

## **SECTION C – STATEMENT OF WORK**

### **1.0 PURPOSE**

a. This Statement of Work (SOW) describes the basic services contractors must provide to support the Defense Intelligence Agency's (DIA) Enhanced Solutions for the Information Technology Enterprise (E-SITE) contract vehicle. The E-SITE contract will establish the acquisition framework for delivering the full scope of information technology services and capabilities to support the DIA, the Combatant Commands (CCMDs), the Military Services intelligence needs, and partner agency worldwide missions across the Intelligence Community (IC). This contract will enable support as required for DIA and other IC agencies as they transition to and execute their new roles as service providers, consumers, and brokers.

b. This acquisition creates a contract vehicle that provides participating organizations with comprehensive Information Technology (IT) technical support services leveraging a mix of large and small business primes and subcontractors to satisfy the participating organizations' mission requirements. The Government reserves the right to designate selected task orders (TOs) as set-asides for competition among small businesses.

c. This will be a multiple award contract vehicle that will allow the selected Contractors to propose solutions for TOs. For each specific task order, a Performance Work Statement (PWS) or Statement of Work (SOW) and associated Quality Assurance Surveillance Plan (QASP) will be developed and incorporated into the task order. Associated performance objectives, deliverables, and thresholds will be delineated in the individual task order PWS or SOW as appropriate. The majority of the TOs to be issued under this contract will contain PWSs with defined service levels to achieve.

### **2.0 SCOPE**

a. The E-SITE contract will provide worldwide coverage for IT requirements and technical support services supporting the Government through system design, development, fielding, and sustainment of global intelligence and command and control (C2) assets vital to the security of the United States (US).

b. The E-SITE contract will support both classified and unclassified programs on multiple networks and security domains. The services and capabilities supported by the E-SITE contract will provide responsive, flexible, adaptive, and timely solutions for participating organizations to satisfy current and future IT requirements. Technical requirements are included in the scope of the E-SITE contract and are delineated in SOW Sections 3. The Contractor shall provide services on site at government-designated facilities or at the Contractor's site as specified in the individual task orders

c. Participating organizations will use E-SITE task orders to provide IT services to customers across various Departments and Agencies that include, but are not limited to, DIA, CCMDs, Air Force, Army, Marine Corps, Navy, Coast Guard, Joint Reserve

Intelligence Program, National Command Authorities, other Department of Defense (DoD) Agencies, multi-national partners (e.g., coalition and alliance), and both DoD and non-DoD members of the Intelligence Community (IC) or other departments or agencies that consume services from the IC members.

d. The Contractor is advised that it is not possible to determine the precise types or amounts of services that will be ordered during the term of the contract. The Contractor shall be obligated to perform within the minimum and maximum order limitations set forth in Federal Acquisition Regulation (FAR) clause 52.216-19, Order Limitations.

e. The time of issuance and amount of work in task orders cannot be accurately predicted. The Government will make every effort to give the Contractor advance notice of requirements, but the services for which this contract will be used could address an emergent requirement with little or no advance notice. Services to be performed shall be non-personal services and not inherently Governmental.

f. While the vast majority of the E-SITE contract work is on top secret networks, individual task orders will specifically identify which networks and domains (and their security level) that are to be included in the scope of work. This will vary from one DoD agency/component to another and from one location to another.

### **3.0 TECHNICAL OBJECTIVES AND SERVICES REQUIRED**

The E-SITE focus is directed towards improving integration, information sharing, gaining efficiencies and information safeguarding through a common IT approach. It is expected that a common architecture and consolidated operations, as well as increasing migrations to the virtual and cloud environments, will improve mission outcomes. The focus will be toward managed services versus traditional staff augmentation. This is in alignment with the Intelligence Community's Information Technology Enterprise (IC ITE) as directed by the Director of National Intelligence (DNI).

#### **3.1 STRATEGIC INTENT AND OBJECTIVES**

a. The Contractor shall support current transition activities, e.g., IC ITE, (Joint Information Environment) JIE, etc., and any other future transitions and integration efforts. The Contractor shall recommend strategies and courses of action that specifically address improved mission capabilities, data migration, capacity planning, systems/infrastructure engineering, and support activities for IC ITE and enterprise operations. The Contractor shall actively engage, understand, and deconflict the relationships between technologies and other capabilities that will be operating in infrastructure as a service; platform as a service; and potentially application as a service, as well as all identified government specific data types and operation support activities.

b. The Contractor shall provide options for interfaces between service providers and consumers. The Contractor shall track the on demand self-service capabilities within the elastic compute cloud environment and provide forecasts in support of the transition to IC

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ITE. The Contractor shall provide the capability to coordinate infrastructure development efforts; manage IT service dependencies; translate strategic initiatives into functional capabilities and corresponding IT requirements; define capability gaps; manage the technical plans for IT engineering, hardware and enterprise architecture projects; and ensure the quality tools and technologies are delivered according to government cost, schedule, and performance objectives.

c. Contract services include, but are not limited to,

- standardizing and optimizing system and infrastructure designs and architectures;
- identifying and coordinating emerging IT solutions and technology integration opportunities;
- implementing innovative industry best practices and technologies that maximize efficiencies and cost savings;
- developing new systems while migrating infrastructure capabilities to meet mission requirements and improve operational efficiency of customers;
- delivering system and infrastructure capabilities that scale to meet enterprise demand with the least re-engineering effort possible;
- and facilitating and monitoring the integration, interoperability, and synchronization of enterprise-wide systems and infrastructure solutions and services.

d. E-SITE will harness the private sector capabilities to drive strategic IT advantage and value to its participating organizations--delivering mission and business capabilities versus simply delivering IT expertise. E-SITE industry partners shall have demonstrated and documented experience and expertise achieving strategic outcomes that include, but are not limited to:

- Effecting positive change on a customer's operating model and systems by understanding their needs, forecasting industry and the customer's future, and then transitioning them into a better state
- Building and fostering effective working relationships between other stakeholders, service providers, and industry partners
- Driving innovation, ingenuity, industry best practices, adoption of new technology (e.g., cloud computing, virtualization, mobile computing), and service/process transformation. Share in the risk and reward.
- Promoting flexibility and agility to meet new mission requirements, scale services to demand, adapt to operating model and organizational changes, and deal with challenging fiscal environments
- Provisioning services using a managed service delivery model, quantitative and qualitative key performance indicators, established service levels, quality assurance reviews, and performance management corrections
- Achieving IT efficiencies and reducing costs while increasing customer service and IT value through service standardization, consolidation, remote management, economies of scale, and sound resource management
- Sustaining and improving Enterprise mission and business capabilities, IT operations and infrastructure, cyber security, data management, and information

sharing while effectively balancing risk versus cost

## **3.2 TECHNICAL SERVICES REQUIRED**

E-SITE is a broad-based IDIQ contract designed to satisfy the participating organization's IT service requirements and adapt to emerging requirements as new missions evolve and leading edge technologies become available. E-SITE industry partners shall have demonstrated experience and expertise in all essential IT services and functions contained within this section. Follow-on E-SITE task orders may contain requirements for one to many of the IT services and functions listed based on a participating organization's requirements. At the task order level, enterprise activities and services may be combined to maximize efficiencies, drive process improvements, eliminate service overlaps, and realize cost efficiencies to the Government. The Contractor shall effectively manage and transform these technical services and functions to deliver IT strategic advantage and best-value to the Government. These services include, but are not limited to, support for infrastructure as a service, platform as a service, software as a service, utility cloud offerings and data cloud management.

### **3.2.1 ENTERPRISE ACTIVITIES & SERVICES**

#### **3.2.1.1 Information Technology Service Management**

The Contractor will employ the Information Technology Infrastructure Library (ITIL) Service Management Framework (Version 3 and any subsequent revisions) to guide provisioning of the services, and the processes, functions, and other capabilities needed to support them. The Contractor shall provide processes and functions across the entire ITIL lifecycle (Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement). In addition, E-SITE participating organizations may call out specific ITIL process and functional requirements within follow-on task orders to support their IT organizations or operating models.

#### **3.2.1.2 Enterprise Architecture Definition, Documentation, and Planning**

The Contractor shall assist the Government in IT system architecture documentation, design and planning of current and future technical and functional / business systems by depicting technical, systems, and functional architecture views as required. The Contractor shall facilitate and develop plans which will enable information sharing, integration, and interoperability while considering service-oriented architecture best practices by aligning architectures with overarching Federal, IC and DoD architectures, and other related architecture activities as required by task orders. The architecture support provided to the Government shall consider the full life cycle, inclusive of initial planning through systems decommissioning.

#### **3.2.1.3 Technology Assessment & Evaluation**

a. The Contractor shall assist the Government in research development test and evaluation (RDT&E) activities identifying new and emerging technologies for potential insertion into current and future programs to satisfy mission requirements based on a business case

analysis (e.g., cloud services, Big Data analysis). This may include, but is not limited to, analytical capabilities, infrastructure innovation, data innovation, and other strategic innovations as required by the Government.

b. The Contractor shall engage in practices to enable rapid fielding of capabilities developed externally including the establishment of a Continuous Integration Practice built on the Continuous Integration/Continuous Delivery methodology providing the systematic, repeatable, secure, and streamlined delivery of capabilities to production environments.

#### **3.2.1.4 Systems / Infrastructure Engineering**

a. Current architectures are comprised of separate disparate client server legacy, virtual and cloud environments. The Government's intent is to migrate to an integrated hybrid architecture that provides the best mission outcomes for its customer base by improving efficiency, reliability and cost effectiveness. Services include, but are not limited to,

- standardizing and optimizing system and infrastructure designs and architectures;
- identifying and coordinating emerging IT solutions and technology integration opportunities;
- implementing innovative industry best practices and technologies that maximize efficiencies and cost savings;
- developing new systems and infrastructure capabilities to meet mission requirements and improve operational efficiency of customers;
- delivering system and infrastructure capabilities that scale to meet enterprise demand with the least re-engineering effort possible;
- and facilitating and monitoring the integration, interoperability, and synchronization of enterprise-wide systems and infrastructure solutions and services.

b. The Contractor shall support the Government life cycle systems engineering and infrastructure engineering activities as it continues to transition to the end state hybrid architecture. The Contractor shall provide

- the capability to coordinate infrastructure transition and application development efforts;
- translate strategic initiatives into functional IT requirements and corresponding capabilities;
- define capability gaps;
- manage the technical plans for IT engineering, hardware, and enterprise architecture projects;
- and ensure the quality tools and technologies are delivered according to government cost, schedule, and performance objectives.

c. The Contractor shall participate and support the development of implementation strategies and courses of action that address mission capabilities development and implementation, data migration, and capacity planning. The Contractor shall also understand the relationship of applications and databases and other capabilities that will be operating in infrastructure as a service; platform as a service; and potentially

application as a service as well as all government-specific data types. Additionally, the Contractor shall provide options for interfaces between the cloud provider(s) and consumers to utilize and manage the on demand self-service and expected elasticity with the ability to forecast accurately and take advantage of the elasticity of the cloud.

### **3.2.1.5 Independent Testing & Verification**

The Contractor shall provide management and operational support for enterprise independent testing activities for system, application and service-oriented IT functions in order to uncover operational software, hardware, and/or system flaws before fielding that might otherwise result in erroneous products or mission failure. Activities associated with these efforts include, but are not limited to

- establishing evaluation criteria and conducting evaluations for applications;
- refining the certification process according to IC Directive 503, DoD Instruction 8500 IA controls, and other relevant DoD and IC policies;
- implementing a centrally managed test process;
- documenting testing requirements for evolving service-oriented architectures;
- participating in mission application in-plant acceptance testing and beta tests;
- working with functional users to ensure that user requirements and issues are addressed by the test processes;
- and establishing a library of widgets that link to documented test processes/plans/procedures for enhancement and reuse on various mission applications.

### **3.2.1.6 Project Management and Planning**

a. The Contractor shall provide project management and planning services. The Contractor shall have the capability to manage large projects applying the Project Management Institute best practices (e.g., Project Management Body of Knowledge, PMBOK) and IC agency level software development lifestyle standards (i.e. DIA's Service Delivery Standard (SDS)).

b. The Contractor shall apply current industrial software development best practices that include iterative and incremental project management techniques including the agile software development lifecycle.

### **3.2.1.7 Logistical Support and Inventory Management**

The Contractor shall provide associated logistical support and inventory management functions to maintain and track equipment and software accountable under E-SITE. The Contractor shall also acquire (unless provided as government furnished equipment) and manage all parts and materials necessary to support the actions required under E-SITE as specified in follow-on task orders. Logistics support and inventory management includes, but is not limited to, the equipment, spares, and licensing inventory management; shipping and receiving; ordering, tracking, shipping, and expediting purchases; and warehousing, storage, and staging. Further, Contractor shall develop and implement the techniques, processes and procedures to maintain a "just-in-time" inventory methodology to insure customer fulfillment while reducing warehousing

cost of storage. In support of critical equipment or equipment no longer supportable by repair or replacement, the Contractor shall perform analysis and recommend updates, enhancements, or replacements to extend the life or improve reliability of the equipment. The Contractor shall obtain approval from the Government for implementation of recommendations and purchases in accordance with all federal, DoD, and DIA contracting regulations. Contractor shall maintain records in accordance with DIA, ODNI, and DoD policies to support audit requirements.

#### **3.2.1.8 Asset and Configuration Management**

Current architectures are comprised of separate disparate client server legacy, virtual and cloud environments. The Government will migrate and transition to a hybrid architecture with heavy emphasis on virtual and cloud environments. Asset and configuration management is defined differently for each of these environments. The Contractor shall provide asset management and configuration management (CM) services to maintain technical and administrative control of the functional and physical characteristics of technology assets and provide continuous visibility into the types and numbers of assets throughout the enterprise. The Contractor shall identify and define the IT configuration items (CIs) in the system and control the change of these items throughout their lifecycle as well as report status of a CI during its life cycle. The Contractor shall support and /or conduct periodic change boards or other CM-related meetings as required by the Government. The Contractor shall manage the status accounting process, facilitate status review and change boards, document review board results and follow up on action items from the CM-related meetings as required by the Government.

#### **3.2.1.9 Technical Writing and Documentation Support**

The Contractor shall provide technical writing and documentation support. Technical Writing Services and Documentation Support include, but are not limited to,

- supporting technical staff in the development and dissemination of a technical documents including requirements analyses, design documents, manuals, fielding documents, and network security documents;
- preparing contract deliverables and reports;
- assisting in the preparation of presentation graphics and supporting the development of deliverables and reports;
- and maintaining configuration management control of all documents.

### **3.2.2 CUSTOMER, AND WORK CENTER SUPPORT SERVICES**

#### **3.2.2.1 Customer Outreach and Relationship Management**

A comprehensive customer relationship management (CRM) approach is required to support the overall need of providing a balanced blend of quality and cost efficiency regardless of the end state environment. The Contractor shall provide customer outreach and relationship management services that effectively facilitate communications between participating IT organizations and their customers. The Contractor shall be able to support, develop, and implement improvements to the CRM framework that will ensure customers are adequately supported throughout the service lifecycle within the context of the hybrid environments.

### **3.2.2.2 Customer Mission Engagement & Operations Planning**

The Contractor shall provide customer mission engagement & operations planning services. Services provide the critical linkage between customer mission planning and IT support planning. Services include, but are not limited to, operations planning (OPLAN), contingency planning (CONPLAN), exercise support planning, defining and documenting customer “as is” and “to be” architectures, creating and monitoring customer service-level agreements, and analyzing operational performance measurements and associated trends to ensure services meet customer missions, goals and objectives.

### **3.2.2.3 Customer Education and Training**

The Contractor shall provide customer education and training services. Services provide the principles and techniques of instructional design methodology to develop and deliver training materials and programs as well as provide customized education and training to CIO customers in varied venues and locations. Training formats may include “train the trainer”, classroom, or virtual courses. Training materials may include, but are not limited to, user guides, training manuals, instructor manuals, and reference guides. Customer feedback will be collected at the end of training and reported following the completion of training.

### **3.2.2.4 Customer IT Infrastructure Installation, Fit Outs, and Decommissioning**

The Contractor shall provide IT infrastructure installation, fit outs, and decommissioning services for the participating IT organization and customer locations throughout the world. Services include, but are not limited to,

- providing local and worldwide engineering and installation management;
- conducting site surveys;
- estimating bills of materials;
- estimating timelines;
- recommending hardware and cabling technical solutions;
- documenting project status and the installation “as-is” and “to-be” architectures;
- planning, building, and installing patch panels and cable/fiber infrastructures;
- installing and terminating all types of standard IT cable and fiber; data center rack, fiber frame, server, storage, and networking equipment installation;
- the deploying of IT capabilities (e.g., workstations, desktops, printers, and peripherals, Voice Over Internet Protocol phones, video displays, and video teleconferencing) to customers’ workspaces;
- and the decommissioning and removal of legacy equipment or infrastructure that is no longer required.

### **3.2.2.5 Service Desk**

The Contractor shall support the development of Service Desk capabilities that include customer self-help services, online support services and customer representative services. The configuration of the Service Desk, supported by a “one number to call” can be either an

integrated federated system of existing Agency service desks or a traditional consolidated physical Service Desk. The Service Desk, virtual federated or physical shall be the central point of contact between the customer and the IT organization to resolve customer issues at the lowest practical support level and provide a consistent and quality customer experience across enterprise service areas through the use of qualified staff, standardized processes, and an extensive knowledge management system. The Service Desk, supported by a common Information Technology Service Management (ITSM) tool set, shall provide the ability to document, process, and monitor incidents, problems, inquiries, and change and service requests, as well as coordinate new capabilities through an actionable service catalog and support for other IT service management functions. The Service Desk shall provide services 365 days a year, 24 hours per day, 7 days per week.

### **3.2.2.6 Desk Side Support**

The Contractor shall provide customer desk side support services for end-users and customer work center environments. Services include, but are not limited to, desk-side assistance to resolve customer incidents; locally resolving systems account and access management issues; tailoring directory service entries, organizational mailboxes, distribution lists, etc., to meet customer requirements; loading approved add-on applications to the workstation baselines; supporting equipment install, move, add, change requests; and configuring, troubleshooting, and maintaining end-user devices and peripherals. As required in support of the enterprise, services may also include operating server and storage appliances; analyzing and resolving common problems related to servers and storage; installing patches and performing system updates; managing server and storage processing strategies; recovering data when required; installing and configuring server and storage devices as required.

## **3.2.3 MISSION & BUSINESS APPLICATIONS, TOOLS, PORTALS, AND WEB SERVICES**

### **3.2.3.1 Software Engineering, Development, and Integration**

- a. The Contractor shall support an agile development methodology (rapid development). Testing Environment to assess the direction of a project during the development lifecycle through abbreviated regular cadences of work known as sprints or iterations. The Contractor shall focus on the repetition of abbreviated work cycles as well as the functional requirements and “agreed to quality and security expectations”.
- b. In addition to support for the legacy and virtual IT environments, the Contractor shall provide Software as a Service (SaaS) expertise to include developing applications to run on a cloud infrastructure in accordance with Government defined standards and within Government defined frameworks. The applications shall be accessible from various client devices through a thin client interface such as a web browser (e.g., web-based email). The Contractor shall perform requirements capture and analysis, requirements specification creation, software design, development, integration and testing; versioning control, project management, and problem tracking and solutions; configuration, installation, deployment, account migration services, and follow-on operations; and maintenance on an end-to-end basis throughout all networks.

### **3.2.3.2 Mission and Business Application/Tool Development, Integration, and Maintenance**

a. The Contractor shall provide mission and business application/tool development, integration, and maintenance services. These services focus on designing, developing, integrating, and maintaining applications, tools, services, and other software as required by a task order in order to improve business and mission capabilities and improve application effectiveness. Services include, but are not limited to,

- implementing enterprise applications services to raise intelligence product quality and expand information sharing;
- adding, modifying, deleting functionality based on customer requirements; integrating new application architectures;
- upgrading and depreciating software and support tools as newer versions are released;
- improving application and tool quality and performance;
- and migrating legacy applications and tools to enterprise applications and tools.

b. To the maximum extent possible, the Contractor shall use Government-provided software and tools to perform these services; and where cost efficiencies and innovation may be achieved, incorporate other software and tools in accordance with ITSM methodology and principles. This includes reuse or integration of Government-owned software, such as those from Research and Development (R&D) technology insertions and from mission partners.

### **3.2.3.3 Web and Portal Systems Development, Integration, Maintenance, and Management**

The Contractor shall perform web and portal systems development, integration, maintenance, and management services. These services include, but are not limited to, web and web portal planning, development, integration, testing, and support as defined in individual task orders. The Contractor shall ensure that the web systems and portals integrate effectively with existing enterprise systems and data stores with the goal of maintaining a well connected, secured, and controlled enterprise of systems. Services shall follow the structured development, test, and release management processes in addition to stringent change management and configuration control and enforcement of service level agreements. The Contractor shall support current and future mission requirements for web and portal services and data sharing. The Contractor shall assist the Government in the implementation of web services standards such as the Intelligence Community Metadata Standards for Publications. The Contractor shall provide the key security and management capabilities necessary to ensure quality of service, uptime, and monitoring of security threats to bring about better control over and visibility of web/portal services.

### **3.2.3.4 Knowledge and Content Management**

The Contractor shall provide customer Knowledge and Content Management to support an enterprise collaborative culture as part of its web presence. Services should focus on end-user support to include tailoring front-end interfaces for intelligence mission and business applications as well as web/portal presentation and content customization (i.e., portlets, digital

authoring, and web publishing, tasking systems). Services should enable customer use of supported intelligence mission and business applications and their business processes in all IT environments. The Contractor shall ensure that the content management system integrates effectively with existing enterprise systems and data stores with the goal of maintaining a well-connected, secured, and controlled enterprise of systems.

### **3.2.3.5 Development & Test Environment**

The Contractor shall provide the capabilities necessary to functionally verify, perform regression testing, and confirm interoperability of mission and business applications, tools, and Web & portal services prior to promoting into the operational baseline. The Contractor shall support standard development & test environments, tools, and processes to facilitate maintenance releases, interoperability and speed of application delivery for the full life cycle of delivered applications.

### **3.2.3.6 Life Cycle Software License Management & Control**

The Contractor shall provide the capabilities necessary to define, track, and control licenses procured under the contract and those licenses provided by the Government for the full period of performance of the contract. This capability should be on-line/remotely accessible through standard features (e.g., browser) to provide Government situational awareness and ensure compliance with applicable license terms and conditions.

## **3.2.4 ENTERPRISE COMPUTING, STORAGE, SHARED AND FIELD SERVICES**

### **3.2.4.1 Server and Workstation Baseline Creation, Standardization, Deployment, and Patch Management**

The Contractor shall provide server and workstation baseline creation, standardization, deployment, and patch management services. Services include, but are not limited to, establishing “gold disk” server and workstation baselines for standard Microsoft (MS), LINUX, and UNIX server configurations; applying MS, LINUX, UNIX, and third party patches and upgrades to baselines; providing access to new baseline releases through automated tools, websites, and electronic media; acquiring new approved baseline releases from the enterprise; using automated tools or manual methods to push builds and patches to remote servers and workstations; monitoring server and workstation baseline configurations for compliance; adhering to strict configuration, change, and release management procedures; assisting support technicians with baseline load or patching problems; and resolving server baseline incidents and problems.

### **3.2.4.2 Enterprise Hardware Maintenance & Repair**

a. The Contractor shall support installed hardware and software maintained to the availability levels defined in the individual task orders. The Contractor shall deliver remote support services for customers that include, but are not limited to, remote assistance to resolve customer incidents; systems account and access management issues;

tailored directory service entries, organizational mailboxes, distribution lists, etc., provisioning of approved add-on applications, and surge support for patch management.

b. Responsibilities include, but are not limited to, hardware and software recapitalization, supporting inventory accounting and asset management processes, software licensing, software and security management, hardware repair and remote servicing, preventative and remedial maintenance, as well as equipment security sanitization and disposal. The Contractor shall accomplish all support services necessary to ensure all equipment accountable to this contract meets Original Equipment Manufacturer (OEM) standards, government specific technical requirements, and established operational functions necessary to support the user. Sites with minimal support requirements that do not require residential support shall be supported on a Call-Out/Per-Call basis. When applicable, in the performance of any maintenance, or installation of modifications or changes, the Contractor shall ensure the existing Transient Electromagnetic Pulse Emanation Standard (TEMPEST) profile is not degraded unless such a deviation is approved in writing by the appropriate government authority.

### **3.2.4.3 Field Service Support**

At designated government locations within the continental United States (CONUS) or outside the continental United States (OCONUS), the Contractor shall provide general IT support across a wide range of technical services. Field service technical support includes, but is not limited to, providing a capability to run an entire remote site independently; providing IT support services at remote field and garrison sites; performing basic cabling and server/desktop installation; performing systems administration of desktop and server systems connected to local and wide area networks; supporting VTC operations; maintaining and loading cryptographic keys; and performing troubleshooting on many types of hardware and software.

### **3.2.4.4 Server Administration and Management**

The Contractor shall provide server administration and management for virtual and physical servers. Services focus on building, documenting, operating, maintaining, and sustaining enterprise, regional, and local physical and virtual servers supporting mission and business applications and systems as well as the underlying shared application and infrastructure services. Services include, but are not limited to, installing, configuring, and maintaining servers or other computer systems; documenting computer hardware, system support, and/or diagnostic software, and configuration settings for the full life cycle of the delivered capability; planning for and responding to service outages and other problems; installing system upgrades; managing system resources and optimizing system performance; performing system startup, shutdown, diagnostics, file management, user and group setups, and determination of login scripts; assisting in the coordination of system downtime planned for maintenance, system patches, upgrades, or new releases; and performing data and file storage administration and related functions including provisioning and monitoring backups and restorations; supervising or training computer operators; consulting on computer problems beyond the knowledge of the customer and technical support staff. The Contractor shall support MS, LINUX, and Unix-based Commercial off the

Shelf (COTS) server environments; other operating systems will be supported on a case by case basis.

#### **3.2.4.5 Storage Administration, and Management**

The Contractor shall support the provisioning of storage services across all virtual and physical environments, to include but not limited to, administration, and management support, backup, disaster recovery and COOP. The Contractor shall monitor, allocate, and recommend system storage usage in accordance with appropriate directives. As storage services are delivered, the Contractor shall document its capabilities to include size, speed, accessibility, and scalability. As storage services are required, the Contractor shall apply, maintain, and troubleshoot any storage-related issues regardless of the environment. The Contractor shall fully document all instances of storage within the enterprise construct in compliance with government regulations and guidelines. The Contractor shall provide data protection and management solutions, scalable from workgroup to enterprise and ensure continuity of operations and efficient use of storage across the enterprise; this includes both the management of storage as well as back-up and recovery functions. In addition, in support of the enterprise, services may also include

- operating server and storage appliances;
- analyzing and resolving common problems related to servers and storage;
- installing patches and performing system updates;
- managing server and storage processing strategies;
- recovering data when required;
- and installing and configuring server and storage devices as required.

#### **3.2.4.6 Data Services, Data Administration, and Database Management**

The Contractor shall provide data services, data administration, and database management support in client/server, virtual machine, and cloud infrastructure environment and/or migrations between these environments. The Contractor will support the Government in the ingestion, data tagging, and overall management of data to support a data as a service model. These services support the installation, organization, storage, management, administration and retrieval of data for commercial and custom data base management systems (DBMS). Database management capabilities shall include, but are not limited to, installation, configuration and upgrading of database server software and related products, backup and recovery policies and procedures, database implementation, security, optimization, multi-domain operation, and performance management. Databases efforts will also include migrations/transitions into cloud based technologies and/or creation of interfaces between classic relational databases and key indexes to cloud based columnar databases and map reduce index capabilities.

#### **3.2.4.7 Mission and Business Systems Services, Administration, and Management**

The Contractor shall provide mission and business system services, administration, and management support for both traditional systems and systems that exist within or use virtual and cloud services hosted by other agencies and external cloud service providers. Services include, but are not limited to, specialized systems, database, and account administration functions tailored for enterprise, regional, and CCMD-specific intelligence mission applications and

business systems. Specific mission and business systems services, administration, and management requirements will be documented in individual task orders.

#### **3.2.4.8 Enterprise Shared Application and Infrastructure Services, Administration, and Management**

a. Where applicable, the Contractor shall provide Cloud Platform as a Service (PaaS) capabilities to customers seeking to deploy into a native cloud infrastructure. The Contractor shall manage and control the underlying native cloud infrastructure including network, servers, operating systems, storage, and platform software and services.

b. The Contractor shall provide support to integrate native cloud infrastructure with IC Cloud Infrastructure as a Service (IaaS) capabilities (including contract cloud services), and the delivery and management of Government-specific IaaS to the users to provision processing, storage, networks, and other fundamental computing resources where the user is able to deploy and run mission specific software, including operating systems and applications.

c. These services will include but are not limited to systems database and account administration to operate, maintain, and sustain the enterprise shared applications and infrastructure services (e.g., Exchange and Email, SharePoint, Identity Management, Directory Services, Public Key Infrastructure (PKI), etc).

#### **3.2.4.9 Enterprise Operations, Event Monitoring and Management, Performance Monitoring, and Analysis**

The Contractor shall provide services to establish Enterprise operations, event monitoring and management, performance monitoring, and analysis services. These services provide centralized operations, monitoring, management and analysis of enterprise applications, systems, and core services as well as infrastructure assets to include file servers, email servers, application servers, web servers, and storage from all enterprise service providers 365 days a year, 24 hours per day, 7 days per week. Services include, but are not limited to, monitoring established thresholds, responding to warning and alert messages from the monitoring systems, coordinating corrective action once thresholds are reached to prevent issues from re-occurring, and providing initial troubleshooting to restore services as quickly as possible. Other services include providing feeds to the Enterprise watch and other government designated watch centers as directed for situational awareness, responding to escalated incidents and outages (e.g., from the service desk), taking corrective actions to resolve the issue, escalating issues that cannot be resolved within the network operations center, and maintaining/upgrading the supporting network infrastructure and services.

#### **3.2.4.10 Enterprise Infrastructure Maintenance & Repair**

The Contractor shall provide Enterprise infrastructure maintenance and repair support. Enterprise infrastructure maintenance and repair services cover major enterprise service delivery centers as well as other larger data centers and provide the capability to support installed

hardware and software maintained to the availability levels additionally defined in the individual task orders. Services include, but are not limited to, hardware and software recapitalization; inventory control; software licensing; software and security management; hardware repair and remote servicing; installing, moving, adding, or changing (IMAC) hardware; responding to service requests for hardware related incidents; performing a technical diagnosis of equipment problems; coordinating “in warranty” service for covered equipment; repairing or coordinating fix actions for “out of warranty” equipment; performing upgrade maintenance to improve or enhance operations of existing equipment; as well as equipment security sanitization and disposal. Enterprise locations with minimal support requirements that do not require residential support shall be supported on a Call-Out/Per-Call basis.

#### **3.2.4.11 Service Delivery Center, Data Center, and Equipment Room IT Management**

At Government designated locations, the Contractor shall have the ability to provide onsite and remote support for the full range of IT service delivery center, data center, or equipment room management activities. Services include, but are not limited to, monitoring, managing and maintaining IT rack space; tracking equipment rack heating, ventilation, and air conditioning (HVAC), equipment and rack power requirements, and data center access control. Service delivery center, data center, or equipment room also includes support for facility occupancy and lease agreements; facility utilities and maintenance services; other facility support services (alarms, fire, police, etc.); office infrastructure and office equipment management; and computer room infrastructure management.

#### **3.2.4.12 Enterprise Data Backup, Disaster Recovery (DR), and Continuity of Operations (COOP) Operations and Support**

The Contractor shall provide support for planning, execution and management of Enterprise data backup, disaster recovery (DR), and continuity of operations (COOP) operations and support. Services include, but are not limited to, ensuring Enterprise data backup, DR, and COOP requirements are considered early in the application or systems’ development lifecycle; verifying Enterprise data backup, DR, and COOP capabilities during installation; certifying Enterprise data backup, DR, and COOP compliant architectures; creating and executing recurring Enterprise data backup, DR, and COOP scenarios to test and verify continued capabilities; and reporting lessons learned and process improvements.

### **3.2.5 NETWORK & COMMUNICATIONS SERVICES**

#### **3.2.5.1 Unified Communications Support**

The Contractor shall provide unified communications support as part of its network and communication services. Unified communications aim to create collaborative and adaptive workspaces through integrated communications and collaboration applications. Unified communications services include, but are not limited to, integrating real-time communications services like instant messaging, telepresence, IP telephony, video conferencing, data access and sharing with non-real time communication services such as unified messaging (voicemail, email, SMS).

### **3.2.5.2 Cable/Fiber Installation, Testing, Troubleshooting and Management**

The Contractor shall provide cable/fiber installation, testing, troubleshooting and management support. These services provide the capability to design and install communication infrastructure and include, but are not limited to, installing patch panels and conduit; running and/or blowing cable/fiber through conduit; installing and terminating all types of standard IT cable and fiber; extending cable connections (copper and fiber) between switches, routers and terminal user end devices. Additionally, the Contractor shall conduct cable/fiber troubleshooting, cable/fiber management, and documentation. As specified within an individual task order, the Contractor may be requested to support obtaining easements, Right of Ways, or documented Government approval to install fiber and cable.

### **3.2.5.3 Network Administration and Maintenance**

The Contractor shall provide full wide area, metropolitan area, campus area, and/or local area network administration and maintenance support which shall include full engineering, design, integration, installation, operations and maintenance on an end-to-end basis. The Contractor shall apply process improvement methodologies to enhance and refine existing processes and employ state-of-the-art networking solutions. The Contractor shall provide capability to conduct assessments for the purpose of capacity planning and management. This resource shall be responsible for providing all necessary inputs to guide in the sizing and capacity management of the network. Given the requirements, the Contractor shall design, engineer a solution, identify required equipment, stage, test, and implement the solution.

### **3.2.5.4 Network Operations, Event Monitoring and Management, Performance Monitoring, and Analysis**

The Contractor shall provide network operations, event monitoring and management, performance monitoring, and analysis services. These services provide the capability for centralized operations, monitoring, management and analysis of network systems, core services, as well as network infrastructure assets to include trunks, circuits, routers, switches, cryptologic equipment, etc., 365 days a year, 24 hours per day, 7 days per week. Services include, but are not limited to, monitoring established thresholds, responding to warning and alert messages from the monitoring systems, taking corrective action once thresholds are reached to prevent issues from occurring, and providing initial troubleshooting to restore services as quickly as possible. Other services include providing feeds to the Enterprise watch and other government designated watch centers as directed for situational awareness, responding to escalated incidents and outages (e.g., from the service desk), taking corrective actions to resolve the issue, escalating issues that cannot be resolved within the network operations center, and maintaining/upgrading the supporting network infrastructure and services.

### **3.2.5.5 Wireless and Mobile Device Support**

The Contractor shall provide wireless and mobile device support as identified in individual task order. Wireless and mobile device support includes, but is not limited to, installing, operating,

and maintaining wireless classified and unclassified networks at designated Government locations; complying with wireless security directives and guidelines; supporting authorized mobile device connections to the wireless network; as well as monitoring and reporting unauthorized access to the wireless network.

#### **3.2.5.6 Non-Secure and Secure Voice Installation, Operations, and Maintenance**

The Contractor shall provide non-secure and secure voice installation, operations, and maintenance services. These services include, but are not limited to, configuring and managing automated call distribution systems, non-secure and secure voice telecommunications support; telephony technical support (e.g., plain old telephone service (POTS), secure telephone equipment (STE), and Voice Over Internet Protocol (VoIP)); operating and maintaining call managers and voice infrastructure; capacity and availability monitoring; performance tuning; troubleshooting, and testing associated equipment; adding, modifying, deleting voice accounts; deploying telephony and VoIP services upgrades; integrating voice and secure voice capacities into other systems (e.g., desktop video, video teleconferencing, enterprise infrastructure services); protocol standardization and interoperability; conferencing capabilities; coordinating service interruptions and outages; responding to incidents and outages; taking corrective actions to resolve the issue; and escalating issues that cannot be resolved.

#### **3.2.5.7 Video & Video Teleconferencing Installation, Operations, and Maintenance**

The Contractor shall provide video and video teleconferencing (VTC) installation, operations, and maintenance services. The Contractor shall provide expertise to design, install, integrate and manage existing video and video teleconferencing systems (desktop video teleconferencing (DVTC) and room-based secure video teleconferencing (SVTC)) as well as support all upgrade activities or improvements to those systems. This includes all systems included in the teleconferencing architecture to include, but not limited to, scheduling platforms, user endpoints and multipoint bridging and gateway devices. Video and VTC operations and maintenance services include, but are not limited to operating and maintaining the video, SVTC, and DVTC management systems and infrastructure; capacity and availability monitoring; performance tuning; troubleshooting, and testing associated equipment; adding, modifying, deleting video, SVTC, and DVTC accounts; deploying video, SVTC, and DVTC services upgrades; integrating video, SVTC, and DVTC capacities into other systems (e.g., VoIP teleconferencing, enterprise infrastructure services); protocol standardization and interoperability; conferencing capabilities; coordinating service interruptions and outages; responding to incidents and outages; taking corrective actions to resolve the issue; and escalating issues that cannot be resolved.

#### **3.2.5.8 Knowledge Wall and Video Display Integration, Operations, and Maintenance**

The Contractor shall provide knowledge wall and video display integration, operations, and maintenance support. Knowledge wall and video display services include, but are not limited to engineering, installing, and programming video display systems; conducting routine operational tests and fault isolation on video display systems; optimizing system operation and resource utilization; providing assistance to users in using systems; maintaining and operating a wide variety of video display equipment to include video feed devices, channel and layout controls,

audio and video display components; and continuously monitoring all component equipment and taking corrective action for restoral to operational readiness.

### **3.2.5.9 Communications Security Support**

At Government designated locations, the Contractor shall provide communications security (COMSEC) Services. Services focus on COMSEC support for enterprise-level networks (wide area, metropolitan area, and campus area networks). Services include, but are not limited to, providing expertise as a COMSEC Responsible Officer when required by the Government in individual task orders; rapidly resolving COMSEC issues to the complete satisfaction of the appropriate COMSEC inspection authorities; maintaining COMSEC and performing system administrator functions with full access privileges to the Local Management Devices / Key Processors (LMDs/KPs); creating, deleting, and modifying COMSEC operator accounts and create/delete Tier 3 hand receipt holder accounts; performing downloads of crypto key from the Electronic Key Management System (EKMS); conduct inventories of COMSEC material IAW with regulations; maintaining crypto equipment and operational keys; rekeying and reinitializing crypto equipment as required and troubleshoot/resolve crypto problems; as well as processing COMSEC material for shipping through the Defense Courier Service, US Registered Mail, and FedEx.

### **3.2.5.10 Tactical Satellite Communications Initialization, Operations, and Management**

The Contractor shall provide systems and network engineering management, operations management and program management in support of tactical satellite communications (SATCOM). Services include, but are not limited to, planning, installing, initializing, operating and managing SATCOM based tactical extensions to the enterprise network; performing systems integration, testing, deliveries/deployments, repairs, and tracking of all satellite terminals and associated equipment globally; requesting satellite access and gateway access; ensuring network connectivity over the SATCOM path; performing remote terminal installation, operation, and maintenance support services to customers deployed globally in multiple theaters of operation; troubleshooting and verifying the functionality and performance of standard network provided services.

## **3.2.6 CYBERSECURITY AND INFORMATION ASSURANCE SERVICES**

The Contractor shall provide diverse Cybersecurity and Information Assurance (IA) services that enforce, comply with, and support the DoD and IC cybersecurity and IA security directives, policies and procedures. Cybersecurity and IA include a wide-range of technical, functional, and managerial services necessary to ensure the secure operation of systems. Cybersecurity and IA services include, but are not limited to, policy development; security technical assessment; insider threat assessment; security architecture development; security engineering; certification and accreditation; security compliance (such as ICD 503 and ICD 705, DoDI 8500 IA controls and other relevant DoD and IC policies), IA training management in accordance with DoDD 8570.1, audit, assessment, and reporting services; Computer Network Defense Service Provider (CNDSP) and inspection services IAW DoDD 8530.1, Chairman of the Joint Chief of Staff Instructions (CJCSI) 6510.01E, and CJCSM 6510.01; vulnerability assessment and management;

metrics consolidation and reporting (to include the Federal Information Security Management Act (FISMA) requirements); computer network defense (CND) operations, monitoring, and analysis; cybersecurity and IT systems and tools administration and maintenance; incident response, tracking, and resolution; cross-domain solutions support; inter-agency coordination; and PKI procedures and guidance. Specific cybersecurity and IA requirements and services will be identified in the individual task orders.

### **3.2.7 OTHER SPECIAL SERVICES**

#### **3.2.7.1 Outside Technical Support Services**

Due to the specific missions of various sites, the need for specialized outside technical services sometimes accompanies or supplements the primary requirements supported by the task orders. When necessary, the Contractor may be requested to obtain specialized computer related technical services. These services are of a nature that could not reasonably be expected to be provided by the Contractor on a full or part-time basis under E-SITE. Examples of such services are those from hardware or software manufacturers or other subject matter experts in unique or specialized areas or technologies (e.g., access to Microsoft, Sun, Dell, etc. for higher levels of support may be required).

#### **3.2.7.2 Call Out/Per Call Support Services**

The Contractor shall be capable of providing Call Out or Per Call support for very short duration requirements. Situations where Call Out/Per Call support may be required include, but are not limited to, no personnel are available in an affected area (e.g., network node outage) to provide restoration services, on-site personnel are not available to provide the required service, or on-site personnel do not have the specialized service or technical expertise. Call Out/Per Call support requirements shall be provided in individual task orders.

#### **3.2.7.3 Surge Support Services**

The Contractor shall be capable of providing surge support for limited duration requirements that cannot be accomplished by on-site personnel. Examples of surge support include, but are not limited to, installation or de-installation of equipment, disaster recovery efforts, contingency operations support, exercise support, or site relocation support. The Government shall provide the Contractor 30 day notification of surge support requirements including locations, durations, specific services required, suggested number of personnel, and any other surge unique information. The Contractor shall determine and provide any additional task order costs to the Government. The CO shall approve any additional costs prior to the Contractor executing a surge support requirement.

#### **3.2.7.4 Deployment Support Services**

Deployment support is for services that range from supporting and repairing equipment deployed to a location other than the location to which it is primarily assigned to or deploying Contractor

personnel to a theater of operations to support training missions, exercises, contingencies, or crisis situations. The Government shall define Contractor functions which may be deployable within the task orders. Contractor personnel performing these functions shall accomplish all required deployment processing and receive all necessary deployment training and protective equipment IAW the participating organization's processes outlined in the task order. The Contractor shall provide employees who are medically fit and capable of enduring the rigors of deployment in the designated theater of operations. The Contractor shall comply with all deployment requirements established by the Theater Commander, including immunization and medical screening.

### **Definitions**

Rapid Elasticity – As defined by the National Institute of Standards and Technology, Special Publication 800-145, capabilities can be elastically provisioned and released, in some cases automatically, to scale rapidly outward and inward commensurate with demand. To the consumer, the capabilities available for provisioning often appear to be unlimited and can be appropriated in any quantity at any time.