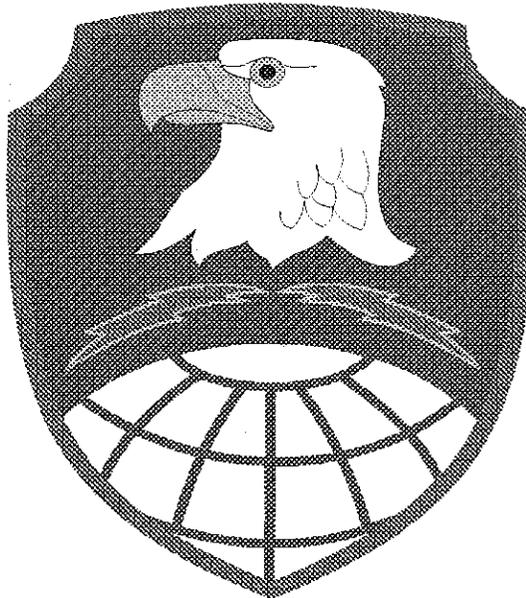


Command Information
Management System (CIMS)

SCOPE OF WORK (SOW)

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1.0 SCOPE

1.1 INTRODUCTION - The U.S. Army Space and Missile Defense Command (USASMDC, SMDC, USASMDC/ARSTRAT) has contractual support requirements for Information Technology (IT) Operations and Maintenance for the Command Information Management System (CIMS). The CIMS is the overall command enterprise and support architecture comprising the primary functional IT entities required to support the command and customer's mission areas that support the sustaining operations. This contract will be an Indefinite Delivery/Indefinite Quantity (IDIQ) contract. These functional IT support areas include primarily Contract Management, Engineering and Development Operations, Help Desk Operations, Computer Operations, Database Management and Operations, Applications Development, Network Operations, Information Assurance Operations, Web Development Operations, Visual Information Operations, Communications Operations and Command Support and Operations. These efforts will require a professionally skilled, well trained, and retainable workforce to support the SMDC Major Command (MACOM).

1.2 MISSION - SMDC/ARSTRAT, Serves as the Army Service Component to United States Strategic Command (USSTRATCOM), conducts space operations and provides planning, integration, control and coordination of Army forces and capabilities in support of USSTRATCOM missions; serves as proponent for space and ground-based midcourse defense and as Army operational integrator for global missile defense; conducts mission related research, development, and acquisition in support of Army Title 10 responsibilities and serves as the focal point for desired characteristics and capabilities in support of USSTRATCOM missions.

1.3 ORGANIZATION - SMDC's current organizational structure includes the following locations: 1) SMDC-Arlington, located in Arlington, Virginia; 2) SMDC-Huntsville - located in Huntsville, Alabama; 3) SMDC-Colorado Springs - located on Peterson AFB, Colorado, CO; 4) SMDC-High Energy Laser Test Facility (HELSTF) - located at White Sands, New Mexico; 5) Kwajalein/Regan Test Site (USAKA/RTS) - located in the Marshal Islands; and 6) Future Warfare Center (FWC) (previously known as Force Development Integration Center (FDIC) - located in Arlington, VA. Past history has shown a pattern of alignment, reorganization, and evolution of the compositional structure of SMDC. It should be noted that locations anticipated to support but not limited to (in the basic level of effort) are SMDC-Arlington, VA and SMDC - Huntsville - Redstone Arsenal, Alabama, but current evolution of an SMDC "Enterprise" includes networks with SMDC - Colorado Springs - Peterson AFB, Colorado;, SMDC - High Energy Laser Test Facility (HELSTF) - White Sands, New Mexico; Kwajalein/Regan Test Site (USAKA/RTS) - Marshal Islands; and Future Warfare Center (FWC) - Arlington, VA and TSM - Arlington, VA Contractor flexibility shall exist for future expansions/reductions and evolution of the CIMS within the DOD community in support of the SMDC mission and goals.

1.4 EFFORTS AND SUPPORT- All efforts and support shall follow guidelines detailed as specified in individual Task Orders. This will address specific employee requirements, an intense Project Management system to oversee, direct, and coordinate all contract support activities, organizational oversight, control and flow of information to specific Government personnel, commercial-off-the-shelf (COTS) - government-off-the-shelf (GOTS) hardware and software products to include innovative IT concepts, and the Paperless Office initiative.

1.5 APPLICABLE DOCUMENTS – A glossary of terminology for this effort is provided in Appendix A. Applicable documents, standards, regulations, pamphlets, and directives are provided in Appendix B. In the event of conflict between the documents referenced and the contents of this Scope of Work (SOW), the contents of this SOW shall take precedence. Clarification and guidance shall be the responsibility of the contractor in understanding what is requested in this SOW and associated documents. The contractor shall seek clarification from the Contracting Officer (CO) or Contracting Officer's Representative (COR) in areas not understood.

2.0 GENERAL REQUIREMENTS - The contractor shall be responsible for the total CIMS architecture comprising the functional IT support areas. These support areas include Contract Management, Engineering and Development Operations, Help Desk Operations, Computer Operations, Database Management and Operations, Applications Development, Network Operations, Information Assurance Operations, Web Development Operations, Visual Information Operations, Communications Operations, and Command Support and Operations. This shall include maintaining technical and contract management data supporting technical and management reporting requirements in areas of financial management, administrative information, network administration and contractual controls. The contractor shall, along with the SMDC - Chief Information Office (CIO), operate and maintain the CIMS in accordance with (IAW) policies and procedures prescribed in, but not limited to, Army Regulation 25-1, DA PAM 25-1-1, and Army Regulation 25-2; as a result, the contractor shall use Army Regulation 25-1 and DA PAM 25-1-1 as primary guides in performing the requirements of the SOW.

Specific performance requirements will be sent forth and funded in individual task orders (TO) issued under the basic Indefinite Delivery Indefinite Quantity (IDIQ) contract. The TOs may be issued in support of any areas of the following SOW. The CIMS contract will be managed by SMDC via a contract-level COR. Individual technical monitors (TMs) may be assigned under individual TOs.

2.1 OPERATIONS MANAGEMENT AND SUPPORT - The contractor shall support all CIMS operations via their own Operations Management and Support structure. Operations Management and Support shall be the controlling hub for all CIMS efforts, tasks, planning, coordination, command, control, critical issues and priorities, Command Priorities Meeting (CPM – Section 3.1.4) efforts, re-

engineering, support, and especially daily workflow as specified in the Task Orders.

2.2 SOFTWARE ENGINEERING - The concept, design, development, testing, government acceptance, integration, full documentation, and subsequent delivery and operation of all software shall fall under specifics detailed in individual Task Orders to meet high CIMS standards for this contract.

2.3 TECHNICAL SUPPORT - The contractor shall provide technical support required to ensure full operations and integration with CIMS and customer/user support functions. User support shall be based primarily on specified "Command Standard" efforts. Command Standard is an acknowledged measure of comparison for quantitative or qualitative value by the CIO that may deem an item's importance as significant and to be technically supported. Command Standard items may include but are not limited to systems, software, hardware, programs, CIMS support items, mission related items or task, new technologies, or future items recognized as necessary in accomplishing a command function, mission, or goal.

Efforts shall include: technical support in managing and controlling all IT computer resources, keeping the CIO informed, being responsive to CIO direction and priorities, primary focus of technical support shall be the functional IT support areas (SOW Section 1.0), identifying negative IT issues and impacts (i.e., processes, procedures, aging IT elements, ineffectiveness, obsolete elements, defectiveness, and any IT components that may affect the quantitative or qualitative value of service provided by this contract for the CIMS). Technical Support shall include proper identification of issues, informative and valid information, recommended guidance, and proposed resolutions, an effective Reengineering and Life Cycle Management program, network Configuration Control, user procedures, an operator level maintenance program for the CIMS computers, network, and telecommunications equipment, supplement documentation, investigate and evaluate computer hardware, software, and related network and communications systems and devices, to determine viable candidates for specific CIMS functional requirements, perform studies, record and advise the government of system and user problems and/or concerns regarding all CIMS equipment and services.

2.4 CONFIGURATION CONTROL - The contractor shall be responsible for identifying any changes to the SMDC Enterprise which supports operations consistent with Army Architecture and Army Knowledge Management policies. The contractor shall have a significant role in maintaining, securing, and operating the SMDC network and system enterprise.

3.0 SYSTEMS OPERATIONS REQUIREMENTS

3.1 CONTRACT MANAGEMENT - The contractor shall establish and maintain a contract management capability responsible for managing all administrative and technical operations of the CIMS including the functional IT support areas: Contract Management, Engineering and Development Operations, Help Desk Operations, Computer Operations, Database Management and Operations, Applications Development, Network Operations, Information Assurance Operations, Web Development Operations, Visual Information Operations, Communications Operations and Command Support and Operations. The contractor shall also provide coordination and system support to all locations served by the CIMS, to include workstations and terminals at SMDC remote locations as required.

The contractor shall support the SMDC-CIO management philosophy, missions and functions; and maintain a thorough knowledge, understanding and support of the CIO's most current goals, technical objectives and priorities. The contractor shall ensure that the information architecture and directions set forth by the CIO are employed at all locations and sites where contractor personnel are performing services. This shall include all plans, procedures, system operating schedules, system modifications, upgrade planning, and system operational studies with the designated Government Point of Contact (GPOC), CIO management and the COR for all responsibilities for CIMS operations.

3.2 ENGINEERING AND DEVELOPMENT OPERATIONS - The contractor shall establish a system architecture, software architecture, and information technology architecture for the CIMS. The contractor shall maintain an engineering design and development capability.

3.3 HELP DESK OPERATIONS - The contractor shall establish and maintain a centralized Help Desk Operations system. The Help Desk shall be the primary point of contact for all SMDC customers. Help Desk Operations shall have the oversight, capability, and responsibility for managing all technical aspects and administrative operations related to supporting the total CIMS Enterprise and associated missions. This is anticipated to include, but not limited to, maintaining Help Desk operations primarily in the SMDC Huntsville, AL and Arlington, VA facilities but is not limited to supporting those "Enterprise" areas as specified by the GPOC. The Help Desk Operation shall provide technical assistance and support to all SMDC customers of IT equipment and services provided under the CIMS. The contractor shall assist all SMDC customers primarily with the resolution of software, hardware, network, training coordination, and other IT related problems.

3.4 COMPUTER OPERATIONS - The contractor shall establish and maintain a Computer Operations capability responsible for managing and operating all CIMS computer systems and support equipment at the SMDC Primary Sites. The

classified systems shall be operated at the Critical Sensitivity 3 (SECRET) level of security and the unclassified systems will be operated at the Unclassified Sensitive 1 (US1) level of security. Appropriate procedures and controls shall be implemented IAW SMDC, DA, and DOD standards, regulations and directives. During the period of this contract, the CIMS information architecture and the equipment configuration and composition may change due to equipment and software upgrades or replacements. Changes may occur during the evolution of the SMDC Enterprise. Any change to the equipment configuration or composition of equipment is considered to be within the scope of this contract and shall be operated and maintained by the contractor. All configuration changes shall be processed through the Network Configuration Control Process.

3.5 DATABASE MANAGEMENT AND OPERATIONS - The contractor shall establish, and maintain a database systems operations capability responsible for maintaining a vigorous technology upgrade and performance improvement program, to include concept, prototype development, design, development and integration of collaborative CIMS web applications into the CIMS DBMS(s). The contractor shall ensure technical personnel have software product development experience in CIMS software, tools, and hardware.

3.6 APPLICATIONS MANAGEMENT AND DEVELOPMENT - The contractor shall develop, maintain, manage, and control all resources supporting CIMS applications. This shall include analysis, design, development, testing, control, security, integration, and performance related management, operations, and maintenance. Specific directions will be issued regarding new software development, and operation and maintenance efforts using Task Orders. Specific functional descriptions, and/or system requirements are not known at this time for these future applications developments but will fall under these same guidelines.

3.7 NETWORK OPERATIONS - The contractor shall establish, and maintain a network operations capability responsible for managing all technical and administrative operations of the CIMS and its Enterprise components. The contractor shall be responsible for maintaining operational control of the CIMS to include operation and maintenance; operation and maintenance procedures; and CIMS upgrade plans, installation, and integration. All work shall be done in accordance with the Network Configuration Control Process. In addition, the contractor shall provide network support to SMDC programs and activities, both local and remote, supporting the command's mission and functions and any changes to the command's mission and functions that may occur during the performance period of this contract. This effort shall include, but is not limited to: systems analysis and system engineering services to support, monitor, operate, maintain, enhance and expand the SMDC networks; provide network technical support for telecommunications protocols and shall understand how these telecommunications protocols integrate with the SMDC network to provide a state of the art and stable transport; review protocols and recommend upgrades as industry, technology or SMDC dictate; provide technical support for network

physical layers; provide network management support for local area networks; network historical records; provide technical support for the design, development and implementation of new local area networks and for the expansion of existing networks; provide evaluation of alternative network topologies, equipment and software; installation of network hardware and software; and system testing; monitor, maintain, expand services, and develop application enhancements to the electronic mail systems used by SMDC and its serviced organizations; design, implement, and maintain the CIMS security architecture; technical support for the design, development and implementation of the Wide Area Networks (WAN) and for the expansion of existing SMDC networks, including development of network schematics based on approved customer management requirements; alternative WAN topologies, equipment and software; installation of network hardware and software; and system testing; implement, and maintain the WAN. The SMDC NOC shall support not only the WAN, but the SMDC enterprise also and provide expertise to support SMDC's SAN/NAS; and support the Command's Sun Cluster

3.8 INFORMATION ASSURANCE OPERATIONS - The contractor shall identify, verify, coordinate, plan, enhance, secure, protect, operate, train, test, demonstrate, establish, create, implement, all Information Assurance (IA) efforts with the designated Government Point of Contact (GPOC) and follow fully coordinated regulations, GPOC direction, and contractor created plans to achieve a quality and well orchestrated Information Assurance Program. "Fully coordinated direction" means the task or effort has met approval of oversight groups like the Command Configuration Board (CCB), designated GPOCs in overlapping divisions or areas like Networking, Automation, Visual Information, Communications, etc. and the COR. Exceptions to any specifically stated direction or tasks will be specifically addressed and documented by the Designated Approving Authority (DAA) in coordination with the COR.

3.9 PROJECT MANAGEMENT OPERATIONS – An intense Project Management system should exist to oversee, direct, and coordinate all contract support activities to include, but not limited to, an intense IT engineering program for upgrades and performance improvement programs for the CIMS. This shall include designing, developing, re-engineering, and integrating state-of-the-art software and hardware enhancements in the CIMS architecture. These efforts are required to provide an innovative, high quality, cost effective, state-of-the-art, sustaining base IT environment that supports SMDC missions and functions that include aggressive SMDC Research and Development (R&D) projects/programs. The SMDC R&D projects/programs develop and test leading edge technologies in support of the Missile Defense Agency (MDA) and other Department of Defense (DOD) programs.

Project Management Operations efforts and support shall include an automated and physical project management support structure focusing on details, currency of data, control of resources, and full coordination among the government CIO

support structure and the contractor support structure. Project management planning shall utilize planning tools acceptable to the government that track integration management, scope management, quality management, time management, cost management, risk management, human resource management, procurement management, communications management, milestones and significant efforts to be accomplished by goals set forth by the CIO. Project management efforts shall also contain enough detail to support complete management and control of all resources. The hub for all contractor resources shall be the Operations Management and Support (2.2) structure with total contract control and oversight by the contractor Project Manager.

3.10 VISUAL INFORMATION OPERATIONS – Visual Information work includes, but is not limited to, support for VTCs, conference rooms, JWICS, communications, engineering, technical support, trouble-shooting, audio, projections, operations, multimedia, maintenance, installation, fine-tuning, facilitation, scheduling, operations, dialup assistance, photography, recording/editing of video, satellite support, CCTV, cable TV, switchable interfaces, mixers, controlling devices, cameras, portable Video Teleconferencing Systems microphones, audio/video interfaces, control consoles, and training.

3.11 COMMUNICATIONS OPERATIONS – Communications Operations shall include PBX Administration, the installation, configuration, and maintenance of analog telephone lines, digital telephone lines, Integrated Services Digital Network (ISDN) BRI lines, Station Administration applications, Call Pilot 2.5 database, configure and maintain voice mail and Express Messaging accounts, Remote Notification access, Meridian Integrated Conference Bridge, communications wiring infrastructure, CATV infrastructure, multi-media interface floor boxes, back-up support and maintenance for Video Teleconferencing services, response to users for problem resolution, configuration management data for the PBX system, station and utilization records and reports, Blackberry operations and specialized mobile communications devices with data capabilities, and other specified communications operations as specified in individual task orders.

Other Communications Operations efforts to be performed under this contract include, communications directory automation, telephone directory automation, DMS Directory Automation, Command Cable Television (CCTV) support, COMSEC support, circuit drawings/database, circuit requests, and Certification Authority Workstation (CAW) support.

3.12 GENERALIZED COMMAND SUPPORT AND OPERATIONS

3.12.1 TRAINING OPERATIONS - The contractor shall establish and maintain “in-house” training operations and capabilities in support of the ever evolving CIMS and customer’s training requirements. The

requirements may vary depending upon changing demands and efforts supported within SMDC and our customer's requirements.

3.12.2 CIMS MARKETING – The contractor shall create a marketing plan for existing and potential customers within the command and areas that may utilize the CIMS SOW/contract. The marketing plan shall incorporate areas specified by the CIO for presentation and in a specific format for presentation to other command organizations and customers.

3.12.3 WEB DEVELOPMENT OPERATIONS - Web development Operations all web (CommandNet (Intranet) and Internet) applications. Interaction with the customer on web requirements, design, creation, and acceptance will be required along with knowledge, skills, and abilities to stay current in the latest technologies and code in supporting this contract.

4.0 MAINTENANCE REQUIREMENTS

4.1 NON-SCHEDULED MAINTENANCE - The contractor shall provide non-scheduled on-site per-call repair service for the IT equipment used in support of the CIMS (all having an SMDC barcode) and other like equipment existing and installed in the CIMS during the performance period of this contract. This support can be extended to any SMDC Enterprise equipment identified by SMDC. This repair service shall be performed on-site at support locations in Huntsville, AL, Washington D. C., and at any other SMDC location identified by the CIMS contract. This will include maintenance for all CIMS IT equipment under vendor warranty IAW applicable warranties, maintaining non-scheduled maintenance records for tracking equipment malfunctions and maintenance performance trends, and malfunction incident reports to the government upon completion of each call.

4.2 SOFTWARE AND LICENSE MAINTENANCE - The contractor shall maintain and control all existing software and licenses used in the CIMS. This will include maintaining appropriate software and licenses maintenance records as required by DA and COR instructions. It also includes all network, help desk, development, and CIMS operational related software.

4.3 SCHEDULED MAINTENANCE - The contractor shall provide scheduled maintenance for CIMS equipment (identified in individual task orders) and keep the equipment in optimal operating condition. During the performance period of this contract, the equipment configuration and composition may change due to changing technology, equipment upgrades, or replacements. Any change to the configuration or composition of equipment is considered within the scope of this contract and shall be maintained by the contractor. All changes shall be approved and processed through the SMDC Network Configuration Control.

4.4 NON-IT MAINTENANCE - The contractor shall maintain the non-IT equipment listed in individual task orders. These items shall be placed under a monthly inspection and preventative maintenance plan to include coordination with the building contractor for maintenance, filter replacement, lubrication and any other tasks specified. The contractor shall advise the Government of any changes in schedules, or problems with the units.

4.5 SPECIAL SYSTEMS MAINTENANCE - The contractor shall provide technical support and maintenance for special purpose IT systems to include computers, networks, application software, and other IT equipment used in supporting and automating special functions and services important to the day-to-day operation of the SMDC staff offices, technical directorates, project offices, and customers. This shall include providing technical support personnel experienced with the IT equipment and application software, which possess the capability to design, implement, integrate, and maintain hardware and software enhancements, changes, updates, or repairs. In addition, the contractor shall provide technical support and maintenance for all special purpose IT systems that may be added to the CIMS during the performance period of this contract.

4.6 SOFTWARE MAINTENANCE - The contractor shall provide systems programming and systems administrator support of all computer operating systems for support of the CIMS. Support efforts shall be required for all operating systems under CIMS and future versions of the Microsoft family of operating/application systems. The contractor shall support all other operating systems that are approved and identified by SMDC, which may be installed during the performance period of the contract.

This shall include full-time on-site/offsite systems programming and administration support services at the SMDC Primary Locations. This is to include but not limited to the IT systems used in the CIMS. Systems programming and administration support includes: 1) systems configuration, maintenance, and upgrades; 2) problem isolation and resolution; 3) server and desktop connectivity and communications issues; 4) user account administration, as well as overall system administration operations; 5) file and data archival, using industry recommended products, that have been approved by the GPOC; 6) maintenance of connectivity to telecommunications links, to include the LAN and WAN infrastructures; and file system maintenance, taking advantage of the SMDC SAN / NAS architecture.

The contractor shall provide operating systems analysis and software support required to maintain and update operating systems, applications software libraries, utilities software, and related support for all computer systems. A system emergency is any unscheduled situation in which all or a portion of the CIMS is unavailable due to hardware or operating system software failure. This support

shall also include immediate response to system emergencies. Reporting of system emergencies shall be reported immediately to the Government.

The contractor shall provide software and library control for the installation, updating, and maintenance of software baselines. This will include support in migration efforts, impact analysis, development of installation and migration methodologies, development of automated migration tools, modification of system software, development of routines for systems-level functions which include system security; system status and performance monitoring; system performance tuning and enhancement; inter-system communication and data transfer; user interfaces; and peripheral interfaces, the development, implementation, and maintenance of methodologies and software required to ensure the security and integrity of supported computer systems, including access restrictions and protection of system and user files and data. Provide required support for the receiving, installation and execution of COTS and GOTS software products, establishment and maintenance of reporting procedures and tools to ensure visibility of software library contents, ensure special purpose software product problems are properly identified, documented, and corrected, coordination and installation of executive software updates, maintain records of system malfunctions, cause (i.e., hardware or software) and resolution, coordination and reporting of all hardware problems, maintain and update operating systems, processors, libraries, utility software, and local code required to support the unique CIMS IT requirements at SMDC Primary Locations and other locations as directed by the government, develop, test, and document executive software programs required to satisfy the needs of IT users, submission of Programming Services Requests (PSR) with supporting documentation to software vendors as required to correct local problems, back-ups, monitor overall system performance to identify potential problems in the hardware/software configuration, recommend measures that will improve system performance and implement recommended solutions upon approval of the government, configure communications software to meet network requirements, maintain the computer accounting system(s), maintain and update the CIMS document library - all proprietary microcomputer software distribution disks shall be retained and controlled by the contractor as part of this document library, registration of all microcomputer software warranties, systems users notification, and documentation in the form of problem description and support information suspected to have been the result of executive operating system software problems as well as corrective action taken and recommended solutions to reoccurring problems.

4.7 APPLICATION SOFTWARE MAINTENANCE - Maintain and improve the functional capabilities of the application and web developments in the CIMS, and all new software developed under this contract. Changes to the CIMS application and web development shall be documented using the Software Change Requests (SCRs) or the Problem Reports (PRs), and shall be approved. All software modifications shall use existing CIMS software development tools

unless otherwise directed. The contractor shall establish procedures for review and approval of all software changes according to the Software Configuration Control Board and Capability Maturity Model as specified and agreed upon.

The contractor shall use software maintenance/improvement procedures throughout the life of the contract and shall include: procedures for receiving, tracking, and validating SCRs and PRs, procedures for monitoring and controlling software and documentation (e.g. SCRs, PRs and Configuration Control Board (CCB) procedures), test procedures and migration procedures to ensure smooth transition of software from the development environment to the operational environment, implementation and maintenance of these procedures to control each SCR or PR, coordination with the government, define requirements for improvement of software functionality and performance by correcting software problems, provide the government an estimated level-of-effort and associated cost for each approved change, implement modified software, and demonstrate the modified software.

4.8 GENERAL MAINTENANCE - The contractor shall maintain the Government-owned and Government Furnished Equipment (GFE) IT equipment. This includes a maintenance plan procedure, hardware maintenance service for scheduled preventive maintenance (PM), Remedial Maintenance (RM), run component, system, security checks, repair equipment malfunctions, support-readiness, inventory, documentation, repair or maintenance of warranty protection and conditions for equipment in warranty status, develop and maintain up-to-date equipment lists/configurations. Maintenance shall be performed by the Original Equipment Manufacturer (OEM) when possible or OEM equivalent personnel.

4.8.1 Preventive Maintenance (PM) - Preventive maintenance is defined as that maintenance which is designed to keep the equipment in good operating condition, and which is performed on a scheduled basis. Preventive (scheduled) maintenance shall normally be provided during the principal period of maintenance (PPM). Preventive maintenance may be scheduled and/or performed concurrently with remedial maintenance at any time during the Government's PPM. The contractor shall specify, in writing, the frequency and duration of the periods needed to perform the required normal PM

4.8.2 Remedial Maintenance (RM) - Remedial maintenance is defined as that maintenance performed by the contractor which results from equipment failure and which is performed as required on an unscheduled basis. Remedial maintenance shall be performed promptly after notification that the equipment is inoperative.

5.0 DEFENSE MESSAGE SYSTEM REQUIREMENTS - The contractor shall provide all engineering services and technical support required to: 1) develop, implement, operate and maintain a certified DMS capability; and 2) design, develop, install and operate DMS applications in support of new and future CIMS capabilities. In addition, the contractor shall provide DMS support to SMDC programs and activities performed in support of the command's mission and functions and any changes to the command's mission and function that may occur during the performance period of this contract. This effort shall include, but is not limited to: 1) performing all engineering design and analysis to include recommending DMS certified hardware and software components; 2) assembling prototype models of applicable e-mail systems (e.g. MS-Mail and Exchange Server); 3) developing and/or maintaining the SMDC DMS Transition Plan; 4) testing the migration plan on the prototype model(s); 5) developing detailed specifications for government acquisition of DMS certified Government Open Systems Interoperability Protocols (GOSIP) user components; 6) installing and configuring the components to include PC FORTEZZA card readers; and 7) reconfiguring the address spaces and all connectors required to implement the SMDC DMS capability. The contractor shall be fully capable and knowledgeable of network utilities and tools, and maintain and enhance the operational capabilities of the system.

6.0 TECHNICAL DIRECTIVES - The contractor shall perform CIMS tasks termed as "technical directives (TD)" that may support, enhance, or create specific CIMS operations, maintenance, system development, installations, task/efforts or software development. These TD's are issued officially via task orders by the CO. They will include a formal task Description/SOW along with a full assessment of all possible costs associated with the task.

7.0 HARDWARE AND SOFTWARE UPGRADES - The contractor shall analyze all hardware and software resources and recommend improvements that will maximize utilization, improve efficiency, reliability, and meet expanding SMDC requirements, acquire, test for compatibility, install, and integrate hardware and software resources, furnish all intra-facility network cables and inter-connecting lines on the LAN side of the SMDC WAN. The government will be responsible for inter-facility data communication infrastructure to include modems, DSU/CSUs, on-line encryption devices, and leased telecommunications lines, provide facilities to be used by the contractor as a hardware and software staging and/or assembly area for equipment acquired under the provisions of this SOW, and incorporate information accessibility requirements for all current and prospective employees with disabilities IAW Section 508 Compliance

8.0 SPECIAL SUPPORT REQUIREMENTS - The contractor shall provide Special Support Requirements supporting the CIMS with feasibility surveys to determine and evaluate the impact of proposed changes on elements such as hardware, software, firmware, operations, personnel and telecommunications, trade-off analysis of alternative designs, market analysis, and prepare reports; Calculate and evaluate the costs associated

with alternative designs, including initial cost, operating costs, maintenance costs, and total costs incurred over the life of the system; perform general information system surveys including the following types: 1) Impact; 2) Conceptual; 3) State-of-the-art; and 4) Human Engineering; Perform system conversions and/or migrations; and assist in the preparation of technical briefings/presentations, with supporting aids, as required by the government.

8.1 SECURITY AND PROTECTION OF DATA - All personnel employed by the contractor in the integration, operation, maintenance and support of this effort shall have a minimum of a SECRET security clearance. In some instances the contractor shall be required to obtain a TOP SECRET clearance. While operating at a Government facility the contractor shall develop, maintain and enforce security procedures IAW AR 25-2, DOD Directive 5200.28 and DOD 5220.22-M, SMDC supplements, implementing policies, regulations, and revised guidance which may be published during the performance period of this contract. The contractor shall maintain back-up data, documentation, and master files at an alternate site that would allow systems and master files to be reconstructed in the event of loss of files. This effort shall be coordinated with the GPOC, the COR, and CIO management. The contractor shall develop, coordinate and maintain COOPs for all CIMS mission essential automated information systems. The contractor shall protect sensitive and classified data maintained in the CIMS. The contractor shall control system and physical access of areas. The contractor shall maintain a system and procedures to generate, issue, and control system user identifications and passwords IAW Information Assurance regulations and guidance. The government shall be responsible for security monitoring of detection devices, smoke, heat, water, and equipment alarms around the clock seven days per week. The government will be responsible for direction, signature, and control of identification badges. The government will provide destruction facilities for classified waste material.

8.2 WORK ENVIRONMENT - The contractor shall provide and maintain a safe and healthful work environment within the government furnished office space and facilities

8.3 ACCOUNTING AND REPORTING - The contractor shall provide technical and management reports; shall identify computer time that can be directly identified to a specific technical program/effort; maintain a record of programs executed and statistics of usage; and reports and distribution of reports.

8.4 SUPPLIES - The contractor shall furnish all supplies used by contractor personnel and GFE maintained on the contractor's property book in support of computer operations.

9.0 PHASE-IN EFFORT - The contractor shall perform phase-in efforts and maintain continuity of operations during transition of performance from the incumbent

contractors. The phase in will be well organized, systematic, and in a very well planned manner. All contract personnel shall support the efforts established by the Phase-In/Phase-Out Team. The contractors both shall develop a joint working punch list of critical areas to be satisfied, that will be initialed and dated by both parties and the COR upon satisfactory completion of each item during the Phase-In/Phase-Out effort.

10.0 PHASE-OUT EFFORT - The contractor shall be required to phase out the existing contract turning over total contract control to the new contractor in a well organized, systematic, and planned manner. The existing contractor shall meet with the new contractor. All contract personnel shall support the efforts established by the Phase-In/Phase-Out Team. The contractors both shall develop a joint working punch list of critical areas to be satisfied, that will be initialed and dated by both parties.

11.0 MANPOWER REPORTING: The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor will report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address: <https://contractormanpower.army.pentagon.mil>. The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, e-mail address, identity of contractor employee entering data; (5) Estimated direct labor hours (including sub-contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-contractors); (7) Total payments (including sub-contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each sub-contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) Presence of deployment of contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country). As part of its submission, the contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending 30 September of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site."

12.0 GOVERNMENT FURNISHED EQUIPMENT The contractor shall maintain an interactive and up to date database of all GFE items under the CIMS. Reporting shall be in accordance with requirements specified in individual Task Orders.

13.0 DELIVERABLES The contractor shall deliver all technical data and information strictly in accordance with the requirements, quantities, and schedules set forth in the Contracts Data Requirements List (DD Form 1423).

14.0 TRAVEL Travel will be required and will include but not limited to locations such as SMDC-Arlington, Colorado Springs – Peterson AFB, Colorado, SMDC - High Energy Laser Test Facility (HELSTF) – White Sands, New Mexico; Kwajalein/Reagan Test Site (USAKA/RTS) – Marshal Islands; and Future Warfare Center (FWC) – Arlington, VA and TSM – Arlington, VA. Travel is required to support the evolution of SMDC Information Technology Infrastructure “Enterprise”.