provider shall be responsible for determining and providing for its own operational needs involving pager assets. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.4.1.4. *The Service Provider shall obtain and issue cellular phones/services via existing Government contracted vendor to support Government customer operational requirements.* Support of Government customers includes responding to customer queries regarding cellular options, investigating/ resolving customer account problems and lost/stolen phones, inspecting excess Government cell phones for operability and accessories, and notifying the vendor to terminate service. The Service Provider shall be responsible for determining and providing for its own operational needs involving cell phone assets. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.4.1.5. *The Service Provider shall process customer requests for calling cards, and issue, track, update, and terminate customer services as required.* Support of customers includes responding to customer queries regarding calling card options, and investigating/ resolving customer account problems.

C-2.3.4.1.6. *The Service Provider shall prepare customer requests for long haul circuit support for installation, moves, changes, upgrades, disconnects and review/validation*. The Service Provider shall ensure all circuit integration/coordination is completed prior to submission to the Defense Information Systems Agency (DISA) for execution via existing Government service contract. Contract is managed by the Defense Information Systems Network (DISN).

C-2.3.4.1.7. *The Service Provider shall process work orders for commercial and local Government voice and data circuit installation, move, change, upgrade, and disconnect services provided under separate Government contract.* The Service Provider shall ensure all circuit integration/coordination is completed prior to handoff of the work order. Work order processing (for commercial circuits only) includes separate orders for the regulated and deregulated side of the local carrier, and necessary coordination between all concerned parties See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.4.1.8. *The Service Provider shall perform overall circuit management for the FSH installation, Camp Bullis, and Camp Stanley.* This includes daily management and tracking of approximately 939 trunk lines and 3,855 commercial circuits supporting various local, commercial, and long haul systems. The Service Provider shall ensure circuit data changes are processed into the ANGELES circuit management system. Managed circuits provide for Frame Relay, Private Lines, Plexar/Centrex, PBX Trunks, Integrated Voice Access Lines, OPX, ATM, ADSN, PRI/BRI, Supertrunks, T1, DS3, 56KB, Smart Trunks, Megalinks, Security/Monitoring, Switched Voice Service, Switched Data Services, Dedicated Transmission Service, and Distance Learning. Coordination with other Government and approximately 19 commercial circuit providers nationwide is required. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.4.2. The Service Provider shall perform supply and inventory control for IM/IT and VI equipment and services.

C-2.3.4.2.1. *The Service Provider shall record and process DA Forms 3953 or other applicable documents for all IM/IT and VI equipment, components, repair parts, and service procurement transactions.* Processing includes forwarding copies of all Forms 3953 or other applicable documents to Service Provider's and the Government's Property Administrator.

C-2.3.4.2.2. *The Service Provider shall pick-up/receive and store (warehouse) new IM/IT and VI equipment, software and parts required for performance of this PRD.* Items picked up from local vendors shall be transported using authorized Service Provider vehicles only.

C-2.3.4.2.3. *The Service Provider shall issue/deliver IM/IT and VI equipment, components, and software to customers, register warranties, and maintain necessary documents and inventory controls.*

C-2.3.4.2.4. *The Service Provider shall pick up excess Government furnished IM/IT equipment from USAGFSH customers, and process/warehouse the items for reutilization, school donation, or turn-in to the Defense Reutilization and Marketing Office (DRMO)* according to DA Pam 710-2-1. Serviceable IM/IT items having reutilization or school donation potential shall be retained for a minimum of 60 days and a maximum of 120 days or until suitable customers are identified.

C-2.3.4.2.5. *The Service Provider shall perform a serviceability technical inspection of all excess Government-owned IM/IT equipment and software that has been removed from active service, and determine the reutilization potential.* This includes documenting the removal of the items/software in the equipment tracking databases.

C-2.3.5. The Service Provider shall deploy IM/IT and VI hardware and software.

Deployment (installation) includes complete setup, and configuration services for new, replacement, and relocated Government-owned IM/IT and VI hardware, and software systems and peripheral equipment. This service also includes responsibility for deployment of Government-leased items consistent with the provisions of the lease contract(s), which may satisfy some or all deployment, setup, and configuration responsibilities defined herein. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support deployment services defined below.

C-2.3.5.1. The Service Provider shall perform deployment planning, coordination, and oversight.

C-2.3.5.1.1. *The Service Provider shall review project plans and schedules with other technical managers, system designers, the customer, and other agencies as required.* Review includes developing the 'deployment' portion of those documents, scheduling, and prioritizing work to be accomplished.

C-2.3.5.1.2. *The Service Provider shall conduct or validate initial site surveys and finalize other site-specific requirements prior to any new deployment, reconfiguration, or move.*

C-2.3.5.1.3. *The Service Provider shall oversee inside-plant/outside-plant IM/IT and VI work performed under separate Government contract to ensure proper installation.* This includes providing redline changes to the current Government service contractor responsible for the USAGFSH inside/outside plant drawings.

C-2.3.5.1.4. *The Service Provider shall develop and update computer disk image(s) in support of Government computer leasing programs.*

C-2.3.5.1.5. *The Service Provider shall schedule and validate received orders of computer equipment leased under separate Government contracts.*

C-2.3.5.1.6. *The Service Provider shall document and track all deployments of computer equipment deployed under separate Government lease contracts.* A Government-furnished database system (currently FLEXWARE "General Ledger" software) shall be used by the Service Provider to document and track all equipment information.

C-2.3.5.1.7. *The Service Provider shall assist Government surveillance inspectors in validation of services performed under separate Government computer equipment lease contracts.* Specific items/services to be validated will be identified by the Government.

C-2.3.5.2. The Service Provider shall deploy IM/IT and VI hardware, software, and peripheral devices.

C-2.3.5.2.1. *The Service Provider shall perform "turn-key" deployment of hardware and software.* Hardware items include; computers/monitors, laptop computers (with and without docking stations or port replicators), palmtop computers, stand-alone and network printers, scanners and other peripheral devices, file servers,

managed and un-managed hubs, routers, LAN and WAN switches. "Turn-key" deployment includes: uninstall existing equipment; the deployment itself; backup and restore customer data for replaced workstations; perform operational tests of installed equipment, peripheral devices, loaded software, and network connectivity; clear customer area of all packing materials; provide customer with familiarization training for newly deployed IM/IT and VI hardware and software; document "as-installed" technical solution by capturing and recording inventory information of all new or re-deployed systems. File server deployment shall also include all necessary client modifications and establishment of special shares, directories, or read/write access. The Service Provider shall also perform required client end point management needed software pushes.

C-2.3.5.2.2. *The Service Provider shall perform "turn-key" moves of computer equipment*. Moves normally involve only computers/monitors (and their associated peripheral items) and do not involve the process complexity of new or reutilized equipment.

C-2.3.5.2.3. *The Service Provider shall set up, configure, check out and take down IM/IT equipment in support of USAGFSH or local San Antonio area Government conferences.* Responsibilities include coordinating and performing all operational and logistic tasks to meet customer IM/IT requirements at the designated location. The Service Provider shall be responsible for locating and temporarily leasing/receipting for required equipment not available as GFE.

C-2.3.6. The Service Provider shall perform direct, onsite enterprise management of USAGFSH IM/IT systems.

This includes systems configuration, problem isolation and resolution, networking, terminal and other peripheral connection and interfaces, file and data archiving (backup), system booting and shut-down, user account administration, file system maintenance, basic operating systems programming for status and performance monitoring, software and data security, data transfer and conversion, and system enhancements. These onsite services are the first line of support available to IM/IT users and require system administration competence, as well as a functional knowledge in the specific disciplines described below.

The Installation Information Transfer System (IITS) at the USAGFSH defines the operating environment of IT Enterprise Management. The IITS consists of fiber optic links, a dual broadband cable distribution system, twisted pair cable, wireless LAN, and baseband coaxial cable system providing interconnectivity between and among networks, mainframes, servers, client work stations, and other network nodes. The fiber optic portion consists of single and multi-mode fiber optic cables throughout USAGFSH, Camp Bullis and Camp Stanley. The network topology supports Ethernet, Fiber Distributed Data Interface (FDDI), and multiple protocols including Asynchronous Transfer Mode (ATM). Remote links include microwave, Synchronous Optical Network (SONET), T1, ISDN, 56Kbps speeds, X.25, and analog circuits.

There are over 4,500 active workstations operating on the USAGFSH LAN. Principal LAN monitoring locations are currently in buildings 4190 and 2840, along with approximately 85 NT and UNIX workgroup servers. Approximately 6 e-mail (MS Exchange) servers and associated routers are located at operating facilities in buildings 4190 and 2792 . The USAGFSH LAN and Departmental LANs are connected through various devices which provide its customers 24 hour per day/7 day per week post-wide connectivity and a common shared access backbone for data communications. Departmental LANs are installed in several buildings at USAGFSH, Camp Bullis, Camp Stanley, and the San Antonio Area. Equipment and software currently in use and furnished to the Service Provider for performance of this PRD is defined in Section C-1, Appendix E, Government Furnished Property. Other factors affecting various service areas are discussed below.

The Enterprise shall be managed by a Government-furnished Enterprise Management System (EMS) which consists of Tivoli, Netview, Service Center , and various other network/server management tools.

C-2.3.6.1. The Service Provider shall perform management, configuring, analysis, and optimization of USAGFSH network infrastructures.

C-2.3.6.1.1. *The Service Provider shall perform daily management and maintenance of the USAGFSH LAN configuration and LAN operational performance.* This includes development and maintenance of EMS scripts (approximately 127) to automatically analyze, manage, troubleshoot, and optimize the USAGFSH

network and all nodes; monitoring the availability and performance of network hubs (215), bridges (139), routers (42), and switches (58) at various locations throughout USAGFSH; routing/reconfiguring network traffic accordingly through all networks (8), sub-nets (111), and virtual LAN connections (9,507); developing, testing, and implementing automated procedures and auto-notify warning scripts; operating standard industry LAN analysis tools to pre-empt and diagnose network outages; maintaining Trivial File Transfer Protocol (TFTP) backups of all router and switch configurations; and tracking current versions of all firmware residing on network hubs, bridges, switches, and routers. Staffing needed to perform daily LAN management and maintenance shall be consistent with on-hand equipment density (approximately 6,560 items), configuration, and operating locations (approximately 190). The LAN topology shall be redlined as needed to note configuration changes, and forwarded to Government service contractor providing computer aided design database services. The Service Provider shall also provide recommendations as necessary regarding LAN equipment performance improvements and equipment upgrades. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.6.1.2. *The Service Provider shall perform daily planning, mapping, issuing, and documentary and database maintenance of protocol-specific (IP) addressing.* This includes all addresses for IP sub-nets and associated addresses for the two class B networks; documenting Media Access Control (MAC) addresses of network nodes and their location, and backup configuration records; maintaining the Domain Name Server (DNS), maintaining and administering Dynamic Host Communication Protocol (DHCP) and Windows Internet Naming Service (WINS) for automation of IP administration; maintaining and administering Simple Network Management Protocol (SNMP) communities; configuring Open Shortest Path First (OSPF), Multi-Protocol Over ATM (MPOA), LANE, Virtual LAN (VLAN), and ELAN. See C-2.3.6.1.1 for LAN equipment and configuration factors affecting this service area.

C-2.3.6.1.3. *The Service Provider shall perform daily monitoring of USAGFSH network firewalls and intrusion detection systems, and perform security evaluations/notify security personnel of any incidents.* This includes operating and maintaining DOD standard intrusion detection systems (currently "Real Secure"); configuring warning banners and password standards on the LAN; analyzing attempted penetrations (average of 36,000 detected per month) with approved security tools; and compliance with required security actions to include development and implementation of appropriate remedies (approximately 1 per month) such as modifications or upgrades of servers, hubs, switches, routers, and firewalls.

C-2.3.6.1.4. *The Service Provider shall detect, troubleshoot, and resolve degraded or failed LAN equipment problems.* See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.6.2. The Service Provider shall operate and maintain servers and server-based applications.

C-2.3.6.2.1. *The Service Provider shall conduct daily operations and maintain performance of NT and UNIX servers.* This includes server domain and thin client management; upgrades of server hardware/operating systems, install/ uninstall/upgrade and maintenance of server-based and desktop software applications, and anti-virus software and virus signature files for use over the USAGFSH network; technical maintenance and upgrade of functional user network operating systems/applications (e.g. SIDPERS III, MOBLAS, AFMIS, ACIF, TAMIS, SAAS-MOD, SPBS-R, RFMSS, CADDS/GIS, and various Public Works applications); developing automated procedures; and providing technical recommendations to improve server performance. Server hardware (approximately 82 servers currently in operation) may be physically located at a variety of locations based on USAGFHS infrastructure capabilities. Staffing needed to perform daily operations and maintenance shall be consistent with on-hand equipment density, configuration and operating locations. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.6.2.2. *The Service Provider shall conduct daily set up and maintenance of user LAN accounts, user groups, and home directories.* Account maintenance includes technical database (Oracle, SQL, etc.) management, performing database backups IAW system/customer requirements, and restoring data from backups as

required. Approximately 4,526 active LAN accounts maintained (includes modified or deleted), with 1300 new accounts per year.

C-2.3.6.2.3. *The Service Provider shall conduct daily operations and maintain performance of e-mail (MS Exchange) servers and routers.* This includes upgrades of server hardware and software; maintenance of security patches and virus signature files; and providing technical recommendations to the Government to improve server performance (currently 6 in operation). Approximately 10 Government directed e-mail system changes per year.

C-2.3.6.2.4. *The Service Provider shall conduct daily set up and maintenance of e-mail accounts.* E-mail account maintenance includes resolving server account performance problems, responding to and troubleshooting of e-mail problems (approximately 720 calls/year not including system-wide problems generated by viruses such as Melissa and LoveBug); daily e-mail database backups maintained for 30 days; and import, and export of e-mail account data based on work order. Approximately 4,526 active e-mail accounts maintained (includes modified or deleted), with 1300 new accounts per year.

C-2.3.6.2.5. *The Service Provider shall conduct daily operations and maintain performance of USAGFSH Internet, Intranet, and FTP servers and user accounts.* This includes use of latest DOD standard web server software operating interfaces, tools, and security patches (approximately 15/year) for web site and page management; maintaining access limits, privileges, and password safeguards for all web servers IAW operational standards and customer requirements; setting up/modify File Transfer Protocol (FTP) server (currently 4) user accounts (approximately 88) and directories.

C-2.3.6.2.6. *The Service Provider shall detect, troubleshoot, and resolve degraded or failed server system hardware and software problems.* See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.6.2.7. *The Service Provider shall provide technical troubleshooting to administrators of other USAGFSH servers not under the operational responsibility of this PRD.* Approval from the Government is required before performing service.

C-2.3.6.2.8. *The Service Provider shall perform daily administrative support and monitoring for the USAGFSH telephone management system (Angeles software product).* Administration includes establish/modify user accounts (approximately 19,778 currently active); resolve user trouble calls (135 per month); and preparation of monthly usage reports (3 per month).

C-2.3.6.2.9. *The Service Provider shall perform daily USAGFSH Voice Mail user account administration, system monitoring, and troubleshooting.* This includes processing voice mail service requests; issuing passwords and user guides to new users; resolving customer trouble calls (approximately 63 per month); and daily backup of accounts database. The consolidated USAGFSH, Camp Bullis, and Camp Stanley telephone voice mail system consists of over 4,227 active accounts with 504 new/replacement accounts per year.

C-2.3.6.2.10. *The Service Provider shall perform daily administration, monitoring, and troubleshooting for two automated telephone attendant switching systems.* Record and install new or modified switching menu options upon request (approximately 6 annually).

C-2.3.6.3. The Service Provider shall develop and maintain official Internet/Intranet web sites and pages for USAGFSH organizations.

C-2.3.6.3.1. *The Service Provider shall identify and repair failed links daily within the existing major USAGFSH Internet/ Intranet Web sites.* Web sites include the USAGFSH parent and child sites. Automated repair software effects most repairs, reducing manual effort to approximately ½ hour per day.

C-2.3.6.3.2. *The Service Provider shall develop, test, and post new Internet/Intranet sites and pages for USAGFSH organizations IAW customer design and use requirements.* Development includes incorporating proper access limitations, password and security protection, and a customer orientation of the finished product. Standards for web site/page development are documented in DISA/NCS World Wide Web Handbook. Customer is responsible for obtaining approval from the USAGFSH Public Affairs Office (PAO) before Service Provider starts development of any new web sites or pages.

C-2.3.6.3.3. *The Service Provider shall update established Internet/Intranet pages as required.* Approximately 54,212 active pages (20% growth annually) are maintained on the USAGFSH web server. Update frequency is: daily (1% of total), weekly (5%), monthly (44%), and annually (50%). Most updating is a cascading effect where one change updates multiple pages. Approximately 15,944 pages per month are updated.

C-2.3.6.3.4. *The Service Provider shall develop web page database interfaces to allow access and/or input by authorized users.*

C-2.3.6.3.5. *The Service Provider shall review customer-developed web pages for compliance with DOD and PAO standards and post to live USAGFSH web server.* Review includes informing customers of new techniques, standardization, and upgrades that are available for their use.

C-2.3.6.4. The Service Provider shall perform Defense Message System and AUTODIN administration.

C-2.3.6.4.1. *The Service Provider shall perform daily administration of the Government's Defense Message System (DMS).* Administration includes issuing new and updated customer X.509 certificates, account/certificate maintenance, and FORTEZZA Card programming and issuing. Primary and alternate certification authority (CA), Information Systems Security Officer (ISSO), and System Administrator (SA) are required according to DMS policy memorandum. For a complete listing of roles and positions required to support DMS, see Appendix A of ASD C4I Policy Guidance for DMS Implementation, Operation, and Life-Cycle Management. DMS certification training and SECRET security clearance is required. DMS is a new system, not yet fully implemented for all customers and message classifications, and has no definitive daily workload established.

C-2.3.6.4.2. *The Service Provider shall perform daily operation, monitoring and troubleshooting of DMS.* Operation includes set up, backup, and maintenance of DMS network configuration, Exchange mail servers, client configurations, and Government-directed installation of DMS software/hardware upgrades and patches. DMS connectivity to the user is supported via the USAGFSH LAN. DMS automated functions shall be maintained in an operational state 24 hours/day, 7 days/week. SECRET security clearance is required. DMS is a new system and has no definitive troubleshooting or upgrade workload established.

C-2.3.6.4.3. *The Service Provider shall perform daily operation, monitoring and troubleshooting of the Government's AUTODIN Message System (AMS).* AMS provides USAGFSH with unclassified AUTODIN messages via twice-daily dial-in to Fort Ritchie. Monitor AMS for failed auto-distribution of queued message traffic and resolve failures (approximately 1 per month). AMS is in the process of being replaced by DMS but still runs concurrent operations. Completion of phase-out is Sep 04.

C-2.3.6.4.4. *The Service Provider shall perform daily operation, monitoring and troubleshooting of Government's DINAH Classified Message System.* Operation includes twice-daily dial-in to Fort Ritchie for download and transmission of approximately 150 classified (Confidential and Secret) messages per day for supported customers. There are approximately 3 system failures per month. SECRET security clearance is required. Message distribution is by hard copy printout and pickup by customer-provided courier. The Service Provider shall maintain a system of notification for 24 hour a day, 7 day per week FLASH traffic notification and 30 minute response. FLASH traffic occurs less than once per quarter or as influenced by world events. DINAH is in the process of being replaced by DMS but still runs concurrent operations. Completion of phase-out is Sep 04.

C-2.3.6.5. The Service Provider shall perform Video Teleconference support.

C-2.3.6.5.1. *The Service Provider shall schedule (and reschedule as needed) VTC requests with all participating sites, and resolve schedule conflicts for dedicated and multi-use VTC facilities at USAGFSH.* This includes query of the Army master scheduling system to determine availability of participating sites; identifying VTC changes or conferences initiated by other sites; resolving all scheduling conflicts (up to 25 sites possible); and notifying customer of VTC date and time. There are currently four (1 dedicated and 3 multi-use) VTC facilities at MEDCOM Headquarters and the AMEDDC&S.

C-2.3.6.5.2. *The Service Provider shall establish secure and non-secure VTC links as scheduled, and facilitate/conduct administrative support of up to 4 simultaneous conferences in VTC facilities.* VTC administrative support includes orientation/security briefing to participants; continuous monitoring to diagnose and resolve problems; display of various media as needed (slides, hard copy, electronic displays, video); and creating video recording or hard copy prints as required by customer. Maintenance and repair of VTC Telecommunication circuits and equipment at levels above the basic operator responsibilities are provided under separate Government support contract.

C-2.3.6.6. The Service Provider shall perform USAGFSH non-tactical radio management.

C-2.3.6.6.1. *The Service Provider shall manage and report on approximately 96 frequencies used at USAGFSH & Camp Bullis.* A quarterly report verifying frequencies in use shall be sent to the Area Frequency Coordinator.

C-2.3.6.6.2. *The Service Provider shall respond to customer notification of mobile radio Trunk Main operational problems* at the BAMC facility, and contact service contractor for repair as needed.

C-2.3.7. The Service Provider shall perform Help Desk operations, commercial software training, and software management.

C-2.3.7.1. The Service Provider shall operate an IM/IT Customer Support Help Desk.

C-2.3.7.1.1. *The Service Provider shall staff and operate a Help Desk to receive, document, diagnose, assign, and track customer trouble calls.* Help Desk operations pertain to IM/IT equipment, systems, software, and general technical or procedural problems that affect end-user operations. Trouble calls pertaining specifically to telephones and the USAGFSH telecommunications system shall also be received and documented, but shall be routed to the current Government Contractor providing telecommunication repair services. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service. All trouble calls and pertinent information, which includes the determination of repair-or-replace per existing USAGFSH policies, shall be logged into a tracking database (Service Center) for Work Order monitoring and reporting purposes.

C-2.3.7.1.2. *The Service Provider shall perform remote and on-site technical troubleshooting, repair and upgrade of existing standalone and networked PCs, software, and peripheral equipment.* Tivoli Enterprise Management automation software provides remote technical resolution capability for up to 80% of work orders. Customers shall be informed of problems that will delay response or final resolution of work order outside of performance standards. Report all detected security violations, viruses, or unauthorized network use to appropriate security office for further action. Report all unauthorized software use to software manager. Failed equipment repair or replacement shall be returned to operational condition IAW current USAGFSH repair/replace policies, warranties, existing service contracts, and Service Provider responsibilities as defined in Section C-1.3 of this PRD. See Technical Exhibit 2 for listings of Government Furnished Contracts available to support this service.

C-2.3.7.1.3. *The Service Provider shall update on a daily basis the existing Service Center database used for storage and retrieval of information that facilitates the Help Desk's rapid identification of customer IM/IT equipment.* The database must stay current with IT equipment moves, deployments and turn-ins. Database information includes key data elements such as item nomenclature, serial number, user name, physical location, and applicable warranty information for all IM/IT equipment supported under this PRD. The Service Provider shall obtain missing warranty data as required.

C-2.3.7.1.4. *The Service Provider shall coordinate for and obtain warranted IM/IT equipment repair parts and vendor warranty services from appropriate vendors as applicable to repair failed equipment supported under this PRD.* Return failed parts to the vendor as defined in the warranty agreement.

C-2.3.7.1.5. *The Service Provider shall issue overseas communication control numbers to authorized customers, and maintain a log of issued numbers with associated customer information.*

C-2.3.7.1.6. *The Service Provider shall prepare documentation for establishment of modification of licenses for all software products in use by supported customers* . Processing includes determination of customer requirements and establishment or modification of applicable licenses for all software products prior to installation. Procurement documentation for license renewals or increases shall be provided to the Government for review prior to Government procurement action. The Service Provider shall enforce user compliance with software licenses and applicable regulations, and notify the Government of violations.

C-2.3.8. The Service Provider shall perform information security services.

Information security services include policy enforcement and management, incident reporting, and assisting USAGFSH customers in processing information technology access, account and password requests needed to sustain operational requirements.

C-2.3.8.1. The Service Provider shall administer Information System Security Officer (ISSO) and security awareness programs.

C-2.3.8.1.1. *The Service Provider shall receive and maintain appointment records of all Government and Service Provider ISSOs* (approximately 200 on USAGFSH). Maintenance tasks include coordination with Fort Gordon, Georgia for initial certification training and re-certification for Government ISSOs, and annually observe ISSO duty performance for compliance with regulatory requirements.

C-2.3.8.1.2. *The Service Provider shall implement and maintain a USAGFSH installation information systems security training and awareness program.* Guidelines for programs are contained in AR 380-5 and AR 380-19.

C-2.3.8.2. The Service Provider shall assess IM/IT system accreditation and security vulnerabilities / countermeasures.

C-2.3.8.2.1. *The Service Provider shall maintain an Accreditation Program for USAGFSH and Organizational-Level IM/IT systems IAW AR 380-19.* Accreditation requires assessment of new and modified customer systems to determine accreditation compliance and identify systems which fail to meet or maintain accreditation standards. The Service Provider shall assist customers in accrediting their system (re-accreditation required every three years), and maintain files for all accredited systems.

C-2.3.8.2.2. *The Service Provider shall receive and distribute Army Computer Response Team (ACERT) and other reports of information security vulnerabilities for action by systems administrators*. Report consolidated actions taken to HQ MEDCOM Security office.

C-2.3.8.2.3. *The Service Provider shall respond to customer calls regarding virus contamination and perform necessary anti-viral procedures to eliminate problem.*

C-2.3.8.2.4. *The Service Provider shall prepare the consolidated Information Security incident and virus contamination reports when required IAW AR 25-IA and submit to HQ MEDCOM Security office.*

C-2.3.8.3. The Service Provider shall process requests for system accounts and passwords.

C-2.3.8.3.1. *The Service Provider shall process customer requests for new/modified USAGFSH network accounts and passwords.* Processing includes requesting security check via the USAGFSH Provost Marshall Office as necessary for those customers lacking clearance for access to FSH LAN, and transfer to Help Desk for account activation. Notify customers regarding delayed or unfavorable security checks.

C-2.3.8.3.2. *The Service Provider shall process requests for new Terminal Server Access (TSACs) accounts with Ft. Huachuca*. This includes briefing customer upon account/password activation and resetting passwords for customers accidentally locked out.

C-2.3.8.3.3. *The Service Provider shall conduct semiannual TSACs renewals and password changes for all active accounts according to AR 380-10.*

C-2.3.8.3.4. *The Service Provider shall process customer requests for DA Installation Support Module (ISM) accounts with Ft. Huachuca.* Processing includes activating the account with information provided by Ft. Huachuca, and sending information to local customer's system administrator.

C-2.3.8.3.5. *The Service Provider shall perform weekly Certification Authority processing for DMS customer accounts.*

C-2.4. Technical Exhibits.

TECHNICAL EXHIBIT 1 – SERVICES PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

(Information Management/Information Technology)

TECHNICAL EXHIBITS

C-2.4.1. Technical Exhibit 1—Service Performance Summary (SPS).

C-2.4.1. SERVICE PERFORMANCE SUMMARY (SPS). The SPS charts, at the end of this technical exhibit:

C-2.4.1.1. Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled "Inspection of Services" and "Default."

C-2.4.1.2. Lists the service to be performed.

C-2.4.1.3. Lists the standard of performance for each specific service.

C-2.4.1.4. Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

C-2.4.1.5. Lists the surveillance methods the government will use to evaluate the service provider's performance in meeting the contract requirements.

C-2.4.2. GOVERNMENT QUALITY ASSURANCE. Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

C-2.4.2.1. Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-2.4.2.2. One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

C-2.4.2.3. Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-2.4.2.4. Customer complaints.

C-2.4.3. PERFORMANCE EVALUATION. Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-2.3.2	Implement Command-Driven IT initiatives.	Meet Government milestone for implementation.	1 initiative/ year	Periodic Inspection
C-2.3.3	Provide business systems solutions.	No customer complaints on responsiveness or quality of support.	3 valid complaints / month	Customer Complaint
C-2.3.3.1	Manage new/modified business system projects	Correctly match staff to Projects based on skills and technical requirements to meet customer milestones.	5 projects/ year	Periodic Inspection
C-2.3.3.1.3	Develop IM/IT recommendations for USAGFSH or other Army infrastructure construction actions.	Complete recommendation no later than customer suspense date.	5% Lot = reviews/ year	Random Sample
C-2.3.3.2.2	Develop specifications for selected/approved IM/IT and VI solution.	Specifications satisfy technical and customer requirements as defined in project plan.	2% Lot = projects/year	100% Inspection
C-2.3.4	Perform acquisition and supply services.	No customer complaints on timeliness or quality of support.	10 valid complaints / month	Customer Complaint
C-2.3.4.1.1	Prepare Purchase Requests for Government purchase or lease of IM/IT and VI equipment and services.	Error-free package completed within 3 work days of receipt or as modified by customer agreement.	10% Lot = packages/month	Random Sample
C-2.3.4.1.7	Process work Orders for commercial and local Government voice and data circuits	Complete work order for handoff to service vendor within 3 work days	5% Lot = orders/quarter	Random Sample
C-2.3.4.2.1	Record and process DA Forms 3953 or other applicable documents for all IM/IT and VI equipment, component, and service procurement transactions.	Complete processing within 2 workdays of receipt.	5% Lot = transactions/ month	Random Sample
C-2.3.5	Deploy IM/IT and VI hardware & software.	No customer complaints on timeliness or quality of support.	10 valid complaints / month	Customer Complaint
C-2.3.5.2.1	Perform “turn-key” deployment of hardware and software.	Meet negotiated deployment date.	5% Lot = items deployed/ month	Random Sample
C-2.3.5.2.2	Perform “turn-key” moves of computer equipment	Meet negotiated move date,	5% Lot = items moved/ month	Random Sample
C-2.3.6.1	Perform management, configuring, analysis, and optimization of USAGFSH network infrastructures.	For the common-user USAGFSH infrastructure only, maintain continuous 24 hour per day/ 7 day per week operation with no more than 15 minutes total down time per day.	1 % Lot = days/year	Random Sample
C-2.3.6.1	Perform management, configuring, analysis, and optimization of USAGFSH network infrastructures.	For end-user building/segment elements only, maintain continuous 24 hour per day/ 7 day per week operation with no more than 1 % of network equipment inventory down at any one time.	1 % Lot = days/year	Random Sample

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-2.3.6.1.2	Perform daily planning, mapping, issuing and documentary and database maintenance of protocol-specific (IP) addressing.	Maintain error free database.	1% Lot = IPs mapped or issued/year	Periodic Inspection
C-2.3.6.1.3	Perform daily monitoring of FSH network firewalls and intrusion detection systems, and perform security evaluations/notify security personnel of any incidents.	Comply with all government implementation times and configuration requirements.	1% Lot = government notices/year	Random Sample
C-2.3.6.2	Operate and maintain servers and server-based applications.	LAN and e-mail account setup within 1 workday from notification according to work request.	5 % Lot = work requests/ month	Random Sample
C-2.3.6.2	Operate and maintain servers and server-based applications.	Complete diagnostics and repair/processing of repair actions to applicable 3d party repair organization within 1 hour of failure detection.	10 % Lot = equipment failures/year	100% Inspection
C-2.3.6.2.4	Set up and maintain e-mail accounts.	Resolve server account and performance problems within 1 workday of notice.	3% Lot = trouble calls/ month	Random Sample
C-2.3.6.3	Develop and maintain official Internet/Intranet web sites and pages for USAGFSH organizations.	No customer complaints on timeliness or quality of support.	2 valid complaints/ month	Customer Complaint
C-2.3.6.4.2	Perform daily operation, monitoring and troubleshooting of DMS.	System operational 24 hours per day.	1% Lot = hours/year	Periodic Inspection
C-2.3.6.4.2	Perform daily operation, monitoring and troubleshooting of DMS.	Respond to system failures within 2 hours.	1% Lot = system failures/year	100% inspection
C-2.3.6.4.4	Perform daily operation, monitoring and troubleshooting of Government's DINAH Classified Message System.	System activated for receipt of FLASH traffic within 30 minutes of notification, 24 hours per day, 7 days per week.	5% Lot = FLASH messages/year	100% inspection
C-2.3.6.5	Perform Video Teleconference support.	VTCs initiated in accordance with schedule	2% Lot = scheduled VTCs/ month	Random Sample
C-2.3.6.5	Perform Video Teleconference support.	No customer complaints on quality of VTC support	1 valid complaint / month	Customer Complaint
C-2.3.7.1	Operate an IM/IT Customer Support Help Desk.	No customer complaints on timeliness of Help Desk to resolve problem.	10 valid complaints/ month	Customer Complaint
C-2.3.7.1.1	Staff and operate a Help Desk to receive, document, diagnose, assign, and track customer trouble calls.	All customer calls documented with appropriate work order information.	1% Lot = work orders/ month	Random Sample
C-2.3.7.1.2	Perform remote and on-site technical troubleshooting, repair and upgrade of existing standalone and networked PCs, software, and peripheral equipment.	Bring equipment back to proper operational status within 8 work hours for remote support, or 3 workdays for on-site support , unless hardware repair/replacement is required.	1% Lot = work orders/ month	Random Sample
C-2.3.8.1	Administer Information System Security Officer (ISSO) and security awareness programs.	ISSOs trained within 1 month of appointment.	5% Lot = appointments/ year	100% Inspection

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-2.3.8.2	Assess IM/IT system accreditation and security vulnerabilities / countermeasures.	Distribute ACERTs/reports to USAGFSH administrators and ISSOs within 1 workday of receipt.	5% Lot = reports/ year	Random Sample
C-2.3.8.2.1	Maintain an Accreditation Program for USAGFSH and Organizational-Level IM/IT systems IAW AR 380-19.	Current accreditation status of all system is known.	1% Lot = number of active systems.	Random Sample
C-2.3.8.2.2	Receive and distribute ACERT and other reports of information security vulnerabilities for action by systems administrators.	Distribute to USAGFSH administrators within 1 workday of receipt.	5% Lot = reports/ year	100% Inspection
C-2.3.8.2.3	Respond to customer calls regarding virus contamination and perform necessary anti-viral procedures to eliminate problem.	Initiate anti-viral process within 4 work hours after notification.	2% Lot = calls/ year	100% Inspection
C-2.3.8.3	Process requests for system accounts and passwords.	No customer complaints on timeliness or quality of support.	3 valid complaints/ month	Customer Complaint

C-2.4.2. Technical Exhibit 2—Government Furnished Contracts.

Contract Number	Service Provider	Service Description	Comments
NAS5-96009	Government Technology Services, Inc. (GTSI)	Government lease of automation equipment including delivery, turn-key install, and HW/SW technical maintenance services	PRD ref C-2.3.5.1 Subcontracted to: Diversified Technology Services Inc (DTSI)
DADA1896D0005	Horizon Telephone	Premises Wiring	PRD ref C-2.3.6.1
DADA1097C0019	CORDEV	FSH LAN/Telecommunication installation and maintenance	PRD ref C-2.3.3.3.2, C-2.3.5.1.3, C-2.3.6.1 and .2, C-2.3.7.1.1
DADA1098P2092	SW Bell Mobile System	Airtime for cell phones	PRD ref C-2.3.4.1.7
DADA1000F0051	Service Resource	SUN Software support	PRD ref C-2.3.6.1 and .2
DADA1099F0005	Sun Microsystems	Maintenance of GFE hardware/software	PRD ref C-2.3.6.1 and .2
DADA1000F0011	Wang Government Services	Maintenance of GFE hardware/software	PRD ref C-2.3.6.1 and .2
DADA1001P0114	Promodel Corp	Software maintenance support at AMEDDC&S, ACFI	PRD ref C-2.3.6.1 and .2
DADA1001F0009	SKYTEL	SKYTEL Pagers	PRD ref C-2.3.4.1.6
DADA1000F0035	Ventana	SW maintenance of Windows Alt Alys 050 Pro Suite at AMEDDC&S, CHES	PRD ref C-2.3.7.1.1
DADA1000F0060	Federal Data Corp.	Maintenance of GFE SAS/AF software	PRD ref C-2.3.6.1 and .2
DADA1001P0106	Cybar System	GIS/CADD GFE Hardware Maintenance	PRD ref C-2.3.6.1 and .2
DADA1099P0049	Southwestern Bell Wireless	Airtime Service	PRD ref C-2.3.4.1.7
DADA1001P0058	Horizon Telephone	On-site remedial maintenance of GFE commo equipment	PRD ref C-2.3.7.1.1
DADA1001P0082	TECHRITE	Cisco (GFE) support	PRD ref C-2.3.7.1.1
DADA1001P0028	Industrial Communications	Maintenance of non-tactical radios	PRD ref C-2.3.4.1.5
DADA1000P0106	American Mobile Satellite	Satellite Telephone services	PRD ref C-2.3.4.1.7
DADA1001P0035	SKYCEL	Airtime Service	PRD ref C-2.3.4.1.7
DADA1001P0095	Cabletron Systems	Maintenance of Hardware/Software(GFE)	PRD ref C-2.3.6.1 and .2
None	CASU	DMRTI LAN and Hardware On-site support	PRD Ref C-2.3.6. Off-Loaded Service Contract
None	CASU	DCDD LAN and Hardware On-site support	PRD Ref C-2.3.6. Off-Loaded Service Contract

Contract Number	Service Provider	Service Description	Comments
None	CASU	CHES Computer labs and Help Desk On-site support	PRD Ref C-2.3.6. Off-Loaded Service Contract
None	CASU	VAX System On-site support	PRD Ref C-2.3.6. Off-Loaded Service Contract
None	CASU	MEDCOM LAN and Hardware On-site support	PRD Ref C-2.3.6. Off-Loaded Service Contract

C-2.4.3. Technical Exhibit 3 – Acronyms and Definitions.

This Technical Exhibit contains only those acronyms and definitions that are unique to Section C-2 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this exhibit.

ACRONYMS

ACERT – Army Computer Response Team

AMS – AUTODIN Message System

ATM – Asynchronous Transfer Mode

DCTN – Defense Commercial Telecommunications Network

DHCP – Dynamic Host Control Protocol

DISA - Defense Information Systems Agency

DISN - Defense Information Systems Network

DMS – Defense Message System

DNS – Domain Name Server

DRMO – Defense Reutilization and Marketing Office

DSN – Defense Switched Network

EMS – Enterprise Management System

FTP – File Transfer Protocol

GL – General Ledger

ISA – Installation Support Agreement

ISDN – Integrated Services Distributed Network

ISM – Installation Support Module

ISSO – Information System Security Officer

IITS – Installation Information Transfer System

MCA – Military Construction Army

MAC – Media Access Control

MOBLAS – Mobilization Activities System

MOU – Memorandum of Understanding

MPOA – Multi-Protocol Over ATM

N/A – Not Available

OEM – Original Equipment Manufacturer

OSPF – Open Shortest Path First

PC – Personal Computer

PAO – Public Affairs Office

POC – Point of Contact

RFMSS – Range Facility Management Support System

SA – System Administrator

SAAS-Mod – Standard Army Ammunition System – Modernization

SBIS – Sustaining Base Information System

SNMP – Simple Network Management Protocol

SONET – Synchronous Optical Network

SPBS-R – Standard Property Book System – Redesigned

S/W – Software

TAMIS – Training Ammunition Management Information System

TC-ACCIS – Transportation Coordinator – Automated Command and Control Information System

TFTP – Trivial File Transfer Protocol

TMS – Telephone Management System

TSACs – Terminal Server Access

VI – Visual Information

VLAN – Virtual Local Area Network

WAN – Wide Area Network

WINS – Windows Internet Naming Service

DEFINITIONS

Customer
Individuals and organizations, both internal and external to the Service Provider organization, for whom services are provided as required by this PRD.

FLASH Traffic
Classified messages bearing FLASH priority require DINAH system activation for receipt of the message within 30 minutes after notification at USAGFSH. Messages of this type are infrequent, but require immediate response 24 hours a day, 7 days a week.

Government Customer
Those individuals and organizations of an official Government nature who are external to the Service Provider's organization as defined in the Service Provider's bid.

Information Management/Information Technology
The resource requirements and associated information management activities employed in the development, use, integration, and management of information. The IM/IT includes all resources and activities employed in the acquisition, development, collection, processing, integration, transmission, dissemination, distribution, use, retention, retrieval, maintenance, access, disposal, and management of information. Information resources include doctrine, policy, data, equipment, and applications and related personnel, services, facilities, and organizations.

Information Technology
Any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement control, display, switching, interchange, transmission, or reception of data or information. Information technology includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

Inside Plant
That equipment on the equipment side of the main distribution frame such as, but not limited to, batteries, multiplexers, and any associated electronic equipment.

Outside Plant
That part of the information transfer system extending from the line side of the main distribution frame to the line side of the station or protector or connecting block, or to the line side of the main distribution frame in another central office building.

Service Center
A Government-furnished database tool used for tracking and managing Information Technology Work Orders and user equipment information such as location, configuration, warranty, etc. “Service Center” is a module of the Tivoli Enterprise Management System.

Tivoli
Tivoli is a Government-leased, Government-furnished Enterprise Management System software tool used to remotely manage network Routers, Hubs, Management stations and desktop Personal Computers, to include remote control of the desktop, remote software distribution and inventory of all systems connected to the LAN environment. Tivoli allows the IT organization to utilize technicians in a Help Desk format and eliminates the need for on-site dispatching to every trouble call by taking control of the user workstation and troubleshooting/ fixing the problem from a centrally-managed point.

C-2.4.4. Technical Exhibit 4—Publications and Forms.

Publications and Forms that specifically apply to Section C-2 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-2. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed in this Technical Exhibit will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

Table 4-1: Federal Government Documents

Document	Publication Name	Date
NFPA 70, National Electric Code	National Fire Prevention Agency, National Electric Code 70	1999 Edition Mandatory

Table 4-2: Department of Defense Documents

Document	Publication Name	Date
ASD C4I DMS Memorandum	ASD C4I Policy Guidance for Defense Message System (DMS) Implementation, Operation, and Life-Cycle Management	18 Oct 96 Mandatory
DISA/NCS WWW Hdbk 3.0	DISA/NCS World Wide Web Handbook 3.0	11 Jan 99 Mandatory
DOD Policy 3-8460	Defense Message System (DMS) Enterprise-Wide Messaging	23 Apr 99 Advisory
DOD Web Site Admin	Web Site Administration Policies and Procedures	25 Nov 98 Mandatory

Table 4-3: Army Regulations

Document	Publication Name	Date
AR 25-1, Chapter 6	The Army Information Resources Management Program	15 Feb 00 Mandatory
AR 25-1A (DRAFT)	The Army Information Assurance Policy (Replaces AR 380-19 once implemented)	Aug 98 Mandatory
AR 70-1	Army Acquisition Policy	15 Jan 98 Mandatory
AR 335-15	Management Information Control System	28 Oct 86 Advisory
AR 380-5	Department of the Army Information Security Program	25 Feb 88 Mandatory
AR 380-10	Technology Transfer, Disclosure of Information, and Contacts with Foreign Representatives	30 Dec 94 Advisory
AR 380-19	Information Systems Security	01 Aug 90 Mandatory

Table 4-4: Department of the Army Pamphlets (DA Pam)

Document	Publication Name	Date
DAP 25-1-1	Installation Information Services	27 Aug 91 Advisory
DAP 25-5	Preparing and Processing Requests for Long-Haul Information Transfer Services	Draft Advisory
DAP 25-91	Visual Information Procedures	30 Sep 91 Advisory
DAP 710-2-1	Using Unit Supply System	31 Dec 97 Advisory

Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements

Document	Publication Name	Date
FSHR 10-1	USAGFSH Mission and Functions	Draft Advisory
FSH Supplement 1 to AR 380-5	Department of the Army Information Security Program	24 Jul 89 Mandatory
USAGFSH IITSE Guide	Installation Information Transfer System Engineering Guide	Undated Advisory
Info. Technology Program & Implementation Plan	AMEDDC&S and Fort Sam Houston Information Technology Program and Implementation Plan	Sep 98 Advisory

Table 4-6: Commercial and Other Standards

Document	Publication Name	Date
DA I3A Design and Implementation Guide	DA Installation Information Infrastructure Architecture (I3A) Design and Implementation Guide.	2 Mar 99 Mandatory
IEEE Standard 802	Institute of Electrical and Electronics Engineers (IEEE) Standard 802 – Local Area Network/ Metropolitan Area Network (LAN/MAN)	22 Dec 99 Mandatory
International Telecommunication Union (ITU) Recommendations	ITU Recommendations: Data Communications Networks and Open Systems Interconnection (OSI) System Description Techniques	Various dates Advisory
JTA-A V5.5	Joint Technical Architecture – Army	23 Dec 98 Mandatory
MEDCOM Policy 25-97-3	MEDCOM IM Policy for Computer Virus Detection, Handling, and Reporting	17 Nov 97 Mandatory
MEDCOM Policy 25-97-5	MEDCOM IM Policy for Video Teleconferencing (VTC) and MEDCOM VTC Bridge Use	10 Dec 97 Mandatory
MEDCOM Policy 25-97-9	MEDCOM IM Policy for Permissible Use of Federal Government Communications Resources	9 Dec 97 Mandatory
MEDCOM Policy 25-98-2	MEDCOM IM Policy for Acquisition of Hardware, Software, and Information Management Services within the Headquarters, U.S. Army Medical Department (AMEDD) Staff.	26 Aug 98 Mandatory
MEDCOM Policy 25-98-4	MEDCOM IM Policy for Information Architecture Standards (MEDCOM-2000) w/addendum	19 Aug 98 Mandatory
MHS V2.1c	Military Health System Architecture Framework	Jul 98 Mandatory

Document	Publication Name	Date
MEDCOM Telecommunication Plan 1996-2000	MEDCOM Telecommunication Plan 1996-2000	14 Feb 97 Mandatory
TDMM, Edition 8	BICSI Telecommunications Distribution Methods Manual (TDMM), Edition 8	1998 Mandatory

Table 4-7: Forms

Document	Publication Name	Date
DA Form 1687	Receipt for Supplies	Jan 82
DA Form 2407	Maintenance Request	Aug 88
DA Form 3161	Request for Issue or Turn-In	May 83
DA Form 3953	Purchase Request and Commitment	Mar 91
DD Form 1348-1	DOD Single Line Item Release/Receipt	Jul 91
FSH 88-E	Competitive Price Determination	Dec 96
FSH Form 169 R-E	Request for Voice Mail Service	Aug 95
FSH Form 394-E	Request for Network Access	Jul 98
FSH Form 1308-E	Request for Modification/Cancellation of Procurement Action	Feb 96
MEDCOM Form 667-R	Computer Virus Notification	Mar 98

C-2.4.5. Technical Exhibit 5—Required Reports.

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
C-2.2	CDRL B001	Annual Review of IT Services

DEFINITIONS IN DD FORM 1423:

Blocks 10, 11, 12, and 13: "Submit" means to deliver to the Government as specified in the shipping instructions for data which are located in section F of the contract.
Block 14: Regular/Repro Copies
Regular Copy – Blueline, blackline, xerographic (originals of reports, plans, or routine data also fall into this definition).
Repro Copy – Multilith, Vellum, photographic negatives, etc. (Originals of drawings, engineering change proposals (ECPs), engineering release records (ERRs), or technical publications). NOTE: Type of electronic media, e.g. diskette, CD-ROM, may be designated in Block 16.

CONTRACT DATA REQUIREMENTS LIST *(1 Data Item)*	*Form Approved* *OMB No. 0704-0188*

Public reporting burden for this collection of information is estimated to average 440 hours per response including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Washington Headquarters Services, Directorate for Information operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington , VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, D.C., 20503

A. CONTRACT LINE ITEM NO.	B. EXH/ATCH NO.	C. CATEGORY
N/A	C-1.5.3.	TDP : TM : OTHER : X

D. SYSTEM/ITEM	E. CONTRACT/PR NO.	F. CONTRACTOR
N/A	DADA10-00-R-0013	N/A

1. DATA ITEM NO.	2. TITLE OF DATA ITEM	3. SUBTITLE
B001	**Technical Report-Study/Services**	**Annual Review of IT Services**

4. AUTHORITY *(Data Acquisition Document No.)*	5. CONTRACT REFERENCE	6. REQUIRING OFFICE
DI-MISC-80508	C-2.2.	MEDCOM CONTRACTING CENTER/MCC

7. DD 250 REQ	9. DIS T STATEMENT REQUIRED	10. FREQUENCY	12. DATE OF FIRST SUBMISSION	14. DISTRIBUTION
DD	A	Annually	See Blk 16	
8. APP CODE		**11. AS OF DATE**	**13. DATE OF SUBSEQUENT SUBMISSION**	
N/A		N/A	See Blk 16	

16. REMARKS	a. ADDRESSEE	b. COPIES Draft	Final Reg	Final Repro
Blk 12 and 13: Due 45 days prior to end of contract base performance period or option period as applicable. Review shall be prepared in contractor format : a. IT services documented in the review shall be determined by the Service Provider and the COR, and limited to those services where the Service Provider can suggest enhancements for upgrades or new technologies which will enhance overall customer support and operational efficiency. b. The Review shall be submitted on 3 ½ inch HD IBM compatible magnetic diskette in Microsoft Word for Windows version 6.0 or higher. Alternate format submission may be approved by the COR. c. The Review shall be briefed to the USAGFSH Commander within one week after submission of the written review, and shall be an executive summary of the content in Powerpoint slide format.	USAGFSH COR		1	4
	15. TOTAL ®		1	4

G. PREPARED BY	H. DATE	I. APPROVED BY	J. DATE
MEDCOM Contracting Center	18 May 00		

DD Form 1423-1, 1 Jun 90

C-2.4.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

Table 6-1: Annual Work Counts

PRD Number	Work Count Title	Estimated Workload
C-2.3.2.1	Number of FSH-wide Command-driven initiatives developed and/or implemented.	39
C-2.3.3.1.1	Review requests for new and modified IM/IT and VI services to determine project management oversight.	227
C-2.3.3.1.2	Number of projects completed and transitioned to deployment.	205
C-2.3.3.1.3	Number of IM/IT recommendations developed for USAGFSH or other Army infrastructure construction actions.	7
C-2.3.3.2.1	Number of designs developed for IM/IT and VI hardware solutions.	339
C-2.3.3.2.2	Number of Specification packages developed.	201
C-2.3.3.2.3	Prototype hardware designs tested.	24
C-2.3.3.2.4	Number of submitted redline updates of FSH long-range outside plant plans.	36
C-2.3.3.3.1	Number of newly-developed or customized IM/IT software solutions.	14
C-2.3.4.1.1	Number of IM/IT and VI equipment & services line items procured via Government purchase requests.	899
C-2.3.4.1.2	Number of mobile hand-held radios obtained and issued.	55
C-2.3.4.1.3	Number of pagers obtained and issued.	934
C-2.3.4.1.4	Number of cellular phones/services obtained and issued.	420
C-2.3.4.1.5	Number of requests for calling cards processed.	722
C-2.3.4.1.6	Number of requests for long haul circuit support processed.	70
C-2.3.4.1.7	Total number of line items processed for commercial and local Government voice and data circuits work orders.	337
C-2.3.4.1.8	Daily overall circuit management for the FSH installation, Camp Bullis, and Camp Stanley.	251 (NOTE)
C-2.3.4.2.1	Number of individual IM/IT and VI equipment items, components, and repair parts processed via DA Forms 3953 or other applicable documents.	64,950

PRD Number	Work Count Title	Estimated Workload
C-2.3.4.2.2	Number of individual IM/IT and VI equipment items, software, and parts picked up or received.	61,908
C-2.3.4.2.3	Number of individual IM/IT and VI equipment items delivered to customer.	61,886
C-2.3.4.2.4	Number of excess IM/IT equipment items picked up from FSH customers.	37 Cell Phone Exchanges , 26 Pager Exch, 6,635 IM/IT items
C-2.3.4.2.5	Serviceability technical inspections of excess Government-owned IM/IT equipment and software.	298 Cell Phones, 1,556 Pagers, 10,610 IM/IT items
C-2.3.5.1.1	Number of Project plans and schedules reviewed.	205
C-2.3.5.1.2	Number of Initial site surveys and other site requirements validated.	1,384
C-2.3.5.1.3	Oversee inside-plant/outside-plant IM/IT and VI projects.	205
C-2.3.5.1.4	Number of computer disk image(s) developed/updated.	31
C-2.3.5.1.5	Number of received orders of leased computer equipment scheduled and validated.	75
C-2.3.5.1.6	Number of deployments of leased computer equipment documented and tracked.	477
C-2.3.5.1.7	Number of assists to Government surveillance inspectors in validation of services performed.	134

C-2.3.5.2.1	Number of “turn-key” deployments of hardware and software.	# items/yr. =
		CPU = 554
		Laptop = 120
		Standalone printer = 73
		Network Printer = 125
		Misc Peripherals = 14
		Server = 7
		Hub = 9
		Router = 5
		LAN/WAN Swch = 29
		CSU/DSU = 2

C-2.3.5.2.2	Number of “turn-key” moves of computer equipment.	293
C-2.3.5.2.3	Number of FSH or San Antonio area Gov. conferences supported.	25
C-2.3.6.1.1	Daily management and maintenance of the FSH LAN configuration and LAN operational performance.	251 (NOTE)
C-2.3.6.1.2	Daily planning, mapping, issuing and documentary and database maintenance of protocol-specific (IP) addressing.	251 (NOTE)
C-2.3.6.1.3	Daily monitoring of FSH network firewalls and intrusion detection systems.	251 (NOTE)
C-2.3.6.1.4	Detection, troubleshooting, and resolving degraded or failed LAN equipment problems.	150

PRD Number	Work Count Title	Estimated Workload
C-2.3.6.2.1	Daily operations and maintain performance of NT and UNIX servers.	251 (NOTE)
C-2.3.6.2.2	Daily set up and maintenance of user LAN accounts, user groups, and home directories.	251 (NOTE)
C-2.3.6.2.3	Daily operations and maintain performance of e-mail (MS Exchange) servers and routers.	251 (NOTE)
C-2.3.6.2.4	Daily set up and maintenance of e-mail accounts.	251 (NOTE)
C-2.3.6.2.5	Conduct daily operations and maintain performance of FSH Internet, Intranet, and FTP servers and user accounts.	251 (NOTE)
C-2.3.6.2.6	Detection, troubleshooting, and resolving degraded or failed server system hardware and software problems.	24 Major Problems, 180 Minor
C-2.3.6.2.7	Technical troubleshooting of other servers.	158 man hours
C-2.3.6.2.8	Daily administrative support and monitoring for the FSH telephone management system (Angeles).	251 (NOTE)
C-2.3.6.2.9	Daily FSH Voice Mail user account administration, system monitoring, and troubleshooting.	251 (NOTE)
C-2.3.6.2.10	Daily administration, monitoring, & troubleshooting for two automated telephone attendant switching systems.	251 (NOTE)
C-2.3.6.3.1	Identify and repair failed links daily within the existing major USAGFSH Internet/ Intranet Web sites	251 (NOTE)
C-2.3.6.3.2	Develop, test, and post new Internet/ Intranet sites.	36
C-2.3.6.3.3	Update established Internet/Intranet pages as required.	191,328
C-2.3.6.3.4	Number of web page database interface surveys.	27
C-2.3.6.3.5	Review of customer-developed web pages.	72 man hours
C-2.3.6.4.1	Daily administration of the Government's Defense Message System (DMS).	251 (NOTE)
C-2.3.6.4.2	Daily operation, monitoring and troubleshooting of DMS.	251 (NOTE)
C-2.3.6.4.3	Daily operation, monitoring and troubleshooting of the Government's AUTODIN Message System.	251 (NOTE)
C-2.3.6.4.4	Daily operation, monitoring and troubleshooting of Government's DINAH Classified Message System.	251 (NOTE)
C-2.3.6.5.1	Schedule VTC requests.	655
C-2.3.6.5.2	Establish and facilitate/conduct VTCs.	655
C-2.3.6.6.1	Number of reports submitted for frequencies used at USAGFSH & Camp Bullis.	4
C-2.3.6.6.2	Responses to Trunk Main operational problems.	0
C-2.3.7.1.1	Number of customer trouble calls processed by the Help Desk.	28,023

PRD Number	Work Count Title	Estimated Workload
C-2.3.7.1.2	Work orders completed in performance of remote and on-site technical and operational troubleshooting, repair and upgrade of existing standalone and networked PCs, software, and peripheral equipment.	26,399
C-2.3.7.1.3	Number of updates posted to existing IM/IT equipment database.	9,600
C-2.3.7.1.4	Number of times warranted IM/IT equipment repair parts and vendor warranty services were coordinated.	1,055
C-2.3.7.1.5	Number of overseas communication control numbers issued.	1,120
C-2.3.7.1.6	Number of transactions for establishment or modification of software licenses.	789
C-2.3.8.1.1	Number of ISSO appointment records received.	101
C-2.3.8.1.2	Number of information systems security articles published.	2
C-2.3.8.2.1	Number of new/updated accreditations for FSH and Organizational-Level IM/IT systems supported.	0
C-2.3.8.2.2	Number of ACERT and other info security vulnerabilities reports received and distributed.	88
C-2.3.8.2.3	Number of responses to customer calls regarding virus contamination.	450
C-2.3.8.2.4	Number of Information Security incident and virus contamination reports prepared.	258
C-2.3.8.3.1	Number of customer requests for FSH network accounts and passwords processed.	2,069
C-2.3.8.3.2	Number of requests for new Terminal Server Access (TSACs) accounts processed.	942
C-2.3.8.3.3	Number of semiannual TSACs renewals and password changes for all active accounts.	2,399
C-2.3.8.3.4	Number of customer requests for DA ISM accounts processed.	103
C-2.3.8.3.5	Number of account certifications processed for DMS customers.	218

NOTE FOR TABLE 6-1: Refer to narrative portion of PRD for factors which influence daily workload requirement.

Table 6-2: Annual Travel
The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-2 of the PRD.

PRD Number	Destination &Purpose	# Days per trip	FY 99Trips	Reserved
C-2.3.5.1	IPR for Fitzsimons BRAC, Denver, CO	3	3	
C-2.3.5.1	Fitzsimmons BRAC Transition of DOIM Acts, Denver, CO	5	2	
C-2.3.6.1	Newbridge User's Conference, Houston, TX	3	1 (4 pers)	

PRD Number	Destination &Purpose	# Days per trip	FY 99Trips	Reserved
C-2.3.6.1	Windows NT Security Training, Washington, DC	6	1	
C-2.3.6.1	System Administrator and Network Manager Security Course, Ft Gordon, GA	13	1	
C-2.3.6.5	System Administrator Training for DMS, Sierra Vista, AZ	29	1	
C-2.3.6.5	DMS CAW System Administrator/ISSO Course, Ft Huachuca, AZ	5	1	
C-2.3.6.5	DMS CAW Training for CA/SORA Certification, Sierra Vista, AZ	11	1	
C-2.3.8.2	DOD IT Security Certification and Accreditation Process (DITSCAP) Course, Washington, DC	3	1	
C-2.3.9	Information Systems Cost Estimator Workshop, Huntsville, AL	5	1 (3 pers)	

C-2.4.7. Technical Exhibit 7— Performance Summary of Quality Control Standards.

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-2.3.3.1.2	Develop and execute project plans and schedules for oversight and implementation of new or modified telecommunication, network, automation and VI services.	Develop draft plan and schedule within 2 weeks after project assignment, and meet all negotiated milestones.	5% Lot = projects/ year
C-2.3.3.2.3	Conduct prototype testing of hardware design as needed to validate design solution and minimize technical work.	Testing is adequate to ensure design solution will meet customer requirements and operate as planned.	5% Lot = projects/6 months
C-2.3.3.2.4	Maintain the USAGFSH long-range outside plant plan and associated drawings by providing redline changes.	Submit all available redline changes within 3 work days after implementation of physical change.	0% Lot = 12/ year
C-2.3.3.3.1	Identify, customize/develop and integrate scalable, standards-based IM/IT software solutions.	Solution satisfies customer requirements as defined in request.	2% Lot = requests/year
C-2.3.4.1.3	Obtain and issue pagers for local/state/national paging service via existing Government contracted vendor to support Government customer operational requirements.	Establish account and issue pager to customer within 2 workdays. Resolve account problems within 2 workdays.	5% Lot = issues/ year
C-2.3.4.1.4	Obtain and issue cellular phones/services via existing Government contracted vendor to support Government customer operational requirements.	Establish account and issue cell phone to customer within 3 workdays. Resolve account problems within 3 workdays.	5% Lot = issues/ year
C-2.3.4.1.5	Process customer requests for calling cards, and issue, track, update, and terminate customer services as required.	Establish account and issue calling card to customer within 2 workdays. Resolve account problems within 2 workdays.	5% Lot = accounts/ year
C-2.3.4.2.3	Deliver IM/IT and VI equipment and parts to customers, register warranties, and maintain necessary documents and inventory controls.	100% accountability as defined for various items in “Protection of GFP Plan”.	0% Lot = issues/ month
C-2.3.4.2.4	Pick up excess Government furnished IM/IT equipment from USAGFSH customers, and process/warehouse the items for reutilization, school donation, or turn-in to DRMO.	100% accountability as defined in “Protection of GFP Plan”.	0% Lot = turn-ins/ month
C-2.3.5.1.1	Review project plans and schedules with other project managers, system designers, the customer, and other agencies as required.	Initiate review within 2 days after plans available.	2% Lot = projects/6 months
C-2.3.6.1.1	Perform daily management and maintenance of the USAGFSH LAN configuration and LAN operational performance.	No valid customer complaints on LAN performance	5 valid complaints /quarter
C-2.3.6.2.1	Conduct daily operations and maintain performance of NT and UNIX servers.	No valid customer complaints on server performance	1 valid complaint /quarter
C-2.3.6.2.2	Set up and maintain user LAN accounts, user groups, and home directories.	Account setup within 1 workday from notification according to work request.	5 % Lot = work requests/ month

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-2.3.6.2.3	Conduct daily operations and maintain performance of e-mail (MS Exchange) servers.	Complete diagnostics and repair/ processing of repair actions to applicable 3d party repair organization within 1 hour of failure detection.	5% Lot = failures/ year
C-2.3.6.2.3	Conduct daily operations and maintain performance of e-mail (MS Exchange) servers.	Implement Government directed system changes within stated times and standards.	5% Lot = directives/ year
C-2.3.6.2.4	Set up and maintain e-mail accounts.	Set up account within 1 workday.	5% Lot = new accounts/ yr
C-2.3.6.2.5	Conduct daily operations and maintain performance of USAGFSH Internet, Intranet, and FTP servers and user accounts.	Apply all security patches within 1 workday after notification or as directed by Government.	2 errors/ year
C-2.3.6.2.9	Perform daily USAGFSH Voice Mail user account administration, system monitoring, and troubleshooting.	System failures between 6:00 AM and 6:00 PM, Monday-Friday resolved within 1 hour.	5 times/ year
C-2.3.6.2.9	Perform daily USAGFSH Voice Mail user account administration, system monitoring, and troubleshooting.	New accounts set up within 2 workdays	10% Lot = accounts/ year
C-2.3.6.3.2	Develop, test, and post new Internet/ Intranet sites and pages for USAGFSH organizations IAW customer design and use requirements.	Complete all requirements as defined on customer work request within 10 workdays.	10 % Lot = new sites/ year
C-2.3.6.3.3	Update established Internet/Intranet pages for USAGFSH customers.	Complete updates per negotiated customer schedule	5% Lot = updates/ month
C-2.3.6.4.1	Perform daily administration of the Government's Defense Message System (DMS).	Request new accounts within 1 work day and create approved account within 1 work day of approval receipt. Resolve customer problems within 1 work day.	5% Lot = new accounts and trouble calls/ month
C-2.3.6.6.2	Respond to customer notification of mobile radio Trunk Main operational problems.	Respond to notification within 2 hours during regular duty day, and within 4 hours outside of duty day.	0 errors
C-2.3.7.1.4	Coordinate for and obtain warranted IM/IT equipment repair parts and vendor warranty services as applicable to repair failed equipment supported under this PRD.	Process repair action and receive vendor acknowledgement within 5 workdays or as negotiated with customer.	5% Lot = repairs/ month
C-2.3.7.1.6	Process requests for installation of software, and perform overall license management for products in use by supported customers.	Complete processing for handoff to install within 2 workdays	5% Lot = requests/ month
C-2.3.8.3.1	Process customer requests for new/modified USAGFSH network accounts and passwords.	Complete processing within 2 workdays from receipt.	10% Lot = requests/ month
C-2.3.8.3.3	Process requests for new Terminal Server Access (TSACs) accounts with Ft. Huachuca.	Error-free processing completed within 2 workdays.	10% Lot = accounts/ month