

IT Services PWS

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1.0 INTRODUCTION/BACKGROUND

1.1 Streamlined, Performance-Based Processes

The Military Surface Deployment and Distribution Command (SDDC) has streamlined the processes involved in soliciting, evaluating, awarding and administering contracts for Information Technology (IT) Services. The process maintains a competitive environment, while considering the needs of both customers and suppliers, focuses on reducing costs and implementing performance-based contracts.

1.2 Background

Military Surface Deployment and Distribution Command, headquartered in Alexandria, VA is a major U.S. Army command and a vital component of the U.S. Transportation Command. Since its establishment in 1965, SDDC has played a vital role in our nation's defense by providing support to every war, major contingency, training exercise and humanitarian relief operation where our military forces have been deployed.

SDDC's mission is to provide global surface transportation to meet national security objectives in peace and war. With the help of our industry partners, SDDC accomplishes its mission. SDDC executes its mission through three core processes. They are: surface movements, personal property and passenger movement, and deployability engineering. **Our organization is a joint-service, major Army command, and the surface transportation component of the U. S. Transportation Command. Its mission "To provide global surface distribution management and services to meet National Security objectives in peace and war" positions this organization as the link between DOD shippers, commercial carriers and the warfighters in providing safe, responsive, efficient distribution solutions for our military. Information Technology provides the mechanism for the DoD to provide surface distribution worldwide and to have intransit visibility throughout the process.**

Information Management SDDC MISSION is to serve as advisor to the Commander, SDDC, on all information management matters. Manage the mission area support functions (communications, automation, audio-visual, publications and records management disciplines. Manage the Information Systems Security Program (AISSP), which includes: developing, coordinating, and integrating information requirements and architectures. Provide training and technical assistance to small computer users, and manage the development, testing, and fielding of systems that automate transportation functionality for the movement of deploying units and freight.

2.0 SCOPE

The purpose of SDDC Information Technology Services is to support SDDC worldwide infrastructure with all facets of information technology services and solutions. The IT functional areas are: Program Management Support; Research, Analysis and Design; System Development; Systems Integration; Quality Assurance; Independent Verification and Validation; Systems Deployment; Change Management; Systems Operation and Maintenance; Training Support; Customer Support; Network Operations Support; Data Management; Content Management; Multimedia Support; Telecommunications Support; Emergency Management; and, Logistics. The organizational requirements are recurring, one-time and small/large complex initiatives that may require knowledge of DoD transportation business processes for surface distribution worldwide. Information Technology provides the mechanism for the DoD to provide surface distribution worldwide and to have intransit visibility throughout the process.

2.1 Description

2.2 Definition of a Performance Requirement.

Performance Requirements are described as performance objectives, measures, and standards in the following manner:

- **Performance Objective** – A statement of the outcome or results.

- **Performance Measures** – The critical characteristics of the objective that will be monitored by the Government.
- **Performance Standards** – The targeted level or range of levels of performance for each performance measure, relating to the Acceptable Quality Level (AQL) for the objective.

The Government will evaluate specified Performance Measures and Standards.

2.3 Use of Performance Measures/Standards

Not every performance objective in this contract has a related performance measure or performance standard. However, every performance objective is a contractual requirement. For those performance objectives that do not specify a measure or standard, the measures and standards are in accordance with standard commercial practices.

3.0 CONTRACTOR DUTIES

3.1 General Requirements

3.1.1 The Contractor shall, as an independent Contractor, and not as an agent of the Government, furnish all management, labor, tools, supplies, and materials (except as provided by the Government) necessary to perform the requirements contained herein.

3.1.2 The Contractor shall participate in formal activity and program management reviews and provide to SDDC status reports monthly or as required by the COR. These reports shall include as a minimum, the status of all proposed, approved, in progress, and completed activities.

3.2 Program Management Support

Program Management Support involves providing assistance to SDDC program managers in conducting oversight and management of SDDC IT programs. Program Management is comprised of Program Support, Life Cycle support and Planning Support. Program Support includes but is not limited to: Facilitation Support, Work Breakdown Structure (WBS) Analysis, Memorandum Of Understanding (MOU) / Memorandum Of Agreement (MOA) / Trading Partner Agreements (TPA's), meeting support- plan schedule, report on meetings, Project Schedule and Control, Project Management (Scope Management). Life Cycle support includes but is not limited to: IT Asset Management, Life Cycle Management. Planning Support includes but is not limited to: Strategic Planning Support, Program Management planning (including risk management).

Performance Objective No. 1: The Contractor shall, at the request of the Contractor Officer Representative (COR), plan, organize, schedule, attend, facilitate, participate, present and report on meetings, conferences and symposia. Event criteria must be met.

- Performance Measure: Provide documents (hardcopy and electronic) within two (2) days of the meeting milestone, or as specified by the COR
- Performance Standard: 95% of the deliverables are timely and accurate.

Performance Objective No. 2: The Contractor shall, at the request of the COR, develop plans.

- Performance Measure: Provide plans (hardcopy and electronic) within five (5) working days of the conclusion of the planning effort.
- Performance Standard: 95% of the deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 3: The Contractor shall prepare, handle and process MOU's, MOA's, and TPA's in accordance with established policies and procedures provided by the COR.

Performance Objective No. 4: The Contractor shall assist the Government Program Manager in tracking projects costs, schedule, risk, resource utilization, and scope.

Performance Objective No. 5: The Contractor shall provide IT acquisition support, such as bills of materials for systems.

Performance Objective No. 6: The Contractor shall track the status and resolve issues related to the assignment of IT assets and maintenance contracts for a program.

Performance Objective No. 7: The Contractor shall support the Government in developing documentation to support life cycle management.

Performance Objective No. 8: The Contractor shall support the Government in preparing inputs to the SDDC IT portion of the SDDC strategic plan.

3.3 Research, Analysis and Design

Research, Analysis and Design involve conducting a wide spectrum of analyses, surveys, studies and designs related to IT initiatives. **Research** includes but is not limited to market surveys, site surveys, feasibility studies, technology infusion and IT study. **Analysis** includes but is not limited to: resource analysis, economic analysis, risk analysis, gap analysis, workflow analysis, functional analysis, business process analysis, cost analysis, interface systems analysis, technical assessments, impact analysis, transition analysis, technology benchmarking, enterprise architecture analysis, requirement analysis, business transformation and data modeling. **Design** includes but is not limited to system design, dataflow diagrams / documentation, data modeling, network design, telecommunications architecture design, joint application development and design and critical design review.

Performance Objective No. 9: The Contractor shall perform research as required.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of study or survey, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 10: The Contractor shall develop, conduct and document analyses as required.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of an analysis, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 11: The Contractor shall develop designs as required, resulting in schematics, models, or other documentation.

- Performance Measure: provide design documentation (hard copy and electronic) within 10 working days of completion of design or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate

3.4 System Development

System Development involves the creation or reengineering of a logical series of applications that perform required business function(s). This will include but not be limited to: design reviews (Preliminary Design Review (PDR) & Critical Design Review (CDR)), software / system coding, testing, demonstrations, documentation and acceptance by the COR.

Performance Objective No. 12: The Contractor shall prepare for and present PDRs and CDRs in accordance with established standards and schedule.

- Performance Measure: Provide PDR and CDR documentation (hard and electronic copy) and presentation to the Government within 10 days of design approval or as required by the COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate

Performance Objective No. 13 [Critical]: The Contractor shall provide services in support of system / application development, to include reengineering, Commercial Off-The-Shelf (COTS) software integration, and system interfaces for all aspects of development within established schedule and costs.

- Performance Measure: Test case execution results.
- Performance Standard: Test cases successfully executed, including rework testing. Monitoring Method: Review test results and analyses to ensure that required functionality is provided. Obtain and analyse user feedback. Review documentation for enterprise architecture compliance.
- Performance Measure: provide code that is fully operational, functional and abort free
- Performance Standard: the inputs and the functional processes performed on the inputs result in the expected outputs with no critical errors when its goes to Independent Verification &Validation (IV&V).

The following table applies to Performance Objectives 13 through 16:

Level of Severity	Type of Error	Acceptable # of Occurrences	Corrective Action
1	Critical (failure) – The system crashed and will not function. There is no work around.	0 per release / update	Fix Immediately
2	Critical (non-failure) – System Glitch that causes erroneous results but there is a way to achieve system functionality, i.e., hard code system values verses dynamically assigning values.	1 per release / update	Fix with next immediate iteration
3	Issue - System/Application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec verses 110 bytes/sec.	5 – 10 per release / update	Fix in next normal iteration schedule
4	Cosmetic – a nice to have; no effect on user performance system or design, such as incorrect color screen, different graphic	10 – 15 per release / update	Fix as required by COR

Performance Objective No. 14: The Contractor shall maintain the operating system tools, software development tools, data base systems, utilities, and performance tools to ensure a complete development environment.

Performance Objective No. 15: The Contractor shall provide functional demos to ensure the developed system meets or exceeds the functional requirements at the request of the COR.

Performance Objective No. 16 [Critical]: The Contractor shall conduct testing to ensure software is capable of performing the requisite functions. Conduct Software Development Test (SDT) / Software Qualification Test (SQT) to ensure the software satisfies functional user requirements. Develop a test plan prior to commencement of testing and test procedures (including test cases). Prepare a test report documenting the results of the SDT / SQT which shall include such items as error severity, proposed solution, schedule impact.

- Performance Measure: Provide interim reports and final SDT / SQT test reports 10 working days after conclusion of SDT / SQT or as required by the COR.
- Performance Standard: 95% timely, complete, professionally sound and accurate

Performance Objective No. 17: The Contractor shall provide technical advice, support and participate in SDDC conducted System Acceptance Tests (SAT’s). Also provide test plans and test reporting as requested by the COR.

Performance Objective No. 18: The Contractor shall simulate the normal and peak loads the developed system will encounter in the operational environment.

- Performance Measure: System load parameters.
- Performance Standard: The system performance is acceptable at both normal and peak loads.

Performance Objective No. 19: The Contractor shall provide system documentation and related materials, to include system description, source code, software version description and requirements traceability matrix. Such documentation may include but not be limited to manuals, charts, diagrams, and figures.

- Performance Measure: documentation provided to Government (hard copy and electronic) fully describes the operation, function and maintenance of the delivered system.
- Performance Standard: 95% timely and accurate and in accordance with a Gunning Fog index of 10.
- Performance Measure: Documentation is accurate and comprehensive to include practical exercises to illustrate system functions.
- Performance Standard: Documents are delivered prior to deployment with material omissions.

3.5 Systems Integration

Systems Integration is bringing together diverse components such as hardware, software, telecommunications, data and processes to function as a cohesive system.

Performance Objective No. 20: The Contractor shall prepare an integration plan as specified by the COR.

- Performance Measure: Provides documented plan (hardcopy and electronic) within 10 days of design completion or as required by the COR.
- Performance Standard: 95% of the deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 21: The Contractor shall implement and test integration points and/or interfaces as specified by the integration plan.

- Performance Measure: provide integration scenarios or code that is fully operational, functional and abort free.
- Performance Standard: the inputs and the functional processes performed on the inputs result in the expected outputs, with no critical errors when the system goes to IV&V.

Level of Severity	Type of Error	Corrective Action
1	Critical (failure) – The system crashed and will not function. There is no work around.	Fix Immediately
2	Critical (non-failure) – System Glitch that causes erroneous results but there is a way to achieve system functionality, i.e., hard code system values verses dynamically assigning values.	Fix prior to next iteration
3	Issue - System/Application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec verses 110 bytes/sec.	Fix in next iteration
4	Cosmetic – a nice to have; no effect on user performance system or design, such as incorrect color screen or different graphic	Fix as required by COR

3.7 Information Assurance

Information Assurance involves the protection of systems and information in storage, processing, or transit from unauthorized access or modification; denial of service to unauthorized users; or the provision of service to authorized users. It also includes those measures necessary to detect, document, and counter such threats. IA encompasses COMSEC, INFOSEC, and control of compromising emanations (TEMPEST).

Performance Objective No. 22 [Critical]: The Contractor shall perform technical security reviews and network analysis to include but not be limited to scanning, testing, and auditing to determine system vulnerability.

- Performance Measure: Contractor will provide results electronically within 24hrs of completion of the scans. Results will be provided to the IAPM and appropriate system administrators for action
- Performance Standard: 100% of available systems are reviewed and analyzed every 90 days.
- Monitoring Method: COR will review testing schedule every 90 days to ensure compliance with task.

Performance Objective No. 23: The Contractor shall perform security accreditation and certification as required by DoD Directive 5200.40. *Do you want to add the specific items that are listed in the attachment for accreditation or can those be included if/when we are looking specifically for this type of work?*

Performance Objective No. 24: The Contractor shall assist Government in the development of IA policy and procedure documents as required, including but not limited to the Information Assurance Plan

Performance Objective No. 25: The Contractor shall administer the PKI process in accordance with applicable policies and regulations.

Performance Objective No. 26: The Contractor shall implement network and system changes as necessitated by IT security notifications, the Information Assurance Vulnerability Management Program or as required by Information Assurance Program Manager (IAPM).

- Performance Measure: Contractor must comply with the appropriate security notifications on the system.
- Performance Standard: No security incident due to failure to implement changes required by security notifications.
- Performance Measure: Time to acknowledge receipt.
- Performance Standard: Acknowledge receipt of each security notification in accordance with SDDC suspense schedule.
- Performance Measure: Time to successfully apply fix or patch.
- Performance Standard: Successfully apply fix or patch in accordance with SDDC suspense date

3.8 Independent Verification and Validation

Independent Verification & Validation (IV&V) involves an independent review of a system for functional effectiveness and technical efficiency. This may include but not be limited to application testing, regression testing, usability testing, load testing, qualification system testing and test documentation.

Performance Objective No. 27: The Contractor shall evaluate, recommend and implement testing tools and strategies as requested by the COR.

Performance Objective No. 28: The Contractor shall develop, maintain and upgrade testing scripts and Test Case Reports (TCRs).

- Performance Measure: Provide documented (hardcopy and electronic) test scripts and TCRs at least 10 days prior to scheduled test date or as specified by the COR.
- Performance Standard: 100% of the system requirements and any subsequent changes have a corresponding test case.

Performance Objective No. 29: The Contractor shall establish and maintain a test environment.

Performance Objective No. 30: The Contractor shall successfully execute and analyze all required test scripts and TCRs.

- Performance Measure: Provide test reports within 2 days of test completion or as otherwise specified by the test plan.
- Performance Standard: 95% of the deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 31: The Contractor shall generate certification documentation.

- Performance Measure: Provides documents (hardcopy and electronic) within 10 days of test completion or as required by the COR.
- Performance Standard: 95% of the deliverables are timely, complete, professionally sound and accurate.

3.9 Systems Deployment

System Deployment is the delivery of a completed production system to the using activity / community.

Performance Objective No. 32: The contractor shall provide subject matter expertise during initial deployment when requested by the COR. The Subject Matter Expert (SME) shall assist and/or provide target audiences with the requisite skills and expertise to perform/implement the required function.

Performance Objective No. 33: The contractor shall draft and implement a Deployment Plan in accordance with the published schedule.

- Performance Measure: Deployment Plan that meets agency requirements.
- Performance Standard: 95% of the Plan's documentation meets or exceeds the WBS and facilitates the timely delivery of the system.

Performance Objective No. 34: The contractor shall deploy the system to include hardware, software and interfaces in accordance with the published schedule and plan.

- Performance Measure: System is deployed on time and is functional.
- Performance Standard: The system contains no critical errors, no more than one level 2 error, and no more than five level 3 errors, and is deployed within 2 calendar days beyond the published delivery date.
- Performance Measure: All architecture and functional requirements are met.
- Performance Standard: 99% of functionality is successfully implemented.

3.10 Change Management

Change Management (CM) is the means through which the integrity and traceability of the system are recorded, communicated, and controlled, during development and maintenance. Change management provides the methods and tools to identify and control the system throughout its development and use. Activities include the identification and establishment of baselines; the review, approval, and control of changes; the tracking and reporting of such changes; the audits and reviews of the evolving system; and the control of interfaces documentation and project supplier CM.

Performance Objective No. 35: The Contractor shall develop and submit a comprehensive change management (CM) plan. The plan shall describe the methods used to maintain CM control over system baselines.

- Performance Measure: Change management plan for all items in the PWS.
- Performance Standard: Draft plan is submitted within 90 calendar days after award or as required by the COR.
- Performance Standard: Final plan is complete, accurate and professionally sound and is submitted 15 calendar days after Government comments or as required by the COR.

Performance Objective No. 36: The Contractor shall implement and maintain an effective CM program, to include configuration change control analysis, status reporting, tracking and control of change actions in accordance with the published and approved plan.

Performance Objective No. 37 [Critical]: The Contractor shall provide version control support for program assets, including but not limited to documentation, source code, utilities, drivers and firmware.

- Performance Measure: Version management is performed as required in the PWS.
- Performance Standard: 100% timely and accurate.

Performance Objective No. 38: The Contractor shall support the Government Configuration Control Board (CCB) as required by the COR.

3.11 Systems Operation and Maintenance

Systems Operation & Maintenance involves the operation, maintenance and administration of existing systems architectures, including hardware and software, applications, databases and operating systems.

Performance Objective No. 39 [Critical]: The Contractor shall provide system operation and maintenance to include but not be limited to release management, upgrades / patches / change packages (enhancement / fixes), problem reports, Tier 3 support and migration.

- Performance Measure: releases, upgrades, problem reports, Tier 3 tasks and migrations meet the established level of quality associated with the mission criticality for that maintenance activity.
- Performance Standard:

Level of Severity	Type of Issue	Acceptable # of Occurrences	Response Time	Corrective Action
1	Critical (failure) – The system or application crashed and will not function. There is no work around.	0 per release/update	Within 1 hour	1. Implement fail-over 2. Implement secondary online system/application 3. Provide updates every hour
2	Critical (non-failure) – System glitch that causes erroneous results but there is a way to achieve system functionality.	1 per release/update	1. Within 1 – 2 hours 2. Onsite as required by COR	1. Apply immediate work around 2. Permanent fix as required by COR
3	Issue – System or application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec versus 110 bytes/sec.	5 – 10 per release/update	Within 2 – 3 hours	1. Troubleshoot & diagnose 2. Provide updates to COR every 3 hours 3. Restore hardware/firmware/software
4	Cosmetic – no effect on user performance system or design, a nice to have, i.e., incorrect color screen, different graphic, etc.	10 – 15 per release/update	Within 8 hours or next business day	Provide weekly status or update

- Monitoring Method: Random sampling of requests for service logs, completed work tickets, and customer interviews.
- Incentive/Disincentive:

Performance Objective No. 40 [Critical]: The Contractor shall provide systems administration services to include but not be limited to: backup, restore and recovery; Tier 2 support; data storage; service level agreements; data distribution; and basic administration of systems, applications and databases. This may involve:

- a. Daily incremental, weekly full on-site, and weekly full off-site storage tape backups;
 - b. Cataloging of tapes, maintaining tape inventory and sending / receiving tapes to / from off-site storage;
 - c. Performing restores as required.
- o Performance Measure: system backups are performed in accordance w/ schedule as provided. Restores are performed as required.
 - o Performance Standard: backup and restore completed successfully 100% of the time with no loss of data within the established time frame for that application or data set.
 - o Monitoring Method: Review of automated logs and reports
- o Performance Measure: data are distributed in accordance with schedule as prescribed in MOU's, MOA's, TPA's, and service level agreements.
 - o Performance Standard: 100% compliance with the MOU's, MOA's, TPA's, and service level agreements.
 - o Monitoring Method: Random sampling of requests for service logs, completed work tickets, and customer interviews

Performance Objective No. 41 [Critical]: The Contractor shall monitor, maintain and report on system performance. Contractor shall perform tuning, troubleshooting and root cause analysis and benchmarking in accordance with established procedures.

- o Performance Measure: system availability.
- o Performance Standard: system availability shall meet or exceed the minimum requirement of 99.97%, excluding scheduled downtime.

3.12 Training Support

Training Support is the processes, procedures, techniques, training devices and equipment, and their application to a target audience to use, operate and support a system. This support includes but may not be limited to individual and group training; new equipment training; initial, formal, online or E-training; computer based training (CBT); on-the-job training; and logistic support necessary for the delivery of training.

Performance Objective No. 42: The contractor shall develop and conduct training for target audiences and maintain training materials, as identified by the COR.

- o Performance Measure: Training content is adequate to train target audience.
- o Performance Standard: 75% of target audience trained can perform at an 85% proficiency level.

Performance Objective No. 43: The contractor shall provide the necessary training facilities such as, hardware, software, manuals, audio visual, network, to efficiently and effectively conduct subject training as required by the COR. All necessary facilities, equipment and logistical requirements are met.

Performance Objective No. 44: The contractor shall manage training programs to include collecting training data, updating training database, and securing qualified instructors/facilitators. Courses for identified training needs must be accessible and available when requested.

3.13 Customer Support

Customer Support is the technical and subject matter on-site and on-call assistance to the internal and external users worldwide.

Performance Objective No. 45 [Critical]: The Contractor shall provide courteous service to include but not be limited to: log service requests, filter and route requests to experts as necessary, respond to and resolve requests within the hours of operations as specified by the COR.

- o Performance Measure: Response time
- o Performance Standard: Initial response to a request within two (2) hours, and closeout as specified by the COR.

- Performance Standard: 95% of requests are closed within 24 hours or as specified by the COR.; 90% occupancy rate, 10% forwarded to voicemail; data entry error rate not to exceed 2 errors per 10,000 data fields entered.

Service Tier Level	High Priority	Medium Priority	Low Priority
1	80% of calls resolved within 2 hours; 60% first call resolution; e-mail/fax response within 3 hours	80% of calls resolved within 2 hours; 60% first call resolution; e-mail/fax response within 3 hours	80% of calls resolved within 2 hours; 60% first call resolution; e-mail/fax response within 3 hours
2	Immediate action; resolved within 24 hours	Resolved within 3 days	Resolved within one week
3			

- Performance Measure: Manner of service.
- Performance Standard: No more than 1% of customer service requests per month result in valid customer complaints. [Note: a valid customer complaint is concerned with the timeliness, professionalism and courtesy of the customer support staff.]

Performance Objective No. 46: The Contractor shall conduct trend analysis on a monthly basis for service requests and inquiries, or at a frequency as specified by the COR.

- Performance Measure: Provide trend analysis report (hard copy and electronic) within 2 working days of scheduled reporting period, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 47: The Contractor shall establish and maintain a knowledge base of problem resolutions, as required by the COR, related to service requests and inquiries.

Performance Objective No. 48: The Contractor shall provide Tier 2 customer support as required by the COR.

- Performance Measure: Response to Tier 2 tickets.
- Performance Standard: Respond within 2 hours of notification and correct problem within agreed upon timeframe.

3.14 Network Operations Support

Network Operations Support includes **Network Administration, Remote Site System Support, and Desktop Support.**

3.14.1 Network Administration

Network Administration (of hardware and applications) involves network-based accounts maintenance, network (hardware and software) performance management, and network systems administration.

Performance Objective No. 49: The contractor shall establish and maintain user accounts. All users must be able to authenticate and gain file/directory access.

Performance Objective No. 50 [Critical]: The contractor shall manage network related hardware and application performance (24 / 7 capability to all users, as per existing protocols), such as load balancing, software patches and problem resolution.

- Performance Measure: Network related hardware and applications availability
- Performance Standard: Network related hardware and applications available 99.97% per quarter, downtime not to exceed 2 hours per occurrence (excludes scheduled downtime for maintenance/upgrades)
- Performance Measure: “Demilitarized Zone” (DMZ) uptime.

- Performance Standard: 99.9% uptime quarterly (excludes scheduled maintenance downtime).
- Performance Measure: DMZ intrusion detection and protection.
- Performance Standard: Intrusion detection and protection in accordance with applicable industry standards.
- Performance Measure: Time to troubleshoot; provide problem diagnosis and LAN problem resolution.
- Performance Standard: Diagnose and resolve LAN or WAN source of problem within 2 hours. [NOTE: check with the COOP Plan for application criticality].

Performance Objective No. 51: The contractor shall create and maintain systems administration documentation to include but not be limited to logbooks and procedure documentation.

Performance Objective No. 52: The contractor shall perform scheduled preventive maintenance of all hardware, and software.

Performance Objective No. 53: The contractor shall troubleshoot and resolve network operating system software problems.

- Performance Measure: Time to troubleshoot; provide problem diagnosis and resolution.
- Performance Standard: Diagnose and resolve source of problem within 2 hours. [NOTE: check with the COOP Plan for application criticality].

Performance Objective No. 54: The contractor shall provide continuous monitoring and trend analysis of LAN / WAN performance

Performance Objective No. 55: The contractor shall implement approved system and network design changes, system upgrades or equipment replacement , over and above normal operations. Such support will be planned to minimize disruption of day-to-day operations.

Performance Objective No. 56: The contractor shall monitor and report issues related to air conditioners, air conditioner chillers, generators, uninterrupted power supply units, and fire alarms to SDDC personnel.

3.14.2 Remote Site System Support

Remote Site System Support involves providing LAN / WAN (and related equipment) support to remote SDDC locations, both remotely and on-site.

Performance Objective No. 57 [Critical]: The contractor shall provide pre-event, post-event and operational IT support for secondary support sites, to include meetings, conferences and symposia. IT support will include operation/maintenance, setup and teardown of location LAN, PCs, other hardware, SDDC WAN connections, Internet connectivity (including e-mail capability), satellite or other voice and data communications, and printer capability.

- Performance Measure: Operational readiness time
- Performance Standard: The IT configuration shall be operational no later than one hour prior to commence of event or operations.
- Performance Measure: Time to diagnose problems and restore hardware or software capability
- Performance Standard: System capability diagnosed, provided or system restored within 2 hours if no part is required or within 2 hours after the availability of parts.

3.14.3 Desktop Support

Desktop Support involves configuration, maintenance, and troubleshooting of desktop platforms.

Performance Objective No. 58: The contractor shall perform workstation (Windows, NT, Sun, Unix, Linux) upgrades, new workstation setup/installations and / or replacement of workstations and peripherals, troubleshoot analysis, diagnosis, and resolution of workstation and peripheral problems in accordance with SDDC standard configuration.

- Performance Measure: Service requests closed
- Performance Standard: (Parts availability assumed, if a factor): 95% of Tier 2 tickets closed within 48 hours; with no tickets taking longer than 5 work days to close (this does not include cases where replacement or warranted parts are required)

- Performance Measure: Single installations completed
- Performance Standard (Parts availability assumed, if a factor): 95 % of single setup/installation completed within the time and priority mutually agreed upon between the Government and the contractor

- Performance Measure: Upgrades completed
- Performance Standard (Parts availability assumed, if a factor): 95 % of upgrades completed within the time and priority mutually agreed upon between the Government and the contractor

- Performance Measure: Time to perform workstation troubleshoot, analysis, diagnosis and resolution (unless parts ordering is required)
- Performance Standard (Parts availability assumed, if a factor): 95 % of workstation service requests are responded to within 2 hours.

3.15 Data Management

Data Management involves making data assets visible and accessible, enabling data to be understandable, enabling data to be entrusted, supporting data interoperability, and being responsive to user needs. This includes, but is not limited to: Data Translation, Data Integration, Data Reconciliation, Data Administration, Data Storage, Data Warehousing, Data Mining, and Data Analysis and Reporting

Performance Objective No. 59: The Contractor shall perform data asset identification, data asset standardization, and description of enterprise data assets with metadata.

- Performance Measure: Delivered results (hard copy and electronic)
- Performance Standard: Results delivered within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 60: The Contractor shall maintain data quality through the translation, integration and reconciliation of enterprise data structures and values as required.

Performance Objective No. 61: The Contractor shall support data utilization, such as data mining and data warehousing.

- Performance Measure: Delivered results (hard copy and electronic)
- Performance Standard: Results delivered within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 62: The Contractor shall support data management planning, including but not limited to Data Administration Strategic Planning, Enterprise Data Model maintenance, establishing and maintaining enterprise data asset policies and procedures, and publishing data requirement specifications.

- Performance Measure: Delivered results (hard copy and electronic)
- Performance Standard: Results delivered within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 63: The Contractor shall establish and maintain a data asset inventory to include a dictionary, mapping to logical models, mapping to physical models, and mapping to translations.

- Performance Measure: Delivered results (hard copy and electronic)
- Performance Standard: Results delivered within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

Performance Objective No. 64: The Contractor shall provide data asset reporting to include, but is not limited to, data change impact analysis.

- Performance Measure: Delivered results (hard copy and electronic)
- Performance Standard: Results delivered within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

3.16 Content Management

Content Management includes records management (such as visual information, electronic forms), document management, and knowledge management.

Performance Objective No. 65: The Contractor shall design, develop, test, implement, and maintain electronic content (e.g., electronic forms, web pages, e-brochures).

- Performance Measure: Electronic content quality
- Performance Standard: 95% timely, and 100% accurate, complete, and legible

Performance Objective No. 66: The Contractor shall provide content imaging, archiving, and retrieval as specified by the COR.

- Performance Measure: Electronic content quality
- Performance Standard: 95% timely; and 100% accurate, complete and legible; and less than 5% redundant

Performance Objective No. 67: The Contractor shall provide access to the content on a schedule specified by the COR. The Contractor shall control access to the content at the frequency and level of security as specified by the COR.

3.17 Multimedia Support

Multimedia Support involves the operation and maintenance of video teleconferencing (VTC), audio teleconferencing, graphics, and multimedia equipment, software and information.

Performance Objective No. 68 [Critical]: The Contractor shall setup, operate, support, maintain, and upgrade SDDC VTC facilities and any audio teleconferencing bridge sufficiently in advance to test its functionality. VTC and audio teleconferencing operators / maintainers must have TS / SCI clearance.

- Performance Measure: VTC availability, once notified by Government of requirement.
- Performance Standard: The VTC is operational and available 99.5% of the time, within two hours of notification.
- Monitoring Method: DISA survey; site and customer survey

Performance Objective No. 69: The Contractor shall provide graphics support using SDDC defined standards. This includes but is not limited to artwork, layout and design.

- Performance Measure: Timeliness of briefing packages and other graphics deliverables. (See SDDC Graphics / briefing standard for guidance.)
- Performance Standard: 99% of all deliverables accurate and ready on time in accordance with negotiated delivery time.

Performance Objective No. 70: The Contractor shall update the COTS graphics package and library of graphic presentations as requested by the COR.

Performance Objective No. 71: The Contractor shall provide graphic support to the end-user community as required by the COR.

Performance Objective No. 72: The Contractor shall support a fully equipped graphics laboratory as required by the COR.

Performance Objective No. 73: The Contractor shall provide multimedia event support as required by the COR.

Performance Objective No. 74: The Contractor shall provide multimedia equipment maintenance.

3.18 Telecommunications Support

Telecommunications Support includes providing support of circuits, Private Branch Exchange (PBX), cryptographic systems, satellite, mobile communications and other telephonic systems.

Performance Objective No. 75: The Contractor shall set up, operate and maintain telecommunication services to support SDDC, as required by the COR. These services may include but not be limited to: PBXs, voice mail systems, mobile communications, fiber optic, satellite, and other associated telephonic systems.

Performance Objective No. 76: The Contractor shall provide hardware and software technical assistance for moves, additions, and changes of telephonic systems, fault isolation, system analysis, cabling and wiring support, and other related support in accordance with COR instructions and negotiated timeframes.

Performance Objective No. 77: The Contractor shall monitor and analyze communications traffic, such as call legitimacy and cost.

- Performance Measure: Percentage of erroneous or irregular connections
- Performance Standard: 100% of erroneous or irregular connections reported.

3.19 Emergency Management

Emergency Management consists of planning, simulation and testing, and implementation for contingencies arising from emergencies, disasters, or other catastrophic events.

[C]Performance Objective No. 78: The Contractor shall perform contingency operations planning for SDDC IT systems as required by the COR. The plan will include but not be limited to: Crisis emergency management (onsite, offsite) (technical, functional), disaster recovery, pre and post emergency operations requirements, and fail-over management.

- Performance Measure: Simulation and testing and exercising of emergency plan as requested by the COR.
- Performance Standard: 100% successful demonstration of the established plan.

Performance Objective No. 79: Contractor shall provide support to the Government during emergency operations in accordance with approved contingency operations plans.

3.19 Logistics

Logistics is the planning, coordination, distribution, reutilization and accountability of IT materials or established services.

Performance Objective No. 80: The Contractor shall provide logistics support to include but not be limited to technical publication support (copying, collation, printing, binding, presentation materials) as required by the COR.

Performance Objective No. 81: The Contractor shall distribute various types of materials such as CD ROM, documents, PC's, and peripherals as required by the COR.

Performance Objective No. 82: The Contractor shall account for equipment, including sorting, shipping, and return for equipment as required by the COR.

3.20 Technology Insertion

Technology insertion is the practice of reviewing current and emerging technology in terms of its anticipated impact on existing or forthcoming systems or applications.

Performance Objective No. 83: The contractor shall ensure the technology employed in the performance of requirements outline within this contract is sufficiently up-to-date to avoid obsolescence and associated sustainment problems, withstand system upgrades, accommodate future growth potential to take advantage of greater efficiencies, lower costs, and other benefits provided by newer technology.

Performance Objective No. 84: The contractor shall provide written recommendation to the COR when a proposed technology insertion will significantly increase the scope of work beyond what was anticipated. The written report shall include a proposed price estimate with supporting documentation for Government approval prior to implementation.

4.0 SPECIAL CONTRACT REQUIREMENTS

4.1 Security

The following security measures shall apply depending on the level of security required by the solicitation/contract as identified below.

4.1.1 Access to Government Facility

Access to SDDC facilities will not be granted until approved by Command Security Office. An Individual requiring access must meet one of two criteria:

- (1) Up-to-date clearance, verified by Command Security Office
- (2) Favorable NCIC check completed by Command Security Office

The SDDC building pass application will be completed and signed by the government representative. The government representative will provide the form to the Command Security Office.

4.1.2 Access to Sensitive Information

The contractor must abide by all personnel security requirements per AR25-2, para 4-10, 4-14 and 4-15. Requirements vary depending on contractor role.

- (1) Investigative Levels. The Contractor shall ensure personnel assigned to work possess the appropriate background investigation. The Contractor shall provide verification of investigation for each individual to SDDC's Command Security Office.
- (2) Network Security. The Contractor shall ensure that all Government hardware and software are in compliance with SDDC security guidelines and only authorized personnel have access to the network. A copy of the SDDC security guidelines will be provided upon award.
- (3) Roles/Privileges. The Contractor shall ensure that roles/privileges assigned to Contractor employees on the Government [testing and production] *computing* platforms are limited to the roles/privileges essential to that individual's performance of his/her assignments. These roles/privileges can be limited or revoked by the Government.

4.1.3 Access to Classified Information

Personnel requiring access to information systems (IS's) processing classified information to fulfill their duties will possess the required security investigation, security clearance, formal access approval, and need-to-know.

- (1) Investigative levels are defined in DOD 5200.2-R.
- (2) DD Form 254. A DD form 254 will be completed and provided to the Command Security Office for approval. A DD254 for the Contractor is required in the contract file.

4.1.3 Security Related to Personnel

If the Government notifies the Contractor that the employment or the continued employment of any Contractor employee is prejudicial to the interests or endangers the security of the United States of America, the Contractor shall make any changes necessary in the appointment(s).

4.2 Safety

TBD.

4.3 Quality Assurance

4.3.1 Quality Control.

4.3.1.1 The contractor shall establish and maintain a Quality Assurance/Control Plan (QACP). The QACP shall cover as a minimum how the Contractor intends to meet the requirements of all performance objectives, monitor and proactively manage contract requirements, and the means by which the Government will be notified of performance-related incidents that are likely to affect quality of service.

4.3.1.2 The contractor shall provide a copy of its QACP to the Contracting Officer within 30 calendar days from the date of contract award. The contractor shall notify the Contracting Officer within ten (10) calendar days of any revisions to its QACP.

4.3.2 Quality Monitoring.

4.3.2.1 The Contracting Officer Representative (COR) will monitor and evaluate contractor performance to ensure compliance with the contractor's QACP and contract terms and conditions in accordance with the Quality Assurance Surveillance Plan at Section J, Attachment XX to this Solicitation.

4.3.2.2 The contractor shall meet quarterly with the COR during the first year of contract performance. Thereafter, meetings will be held bi-annually unless performance warrants scheduling a meeting sooner.

5.0 CONTRACT TRANSITION

5.1 Incoming Contractor Transition

5.1.1 Transition Planning

The incoming contractor shall provide the Government with a transition plan that provides for receiving all open work and associated materials and assets in the possession of the Government, which may be related to ongoing work.

5.1.2 Sufficient Personnel

The incoming contractor shall provide a sufficient number of personnel to ensure effective transfer of all work in progress so as not to impact mission accomplishment.

5.1.3 Receipt of Materials

The incoming contractor and the Government shall jointly inventory all Government owned intellectual and real property provided for the performance of the work to be addressed within this contract.

5.2 Incumbent Contractor Transition

5.2.1 Transition Planning

The incumbent contractor shall provide the Government with a transition plan that provides for conveying all open work and associated materials and assets in their possession to the Government, which may subsequently be conveyed to an incoming contractor.

5.2.2 Continuity of Service

The contractor shall ensure the continuity of service while implementing its transition plan for all affected activities to preclude any adverse impact on the mission.

5.2.3 Listing of Open Task Orders / Contracts

The incumbent contractor shall provide the COR a complete listing of all open Task Orders / Contracts indicating the status of completion and any performance issues associated with them. The report is due no later than 60 days prior to the contract scheduled end date.

5.2.4 Transfer of Materials

The incumbent contractor shall transfer to the Government all intellectual and real property belonging to the Government which was generated, purchased on behalf of, or provided by the Government for the performance of the work within this contract.

5.2.5 Sufficient Personnel

The incumbent contractor shall provide a sufficient number of personnel to ensure effective transfer of all work in progress so as not to impact mission accomplishment.

5.2.6 Cooperation with Other Contractors and Government Personnel

The contractor shall maintain a cooperative work environment with other Government contractors and personnel so as not to cause interference, disagreement or delays to work to be performed while not compromising health, safety or security. The contractor shall be responsible for adapting schedules and performance to accommodate additional support work. Conflicts or cause for delays shall be brought to the attention of the COR.

6.0 RISK MANAGEMENT

6.1 Applicable Documents.

See Appendix A.

6.2 Mandatory Compliance

The documents listed above in Appendix A form a part of this SOW to the extent indicated within this SOW. Such referenced materials, or their subparts, are designated as either mandatory (M) or advisory (A). The Contractor shall comply with those designated as mandatory only to the extent sections of, or the entire document is called out within other sections of this SOW. Those designated as advisory are provided for information and guidance purposes only and their usage is not obligatory.

6.2.1. Ultimately the Contractor and its personnel are responsible for the performance of the requirements of this contract in accordance with the requirements of the laws of the United States of America, just as the Government and its personnel would be if they were performing the efforts of this contract. Notwithstanding any language in this contract to the contrary, failure of the Government to specifically identify a particular document or part thereof as mandatory does not relieve the Contractor or the Government from compliance with the law in performance of this contract. Risk is to be managed by the Contractor and the Government as each performs their respective responsibilities subject to applicable oversight and approval requirements for their decisions. Where contract requirements are based on policy, the Contractor and the Government shall each work to archive an acceptable balance between change, compliance, and risk.

6.2.2. When reissues, supplements, or amendments to mandatory requirements documents or new mandatory requirements documents are issued throughout the life of the contract, they shall be considered effective and binding at the time they are binding on Government operations. The Contractor shall promptly notify the Contracting Officer in writing of such changes. Upon identification of any change to or new mandatory requirements documents that result in an increase or a decrease in contract price, the Contractor shall promptly notify the Contracting Officer of the change and submit a proposal to the Contracting Officer, within 30 days of receipt of the change. The proposal shall contain detailed information that includes, as a minimum, comments on the affect on labor, performance, and schedule and a proposed cost growth or reduction estimate. The change will be negotiated under the provisions of the contract clause entitled "Changes".

7.0 TRAVEL

The contractor shall attend meetings, conferences, and workshops in support of the PWS requirements. Travel reimbursement shall be in accordance with the Federal Acquisition Regulation, Section 31.205-46. A “not to exceed” amount will be established at time of contract or Task Order award as applicable.

Appendix A

Applicable Documents

FEDERAL AND DOD REGULATIONS

Code of Federal Regulations, 29 CFR, Labor, Part 4, Labor Standards for Federal Service Contracts, 27 October 1983

Code of Federal Regulations, 29 CFR, Labor, Part 1910, Occupational Safety & Health, 1 July 2002

Federal Acquisition Regulation (FAR), Volume I, Parts 1 to 51, September 2001

Federal Acquisition Regulation (FAR), Volume II, Parts 52, 53, & Index, September 2001

Joint Travel Regulation (JTR), Volume 2, 1 May 2003

JFTR (Joint Federal Travel Regulation).

Defense Federal Acquisition Regulation Supplement (DFARS), 17 August 1998

DoD Regulation 5200.1-R, Information Security Program Regulation.

ARMED SERVICES REGULATIONS

Army Federal Acquisition Regulation Supplement (AFARS), October 2001

AR 380-5, Department of the Army Information Security Program.

AR 380-20, Restricted Areas.

AR 385-40, Accident Reporting and Records, 1 November 1994

AR 700-141, Hazardous Material Information System.

AR 735-5, Policies and Procedures for Property Accountability, 10 June 2002

SDDC Regulation 37-10, Financial Management-Contract Pay, 1 May 1989

SDDC Regulation 190-1, SDDC Security Program

SDDC Regulation 715-1, SDDC Procurement Instructions.

PUBLICATIONS

FM 19-30, Physical Security.

SDDCEA PAM 37-1, Financial Administration

FORMS

Appendix B

Glossary of Terms

Acquisition Plan (AP) - A documented strategy for developing and managing an acquisition. The AP documents the efforts of all personnel responsible for the acquisition and integrates these efforts into a comprehensive plan for fulfilling the agency need in a timely manner and at reasonable cost.

Agents - Includes subcontractors or other persons engaged by the Contractor to perform work or service under this contract.

Automatic Test Equipment (ATE) - Measures functional or static parameters to evaluate equipment performance. May be designed to perform fault isolation to piece part level. Performs decision making, control, or assessment functions with minimal human intervention.

Built In Test Equipment - Any test, measurement, or diagnostic device built in as an integral part of a component item, subsystem, or system and used to evaluate the operational condition of that item or to identify/isolate a malfunction.

Classified - Official information or matter in any form or of any nature which requires protection in the interest of national security

Component - A discrete part of a Printed Circuit Board (PCB); i.e. transistor, capacitor, resistor, inductor, or integrated circuit, etc.

Configuration Management (CM) - A discipline applying technical and administrative direction and surveillance to:

- a. Identify and document the functional and physical characteristics of a Configuration Item (CI).
- b. Control changes to those characteristics.
- c. Record and report change processing and implementation status.
- d. Audit the CI to verify conformance to specifications, interface control documents and other contract requirements.

Configuration Item (CI) - An aggregation of hardware, software and/or firmware or any of its discrete portions which satisfies an end-use function and is designated by SDDC. CIs may vary widely in complexity, size and type, from an electronic system to a test meter. SDDC considers an entire site to be a CI with all electronic mission/support hardware, software and/or firmware under CM control.

Contingency or Contingency Operation - A situation involving the deployment of military forces in response to natural disasters, terrorists or subversive activities, collapse of law and order, political instability, or military operations. Due to the uncertainty of the situation, contingencies requires plans, rapid response and special procedures to ensure the safety and readiness of personnel, installations and equipment.

Contracting Officer - The person executing a contract on behalf of the Government, and any other military or civilian employee who is properly designated Contracting Officer. The term includes the authorized representative of a Contracting Officer acting within the limits of his authority.

Contractor Furnished Equipment -

Demilitarized Zone (DMZ) -

DoD Components - For the purpose of this regulation, DoD components include the Office of the Secretary of Defense, the Organization of the Joint Chiefs of Staff, the Unified and Specified Commands, the Military Departments, the Military Services, and the Defense Agencies.

Facilities - Pertains to the building/structures, architectural components, utility systems, equipment and devices at fixed and tactical sites used to support the mission equipment and operation of the unit/site. Includes: systems and

equipment associated with the power service/power plant, heating, air conditioning, ventilation, automatic control systems, plumbing, water treatment, technical and utility power systems, lighting systems, grounding, lighting systems, and lightning protection systems, fire alarms, fire detection, and suppression systems, intrusion detection and access control systems, destruction equipment and security (lighting, sensors, other intrusion/alarm) systems and related piping, wiring, electrical controls, and distribution systems.

Government Furnished Equipment - The equipment, facilities, and supplies to be furnished by the Government for contractor use during the performance of this contract

Hazardous and/or Dangerous Material - Material consisting of explosives, flammable substances, toxic chemicals, sources of ionizing radiation of radiant energy, oxidizing material, or corrosive material which, because of its nature, is dangerous to store or handle. Dangerous material is any material specified by the Interstate Commerce Commission, Federal Aviation Agency, U. S Coast Guard, U. S, Agriculture Department, U. S. Public Health Service, and federal or military documents which, under conditions incident to transportation, is liable to cause fires, create serious damage by chemical action, or create a serious transportation hazard. It includes explosives, flammables, corrosives, combustibles, oxidizing material, poisons, compressed gasses, toxics, unduly magnetic material, biologicals and radiologicals, pests and diseases, and substances associated therewith presenting real or potential hazards to life and property.

In-Process Review (IPR) - A review of a project or program at pre-determined intervals to evaluate costs, performance, manning, and other issues.

Integrated Booking System (IBS) - Provides a single, worldwide, automated booking system to support peacetime and wartime movement of unit and sustainment cargo, in an efficient and timely manner. IBS also supports SDDC business practices by automating the booking process between DOD shippers and ocean carriers.

Integrated Computerized Deployment System (ICODES) - A computer based automated stow planning system that assists in loading unit equipment and other types of cargo on vessels.

Julian Date - A four digit number indicating the year and date, e.g., 9128 would indicate May 8. 1999.

Out-of-pocket Costs The method by which the Government compensates the contractor for the furnishing of equipment, materials, supplies or services that the Government throughout this statement of work has indicated intent to furnish. In addition to reimbursement for actual cost, the contractor shall be reimbursed for any transportation expense associated with the furnishing of materials, equipment, supplies or services compensated under the out of pocket provision.

Performance Requirements Summary (PRS) - The listing of critical performance indicators, standards, and acceptable quality levels used in evaluating the contractor's performance.

Principle Period Of Maintenance (PPM) - Duty hours in which maintenance is performed.

Program Management (PM) - Systematic process through which specific projects are planned, programmed, implemented, controlled, managed, and documented to ensure maximum effective utilization of available resources.

Quality Control Inspection Program Plan - A formal document prepared by the contractor that contains specific performance standards, methods, and frequency of inspections, assignment of responsibility, and manner of record preservation to support the Quality Control Inspection Program.

Quality Control Program - A formal internal control program prepared by the contractor to ensure consistent satisfactory performance of the terms and conditions of the contract.

System - Electronic, electro-mechanical and/or mechanical equipment including antennas, amplifiers, cables, RF distribution systems, receivers, processors, computer hardware, integrated Test, Measurement and Diagnostic Equipment (TMDE), Built In Test Equipment (BITE), equipment interfaces, power, electrical grounding, heating, ventilation and air conditioning (HVAC) combined to perform a specific function.

Technical Interchange Meeting (TIM) - A scheduled meeting between government and contractor personnel for which the purpose is transmission or exchange of technical information, the subsequent discussions, as well as any conclusions, decisions, or action items which may result.

Teleconferencing – a conference of people who are in different locations that is made possible by the use of such telecommunications equipment as closed circuit television.

Unit/Site - A location/unit identifier, which specifies where a contract action will be required, used interchangeably throughout this WS, and other contract documents.

Worldwide Port System - A computerized system used to enter, document, and trace all import and export DOD-sponsored cargo processed through SDDC controlled and/or contracted ports.

Appendix C

List of Acronyms & Abbreviations

ACO – Administrative Contracting Officer
AIS – Automated information system
AQL – Acceptable Quality Level
AR – Army Regulation
C/C – Command & control
CBT – Computer based training
CCB – Configuration Control Board
CDR – Contract Discrepancy Report
CDRL – Contract Data Requirement List
CFE – Contractor Furnished Equipment
CFR – Code of Federal Regulations
CO – Contracting Officer
CONUS – Continental United States
COOP – Continuity of Operations
COR – Contracting Officer’s Representative
COTS – Commercial off-the-shelf
CONUS – Continental United States
COR – Contracting Officer’s Representative
COTR – Contracting Officer’s Technical Representative
DDN – Defense Data Network
DFAS – Defense Finance and Accounting Service
DHCP – Dynamic Host Configuration Protocol
DHS – Department of Homeland Security
DID – Data Item Description
DII COE – Defense Information Infrastructure Common Operating Environment
DMZ – Demilitarized Zone
DNS – Domain Naming Service
DOD – Department of Defense
DODAAC – Department of Defense Activity Address Code
DPSC – Defense Personnel Support Center
DSN – Defense Switched Network
DTS – Defense Transportation System
FORSCOM – United States Army Forces Command
GFE – Government Furnished Equipment
GFI – Government Furnished Information
HAZMAT – hazardous materials
IA – Information assurance
IASO – Information Assurance Security Officer
IAVA – Information Assurance Vulnerability Assessment
IAW – In Accordance With
IBS – Integrated Booking System
ICODES – Integrated Computerized Deployment System
IMS – Information Management System
IS – information system
ISO – International Organization of Standardization
IT – Information Technology
IV&V – Independent verification & validation
JDS – Joint Deployment System
JTR – Joint Travel Regulation
KO – Contracting Officer
LOGMARS – Logistics Application of Automated Marking and Reading of Symbols
MOA - Memorandum of Agreement

MOU - Memorandum of Understanding
MSC – Military Sealift Command
NIPRNET – Non-classified Internet Protocol Router Network
NLT – Not Later Than
Notes – LOTUS Development Corporation group collaboration software
NSP – Not Separately Priced
OCONUS – Outside of the Continental United States
OSHA – Occupational Safety and Health Act/Administration
PBCR – Portable Bar Code Reader
PCO – Procuring Contracting Officer
PKI – Public Key Infrastructure
PM – Program Manager
POC – Point of Contact
PPM – Principle Period of Maintenance
PRS – Performance Requirements Summary
PWS – Performance Work Statement
QASP – Quality Assurance Surveillance Plan
RFID – Radio Frequency Identification (Tag)
SAT – Software acceptance test
SDDC – Military Surface Deployment and Distribution Command
SDT – Software development test
SIPRNET – Classified Internet Protocol Router Network
SOP – Standard Operating Procedure
SOW – Statement of Work
SQT – Software qualification test
TAC – Transportation Account Code
TCMD – Transportation Control and Movement Document
TCN – Transportation Control Number
TCR – Test case report
TIMS – Technical Interchange Meetings
TMD – Traffic Management Division
TO – Task Order
TPA – Trading Partner Agreement
TSA – Transportation Security Administration
TTBDE – Terminal Transportation Brigade
TTBN – Terminal Transportation Battalion
USCG – United States Coast Guard
WBS – Work Breakdown Structure
WINS – Windows Internet Naming Service
WPS – Worldwide Port System

Appendix D

Gunning Fog Index White Paper

The Gunning Fog index appears to be the most popular and most widely used gauge of readability in the United States. The list of institutions using this tool includes public libraries, public schools, home schooling, colleges and universities, legal and technical organizations, and the health care profession. In addition the technique has been adapted for use with other languages.

Steps in Applying the Index

1. Select a sample.
2. Determine the average number of words per sentence.
3. Count the words containing three or more syllables.
4. Add the 2 factors and multiply by 0.4.

The result is the minimum grade level at which the writing is easily read.

Sample

In general, construction of pictograms follows the general procedure used in constructing bar charts. But two special rules should be followed. First, all of the picture units used must be of equal size. The comparisons must be made wholly on the basis of the number of illustrations used and never by varying the areas of the individual pictures used. The reason for this rule is obvious. The human eye is grossly inadequate in comparing areas of geometric designs. Second, the pictures or symbols used must appropriately depict the quantity to be illustrated. A comparison of the navies of the world, for example, might make use of miniature ship drawings. Cotton production might be shown by bales of cotton. Obviously, the drawings used must be immediately interpreted by the reader.

Computation

- The average number of words per sentence is the total number words divided by the total number of sentences.

$$129 \div 10 = 13$$

- The percent of words containing three or more syllables (or hard words) equals the number of hard words divided by the total number of words.

$$129 \div 26 = 20\%$$

- Add the average number of words per sentence plus the percent hard words.

$$13 + 20 = 33$$

- Multiply the result by 0.4 gives the reading grade level using the Gunning Fog technique.

$$33 \times 0.4 = 13.2$$

The sample text has a grade level of readership of 13.2.