

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER SEE SCHEDULE		PAGE 1 OF 120	
2. CONTRACT NO. 263-01-D-0050		3. AWARD/EFFECTIVE DATE 26-Sep-2006		4. ORDER NUMBER W9133L-06-F-1000-P00023		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME				b. TELEPHONE NUMBER (No Collect Calls)	
9. ISSUED BY NGB-ZC-AQ - W9133L 1411 JEFFERSON DAVIS HWY ARLINGTON VA 22202-3231  TEL: FAX: 703-607-1742		CODE W9133L		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: % FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> 8(A)  NAICS: 541512 SIZE STANDARD: \$23M		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE  13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)  13b. RATING  14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO  <b>SEE SCHEDULE</b>		CODE		16. ADMINISTERED BY  <b>SEE ITEM 9</b>		CODE	
17a. CONTRACTOR/OFFEROR SYSTEMS RESEARCH AND APPLICATIONS CORPOR 4300 FAIR LAKES CT FAIRFAX VA 22033-4232  TEL. 703-653-5463		CODE 6R517		18a. PAYMENT WILL BE MADE BY DFAS-INDIANAPOLIS-HQ0105 DFAS INDIANAPOLIS VENDOR PAY DEPT 3800 8899 E. 56TH ST. INDIANAPOLIS IN 46249-3800		CODE HQ0105	
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input checked="" type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/ SERVICES		21. QUANTITY		22. UNIT	
		<b>SEE SCHEDULE</b>				23. UNIT PRICE	
						24. AMOUNT	
25. ACCOUNTING AND APPROPRIATION DATA  <b>See Schedule</b>				26. TOTAL AWARD AMOUNT (For Govt. Use Only)  <b>\$177,005,298.31</b>			
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED				<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>0</u> COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)		31c. DATE SIGNED	
				<b>(b) (6)</b>		26-Sep-2006	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)			
		<b>(b) (6)</b>		<b>(b) (6)</b> CONTRACTING OFFICER			
				TEL: 703-607-2089 EMAIL: <b>(b) (6)</b>			

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS  
(CONTINUED)**

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

32a. QUANTITY IN COLUMN 21 HAS BEEN  
 RECEIVED  INSPECTED  ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: \_\_\_\_\_

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

33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
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38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
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41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY ( <i>Print</i> )	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42b. RECEIVED AT ( <i>Location</i> )
		42c. DATE REC'D ( <i>YY/MM/DD</i> )

Section SF 30 - BLOCK 14 CONTINUATION PAGE

SUMMARY OF P00015 CHANGES

**Modification P00015 Summary of Changes.**

The purpose of this modification is to exercise Option Year 3 of this contract, extending the period of performance to September 30, 2010. The following changes are made:

- a. CLIN 3001AA – “Enterprise Operations Support” is exercised at \$14,288,626.08.
- b. CLIN 3001AB – “Report Documents” is exercised at \$1,320,000.00.
- c. CLIN 3001AC – “Plans Documents” is exercised at \$250,000.00.
- d. CLIN 3001AD – “Long Distance Travel” is exercised at \$68,052.00.
- e. CLIN 3001AE – “ISDN PRI Lng Dist” is exercised at \$192,117.96.
- f. CLIN 3001AF – “ISDN PRI Lng Dist” is exercised at \$320,000.00.
- g. CLIN 3001AJ – “Additional GKO Web Services” is added to the contract at an obligated amount of \$1,295,013.00
- h. CLIN 3001AG – “GKO Web Svr Spt” is exercised at \$1,046,307.00.
- i. CLIN 3003 – “Incentive Payment” is exercised at \$796,334.20.
- j. CLIN 3004 – “Equipment Maintenance for GFE” is exercised at \$4,856,542.68.
- k. CLIN 3007AA – “NIH Processing Fee” is exercised at \$220,916.72.
- l. CLIN 3007AC – “NIH Processing Fee for GKO Web Svc” is exercised at \$23,413.20.
- m. CLIN 3007AD – “NIH Processing Fee for Polycom/Tanberg” is exercised at \$9,165.56.
- n. CLIN 3008AB – “Polycom MCU & Tanberg” is added to the contract at an obligated amount of \$916,556.00.
- o. The total obligated amount of this contract is increased by \$25,603,154.36 from \$131,305,086.06 to \$156,908,240.42.
- p. The period of performance for this contract is extended to September 30, 2010.
- q. This option is exercised “Subject to Availability of Funds.”

No other changes are made to this contract.

DESCRIPTION OF MODIFICATION

Summary of Modification changes:

1. CLINs 4001AA is funded at \$14,282,028.00.
2. CLINs 4001AB is funded at \$1,320,000.00.
3. CLINs 4001AC is funded at \$250,000.00.
4. CLINs 4001AD is funded at \$54,432.00.
5. CLINs 4001AE is funded at \$1,076,952.96.
6. CLIN 4001AJ is funded at \$1,340,345.00.
7. CLIN 4001AK is funded at \$192,117.96.
8. CLIN 4001AL is funded at \$320,109.96.
9. CLIN 4002AA is funded at \$575,122.75.
10. CLINs 4003 is funded at \$795,323.00.
11. CLINs 4004AA is funded at \$4,422,816.00.
12. CLINs 4004AB is funded at \$845,957.64.
13. CLINs 4007AA is funded at \$216,368.27.
14. CLIN 4007AC is funded at \$8,459.58.
15. CLIN 4007AD is funded at \$24,172.98
16. CLIN 4007AE is funded at \$5,751.23.
17. The Government and the Contractor agree to correct the schedule incorporated via P00021 "Notification of Change in Government Direction, and Request to Rebaseline Project Deliverables and Contract Changes to the Active Directory/Exchange 2010" – remove the Exchange Evaluation Report from the contract and replace it with the Exchange Clean-up Plan V1.0. The Exchange Clean-up Plan V1.0 was delivered 09/24/2010.
18. DFAR252.239-7001 is added to meet DoD 8570 IA training and certification requirement.
19. A total of \$25,729,957.33 is obligated for this option year 4. As result of this modification, the total obligated amount of this contract is increased from \$147,787,144.33 to \$173,517,101.66
20. No other changes are made.

CLAUSES INCORPORATED BY REFERENCE

252.239-7001 Information Assurance Contractor Training and Certification JAN 2008

OBLIGATION AMOUNTS FOR SPECIFI

<u>CLIN</u>	<u>CONTRACT#</u>	<u>ITEM</u>	<u>OBLIGATE</u>	<u>% OF FUNDS</u>	<u>MODIFICATION</u>
3001AA	W9133L06F1000	EOSS OPS SPT	\$ 3,572,156.52	25%	Partial Release of Funds
3001AB	W9133L06F1000	EOSS REPORT DOCUMENTS	\$ 330,000.00	25%	Partial Release of Funds
3001AC	W9133L06F1000	EOSS PLANS DOCUEMENT	\$ 62,500.00	25%	Partial Release of Funds
3001AD	W9133L06F1000	EOSS LONG DISTANCE TRAVEL	\$ 17,013.00	25%	Partial Release of Funds
3001AE	W9133L06F1000	EOSS ISDN PRI LONG DISTANCE	\$ 48,029.49	25%	Partial Release of Funds
3001AF	W9133L06F1000	EOSS ISDN PRI LNG DIST	\$ 80,000.00	25%	Partial Release of Funds
3001AG	W9133L06F1000	EOSS GKO WEB SVS SPT	\$ 261,576.75	25%	Partial Release of Funds
3001AJ	W9133L06F1000	EOSS ADDITIONAL GKO WEB SVRS	\$ 326,990.75	25%	Partial Release of Funds
3003	W9133L06F1000	EOSS INCENTIVE PAYMENT	\$ 199,083.55	25%	Partial Release of Funds
3007AC	W9133L06F1000	EOSS NIH PROCESSING FEE	\$ 23,413.20	100%	Remove SAF
3004	W9133L06F1000	EOSS EQPT MAINT. FOR GFE	\$ 4,856,542.68	100%	Remove SAF
3007AD	W9133L06F1000	EOSS NIH PROCESSING POLYCOM/TANGBERG	\$ 9,165.00	100%	Remove SAF
3007AA	W9133L06F1000	EOSS NIH PROCESSING FEE	\$ 220,916.72	100%	Remove SAF
3008AB	W9133L06F1000	EOSS POLYCOM MCU & TANGBERG CLIN	\$ 916,556.00	100%	Remove SAF
		<b>Total</b>	<b>\$ 10,923,943.66</b>		

INSTRUCTIONS

<u>CLIN</u>	<u>ITEM</u>	<u>OBLIGATE</u>	<u>MODIFICATION</u>
3001AA	EOSS OPS SPT	\$ 10,716,469.56	Fund at 100 %
3001AB	EOSS REPORT DOCUMENTS	\$ 990,000.00	Fund at 100 %
3001AC	EOSS PLANS DOCUEMENT CLIN	\$ 187,500.00	Fund at 100 %
3001AD	EOSS LONG DISTANCE TRAVEL	\$ 51,039.00	Fund at 100 %
3001AE	EOSS ISDN PRI LONG DISTANCE	\$ 144,088.47	Fund at 100 %
3001AF	EOSS ISDN PRI LNG DIST	\$ 240,082.47	Fund at 100 %
3001AG	EOSS GKO WEB SVS SPT CLIN	\$ 784,730.25	Fund at 100 %
3001AJ	EOSS ADDITIONAL GKO WEB SVRS	\$ 968,022.25	Fund at 100 %
3003	EOSS INCENTIVE PAYMENT	\$ 597,250.66	Fund at 100 %

SUMMARY OF CHANGES**Accelerated Active Directory Deliverables – Revised Dates**

The revised deliverable dates are due to the time that Active Directory was part of the new acquisition strategy, approximately six weeks. Also, even though Active Directory has been split out from Exchange, we factored in the additional delays due to the fact that the contract award for Active Directory has not been awarded but we expect an award of 28 May 2010. As a result, SRA adjusted the time for the deliverable dates based on that date.

<b>Deliverable Title</b>	<b>Deliverable Description</b>	<b>Revised Deliverable Due Date</b>	<b>Actual Delivery Date</b>
<b>Active Directory Deliverables</b>			
AD Test Lab Bill of Materials (BOM)	BOM for AD test lab	7/7/2010	
AD Pilot Bill of Materials	AD BOM for Pilot sites	8/25/2010	
AD Production Bill of Materials	AD BOM for production	9/20/2010	
Detailed Design for AD	AD Detailed configuration information	8/11/2010	
AD System Administration Guide	Instruction for system administrators to operate and maintain the AD servers	8/11/2010	
AD Training Concept	Initial AD training storyboards and concepts for review	8/11/2010	
AD CONOPS	AD Concept of Operations	8/11/2010	
AD Implementation Plan	Detailed plan for AD Pilot and Full Deployment to NIPRNet Gateways and States / Territories	9/8/2010	
AD State Migration Plan Template	AD State-specific migration instructions template that will be completed for each state before consolidation begins	8/11/2010	
Conduct AD Critical Design Review (CDR)	Government review of the AD critical design, implementation plan, and training materials. Provides authorization to proceed with pilot.	8/20/2010	
AD Preliminary Test Plan	Initial test plan with test cases and testing methodology for AD consolidation	8/18/2010	
AD Final Test Plan	Final test plan with test cases and testing methodology for AD consolidation	9/16/2010	
AD Training Materials	AD Materials for State administrators, EOSS staff, and Government personnel	9/1/2010	
AD Test Report	Results of AD test case execution and retest results if needed	9/9/2010	
Updated AD System Documentation (if required)	Updates to AD system documentation following testing	9/22/2010	

<b>Deliverable Title</b>	<b>Deliverable Description</b>	<b>Revised Deliverable Due Date</b>	<b>Actual Delivery Date</b>
<b>Active Directory Deliverables</b>			
AD User Survey Form	AD Questionnaire template provided to selected users in Pilot states to solicit feedback	9/27/2010	
Conduct AD PRR	Review to ensure that AD and Exchange testing has completed successfully and that training materials are complete. Authorization for Pilot commencement.	9/27/2010	
AD Pilot Status Reports	AD Reports outlining status, issues, risks, and lessons learned	9/28/2010	
Updated AD System Documentation (as required)	Incorporate lessons learned from Pilot installations into AD system documentation	10/27/2010	
Conduct AD DRR	Review the results of the AD and Exchange Pilot, the changes made to the documentation, and the user survey to ensure rollout will be successful. Provides authorization to proceed with Full Deployment.	10/22/2010	
AD Full Deployment Status Reports	AD Reports outlining status, issues, risks, and lessons learned	11/4/2010	
AD Consolidation Lessons Learned	AD Lessons learned that can be applied to future IT initiatives and capability rollouts	1/31/2011	

## Exchange Evaluation Process Deliverables – Revised List

Deliverable Title	Deliverable Description	Revised Deliverable Due Date	Actual Delivery Date
Updated EOSS Project Management Plan	Identifies tasks, resources, risks, schedule, work breakdown structure, Configuration Management Plan, and Quality Assurance Plan	N/A	
NIPRNet Gateway Readiness Plan	Analysis of the four consolidation hub sites and identification of dependencies requiring resolutions prior to deployment	10/23/2009	10/23/2009
Requirements Definition and Analysis Document	Record all Active Directory and Exchange requirements.	11/23/2009	11/23/2009
Preliminary design for AD and Exchange	Develop high-level design and provide input to BOM	12/21/2009	12/21/2009
Conduct Preliminary Design Review (PDR)	Government review of the preliminary design for AD and Exchange	12/21/2009	12/21/2009
Product Evaluation and Selection Criteria Matrix	Provides weighted selection criteria for evaluating the different systems (NEW)	3/17/2010	3/17/2010
Vendor Bailment Template	Template to be used to negotiate with the vendors providing equipment (NEW)	7/2/2010	
Evaluation and Integration Test Plan	Test plan to be used during the evaluation and testing process (NEW)	7/16/2010	
Evaluation Report/ BOM	Provides outcome of evaluation and test process (NEW)	10/20/2010	



<b>Deliverable Title</b>	<b>Deliverable Description</b>	<b>Revised Deliverable Due Date</b>	<b>Actual Delivery Date</b>
<b>Exchange Deliverables</b>			
Exchange Test Lab Bill of Materials (BOM)	BOM for Exchange test lab	11/30/2010	
Exchange Pilot Bill of Materials	Exchange BOM for Pilot sites	4/5/2011	
Exchange Production Bill of Materials	Exchange BOM for production	4/5/2011	
Detailed Design for Exchange	Exchange Detailed configuration information	3/1/2011	
Exchange System Administration Guide	Instruction for system Exchange administrators to operate and maintain the Exchange servers	3/1/2011	
Exchange Training Concept	Initial Exchange training storyboards and concepts for review	3/1/2011	
Exchange CONOPS	Exchange Concept of Operations	3/1/2011	
Exchange Implementation Plan	Detailed plan for Exchange Pilot and Full Deployment to NIPRNet Gateways and States / Territories	3/1/2011	
Exchange State Migration Plan Template	Exchange State-specific migration instructions template that will be completed for each state before consolidation begins	3/2/2011	
Conduct Exchange Critical Design Review (CDR)	Government review of the Exchange critical design, implementation plan, and training materials. Provides authorization to proceed with pilot.	3/2/2011	
Exchange Preliminary Test Plan	Initial test plan with test cases and testing methodology for Exchange consolidation	1/7/2011	
Exchange Final Test Plan	Final test plan with test cases and testing methodology for Exchange consolidation	2/15/2011	
Exchange Training Materials	Exchange Materials for State Exchange administrators, EOSS staff, and Government personnel	3/14/2011	
Exchange Test Report	Results of Exchange test case execution and retest results if needed	5/3/2011	
Updated Exchange System Documentation (if required)	Updates to Exchange system documentation following testing	4/18/2011	

<b>Deliverable Title</b>	<b>Deliverable Description</b>	<b>Revised Deliverable Due Date</b>	<b>Actual Delivery Date</b>
<b>Exchange Deliverables</b>			
Exchange User Survey Form	Exchange Questionnaire template provided to selected users in Pilot states to solicit feedback	5/2/2011	
Conduct Exchange PRR	Review to ensure that AD and Exchange testing has completed successfully and that training materials are complete. Authorization for Pilot commencement.	5/9/2011	
Exchange Pilot Status Reports	AD Reports outlining status, issues, risks, and lessons learned	5/19/2011	
Updated Exchange System Documentation (as required)	Incorporate lessons learned from Pilot installations into Exchange system documentation	7/20/2011	
Conduct Exchange DRR	Review the results of the AD and Exchange Pilot, the changes made to the documentation, and the user survey to ensure rollout will be successful. Provides authorization to proceed with Full Deployment.	7/7/2011	
Exchange Full Deployment Status Reports	AD Reports outlining status, issues, risks, and lessons learned	7/28/2011	
Exchange Consolidation Lessons Learned	Exchange Lessons learned that can be applied to future IT initiatives and capability rollouts	9/30/2011	

Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001			Dollars, U.S.		\$0.00
	Enterprise Operations Support FFP FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001				
					NET AMT
					\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AA		12	Months	\$1,246,884.50	\$14,962,614.00
	Enterprise Operations Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001				
					NET AMT
					\$14,962,614.00
	ACRN AA CIN: W81RUP621910010001AA				\$14,962,614.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AB		1,320,000	Dollars, U.S.	\$1.00	\$1,320,000.00

Report Documents  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Maximum Monthly Cost is \$110,000.00.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W81RUP62191001

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NET AMT \$1,320,000.00

ACRN AA \$1,320,000.00  
 CIN: W81RUP621910010001AB

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AC		750,000	Dollars, U.S.	\$1.00	\$750,000.00

Plans Documents  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W81RUP62191001

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NET AMT \$750,000.00

ACRN AA \$750,000.00  
 CIN: W81RUP621910010001AC

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AD		68,400	Dollars, U.S.	\$1.00	\$68,400.00 NTE

Long Distance Travel  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
FOB: Destination  
PURCHASE REQUEST NUMBER: W81RUP62191001

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NET AMT \$68,400.00

ACRN AA \$68,400.00  
CIN: W81RUP621910010001AD

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AE		60,221	Dollars, U.S.	\$1.00	\$60,221.00 TBN

ISDN PRI - Long Distance  
FFP  
See Section Entitled "ISDN PRI Pricing"  
FOB: Destination  
PURCHASE REQUEST NUMBER: W81RUP63561002A

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NET AMT \$60,221.00

ACRN AD \$60,221.00  
CIN: W81RUP63561002A0001

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AF		281,515	Dollars, U.S.	\$1.00	\$281,515.00
	ISDN MRC FFP See Section Entitled "ISDN PRI Pricing" FOB: Destination PURCHASE REQUEST NUMBER: W81RUP63561002A				

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NET AMT \$281,515.00

ACRN AD \$281,515.00  
CIN: W81RUP63561002A0002

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AG		936,320	Dollars, U.S.	\$1.00	\$936,320.00 TBN
	ISDN Legacy + Startup FFP FOB: Destination PURCHASE REQUEST NUMBER: W81RUP63561002A				

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NET AMT \$936,320.00

ACRN AD \$936,320.00  
CIN: W81RUP63561002A0005

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002			Dollars, U.S.	\$0.00	\$0.00 NTE
	Government Directed Initiatives FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. NTE \$11,959.617.00 FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001				
				NET AMT	\$0.00
	ACRN AA CIN: W81RUP621910010002				
					\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002AA		1	Dollars, U.S.	\$1.00	\$1.00
OPTION	Government Directed Initiatives FFP Fund Place Holder FOB: Destination PURCHASE REQUEST NUMBER: W81RUP63531002				
				NET AMT	\$1.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002AB		489,782	Dollars, U.S.	\$1.00	\$489,782.00
	Polycom & Tandberg Maintenance FFP IAW Modification of Statement of Work FOB: Destination PURCHASE REQUEST NUMBER: W81RUP63531002				

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NET AMT \$489,782.00

ACRN AB \$489,782.00  
CIN: W81RUP63531002A

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002AC		12,888	Dollars, U.S.	\$1.00	\$12,888.00
	IPS Installation FFP IAW Modification of Statement of Work FOB: Destination PURCHASE REQUEST NUMBER: W81RUP663041006				

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NET AMT \$12,888.00

ACRN AC \$12,888.00  
CIN: W81RUP63041006



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003	Incentive Payment FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Based on CLIN 0001 SLA Performace. No Incentive payment for base contract period. FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001				\$0.00

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004	Equipment Maintenance for GFE FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001	12	Months	\$315,790.00	\$3,789,480.00

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NET AMT \$3,789,480.00

ACRN AA \$3,789,480.00  
CIN: W81RUP621910010004

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005			Months		\$0.00
OPTION	Alternate Operations Requirements FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001				

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NET AMT	\$0.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005AA		704,745	Dollars, U.S.	\$1.00	\$704,745.00 NTE
OPTION	Establish The Gov Furnished Facility FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Labor/Equip/Service/ODC FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001				

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NET AMT	\$704,745.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005AB		7,959	Dollars, U.S.	\$1.00	\$7,959.00 NTE

OPTION Establish The Gov Furnished Facility  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
Long Distance travel  
FOB: Destination  
PURCHASE REQUEST NUMBER: W81RUP62191001

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NET AMT \$7,959.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005AC		49,656	Dollars, U.S.	\$1.00	\$49,656.00 NTE

OPTION Failure Simulation  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
Simunlation of failure of primary site and operate alternate site for period of 48  
hours once every 3 months  
FOB: Destination  
PURCHASE REQUEST NUMBER: W81RUP62191001

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NET AMT \$49,656.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005AD		48,468	Dollars, U.S.	\$1.00	\$48,468.00 NTE

OPTION    Manage Alternate Site  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Long Distance travel  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W81RUP62191001

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NET AMT	\$48,468.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005AE		.001	Dollars, U.S.	\$0.001	\$0.00

OPTION    Equip. Maint. and On-Site Support  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W81RUP62191001

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NET AMT	\$0.00
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ACRN AA	\$0.00
CIN: 00000000000000000000000000000000	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0006	Transition Period Cost FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. This is provided at no cost to the government FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001				\$0.00

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0007	NIH Processing Fee FFP Based on CLIN 0001, 0003, 0004. Calculated at 1% FOB: Destination PURCHASE REQUEST NUMBER: W81RUP62191001		Dollars, U.S.	\$0.00	\$0.00

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NET AMT \$0.00

ACRN AA \$0.00  
CIN: W81RUP621910010007

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0007AA		208,904.85	Dollars, U.S.	\$1.00	\$208,904.85

NIH Processing Fee  
FFP  
Based on CLIN 0001, 0003, 0004. Calculated at 1%  
FOB: Destination  
PURCHASE REQUEST NUMBER: W81RUP62191001

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NET AMT \$208,904.85

ACRN AA \$208,904.85  
CIN: W81RUP62191001

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0007AB		5,026.70	Dollars, U.S.	\$1.00	\$5,026.70

NIH Processing Fee  
FFP  
Based on CLIN 0002AB & 0002AC. Calculated at 1%  
FOB: Destination  
PURCHASE REQUEST NUMBER: W81RUP63531002

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NET AMT \$5,026.70

ACRN AB \$5,026.70  
CIN: W81RUP63531002B

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0007AC		12,780	Dollars, U.S.	\$1.00	\$12,780.00

NIH Processing Fee  
FFP  
Based on CLIN 0001AE& 0001AF. Calculated at 1%  
FOB: Destination  
PURCHASE REQUEST NUMBER: W81RUP63561002A

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NET AMT \$12,780.00

ACRN AD \$12,780.00  
CIN: W81RUP63561002A0003

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001			Dollars, U.S.		\$0.00

OPTION Enterprise Operations Support  
FFP  
Option Period #1; 1 OCT 07 - 30 SEP 08  
FOB: Destination

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AA		11	Months	\$1,249,778.59	\$13,747,564.49
EXERCISED OPTION	Enterprise Operations Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000				

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NET AMT \$13,747,564.49

ACRN AF \$13,747,564.49  
 CIN: W909UJ727110000001A

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AB		1,320,000	Dollars, U.S.	\$1.00	\$1,320,000.00
EXERCISED OPTION	Report Documents FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Maximum Monthly Cost is \$110,000.00. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000				

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NET AMT \$1,320,000.00

ACRN AF \$1,320,000.00  
 CIN: W909VJ727110000001AB



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AC		250,000	Dollars, U.S.	\$1.00	\$250,000.00
EXERCISED OPTION	Plans Documents FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000				
				NET AMT	\$250,000.00
	ACRN AF CIN: W909UJ727110000001C				\$250,000.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AD		68,292	Dollars, U.S.	\$1.00	\$68,292.00 NTE
EXERCISED OPTION	Long Distance Travel FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000				
				NET AMT	\$68,292.00
	ACRN AF CIN: W909UJ727110000001D				\$68,292.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AE		12	Months	\$16,010.50	\$192,126.00 TBN
EXERCISED OPTION	ISDN PRI - Long Distance FFP See Section Entitled "ISDN PRI Pricing" FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000				

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NET AMT \$192,126.00

ACRN AG \$192,126.00  
 CIN: W909VJ727110000002

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AF		320,122	Dollars, U.S.	\$1.00	\$320,122.00
EXERCISED OPTION	PRI Circuits FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000				

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NET AMT \$320,122.00

ACRN AG \$320,122.00  
 CIN: W9009UJ727110000001E

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AG	Enterprise Operations Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Monthly Fee assessed negative incentive fee for 3rd Quarter, FY 2008. FOB: Destination	1	Months	\$1,215,121.02	\$1,215,121.02
NET AMT					\$1,215,121.02
ACRN AF CIN: W909UJ727110001001AG					\$1,215,121.02

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002	Government Directed Initiatives FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. NTE \$12,116,074.00 FOB: Destination		Dollars, U.S.	\$0.00	\$0.00 NTE
NET AMT					\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AA		1	Dollars, U.S.	\$1.00	\$1.00
OPTION	Government Directed Initiatives FFP FOB: Destination				

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NET AMT \$1.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AB		99,010	Dollars, U.S.	\$1.00	\$99,010.00
EXERCISED OPTION	Future Enterprise Model FFP Future Enterprise State Services Model IAW proposal submitted February 20, 2008 FOB: Destination PURCHASE REQUEST NUMBER: W909UJ80391001				

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NET AMT \$99,010.00

ACRN AK \$99,010.00  
CIN: W909UJ803910010001

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AC		5	Months	\$82,933.40	\$414,667.00
EXERCISED OPTION	GKO Web Service Support FFP IAW Proposal submitted April 29, 2008 FOB: Destination PURCHASE REQUEST NUMBER: W909UJ80931000				

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NET AMT \$414,667.00

ACRN AM \$414,667.00  
CIN: W909UJ809310000001

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AD		1	Each	\$55,502.00	\$55,502.00
EXERCISED OPTION	EPC Server Replacement FFP IAW Proposal Submitted April 29, 2008 FOB: Destination PURCHASE REQUEST NUMBER: W81RUP90790001				

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NET AMT \$55,502.00

ACRN AL \$55,502.00  
CIN: W81RUP807900010001

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AE		8,878,394	Dollars, U.S.	\$1.00	\$8,878,394.00

EXERCISED OPTION State SIPRNET  
 FFP  
 IAW revised proposal and discussions submitted on July 18, 2008.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ811910000

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NET AMT \$8,878,394.00

ACRN AN \$8,878,394.00  
 CIN: W909UJ81191000001

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AF		3,003,366	Dollars, U.S.	\$1.00	\$3,003,366.00

Support of EIM  
 FFP  
 IAW proposal dated 26 September 2008 entitled Support of Enterprise Infrastructure Management (EIM). Each deliverable must have an assigned value which is determined at the initial contractor-Government kickoff meeting. Once the deliverable is received and approved by the Contractor Officer Representative (COR), the contractor will invoice through WAWF IAW with approved deliverable and associated value.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: MIPR8MBTEC7222

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NET AMT \$3,003,366.00

ACRN AP \$3,003,366.00  
 CIN: MIPR8MBTEC72220001

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AG		101,488	Dollars, U.S.	\$1.00	\$101,488.00
	SOA Server Hosting FFP IAW proposal dated 26 September 2008 entitled SAO Server Hosting Proposal FOB: Destination PURCHASE REQUEST NUMBER: MIPR8LBESE7205				
				NET AMT	\$101,488.00
	ACRN AQ CIN: MIPR8LBESE72050001				
					\$101,488.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1003		207,945.38	Dollars, U.S.	\$1.00	\$207,945.38 NTE
EXERCISED OPTION	Incentive Payment FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Based on CLIN 1001 SLA Performace. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000				
				NET AMT	\$207,945.38
	ACRN AF CIN: W909UJ727110000003				
					\$207,945.38

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1004	Equipment Maintenance for GFE FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination		Months	\$0.00	\$0.00
NET AMT					\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1004AA EXERCISED OPTION	Equipment Maintenance for GFE FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000	12	Months	\$342,178.18	\$4,106,138.16
NET AMT					\$4,106,138.16
ACRN AH CIN: W909UJ727110000005					\$4,106,138.16



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1004AB		859,873	Dollars, U.S.	\$1.00	\$859,873.00

EXERCISED OPTION  
 Polycorn MCU Maintenance  
 FFP  
 IAW Modification of Statement of Work  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ72711000

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NET AMT \$859,873.00

ACRN AJ \$859,873.00  
 CIN: W909UJ727110000006

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005			Months		\$0.00

OPTION  
 Alternate Operations Requirements  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Option Period #1: 1 OCT 07 - 30 SEP 08  
 FOB: Destination

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005AA		704,745	Dollars, U.S.	\$1.00	\$704,745.00 NTE
OPTION	Establish The Gov Furnished Facility FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Labor/Equip/Service/ODC FOB: Destination				
				NET AMT	\$704,745.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005AB		7,959	Dollars, U.S.	\$1.00	\$7,959.00 NTE
OPTION	Establish The Gov Furnished Facility FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Long Distance travel FOB: Destination				
				NET AMT	\$7,959.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005AC		49,572	Dollars, U.S.	\$1.00	\$49,572.00 NTE

OPTION Failure Simulation  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Simunlation of failure of primary site and operate alternate site for period of 48  
 hours once every 3 months  
 FOB: Destination

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NET AMT	\$49,572.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005AD		48,384	Dollars, U.S.	\$1.00	\$48,384.00 NTE

OPTION Manage Alternate Site  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Long Distance travel  
 FOB: Destination

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NET AMT	\$48,384.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005AE		114,480	Dollars, U.S.	\$1.00	\$114,480.00 NTE
OPTION	Equip. Maint. and On-Site Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination				

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NET AMT \$114,480.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1007				\$0.00	\$0.00
	NIH Processing Fee FFP Based on CLIN 1001, 1003, 1004. Calculated at 1% FOB: Destination				

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1007AA		226,370.54	Dollars, U.S.	\$1.00	\$226,370.54
EXERCISED OPTION	NIH Processing Fee FFP Based on CLIN 1001, 1003, & 1004AA. Calculated at 1% FOB: Destination PURCHASE REQUEST NUMBER: W909UJ72711000				

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NET AMT \$226,370.54

ACRN AF \$226,370.54  
 CIN: W909UJ727110000007

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1007AB		990	Dollars, U.S.	\$1.00	\$990.00
EXERCISED OPTION	NIH Processing Fee FFP Based on CLIN 1004AB. Calculated at 1% FOB: Destination PURCHASE REQUEST NUMBER: W909UJ80391001				
					NET AMT
					\$990.00
ACRN AK CIN: W909UJ803910010002					\$990.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1007AC		4,147	Dollars, U.S.	\$1.00	\$4,147.00
EXERCISED OPTION	NIH Processing Fee (GKO) FFP 1% of CLIN 1002AC (\$414,667) FOB: Destination PURCHASE REQUEST NUMBER: W909UJ80931000				
					NET AMT
					\$4,147.00
ACRN AM CIN: W909UJ809310000002					\$4,147.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1007AD		555	Dollars, U.S.	\$1.00	\$555.00
EXERCISED OPTION	NIH Processing Fee (EPC Servers) FFP 1% of CLIN 1002AD (\$55,502) FOB: Destination PURCHASE REQUEST NUMBER: W81RUP80790001				
					NET AMT
					\$555.00
ACRN AL					\$555.00
CIN: W81RUP807900010002					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1007AE		88,784	Dollars, U.S.	\$1.00	\$88,784.00
EXERCISED OPTION	State SIPRNET NIH FEE FFP 1% of CLIN 1002AE (\$8,878,394.00) FOB: Destination PURCHASE REQUEST NUMBER: W909UJ811910000				
					NET AMT
					\$88,784.00
ACRN AN					\$88,784.00
CIN: W909UJ81191000002					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1007AF		30,034	Dollars, U.S.	\$1.00	\$30,034.00
	NIH Fee FFP 1% of CLIN 1002AF FOB: Destination PURCHASE REQUEST NUMBER: MIPR8MBTEC7222				

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NET AMT \$30,034.00

ACRN AP \$30,034.00  
CIN: MIPR8MBTEC72220002

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1007AG		1,015	Dollars, U.S.	\$1.00	\$1,015.00
	NIH Fee FFP 1% fee for CLIN 1002AG FOB: Destination PURCHASE REQUEST NUMBER: MIPR8LBESE7205				

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NET AMT \$1,015.00

ACRN AQ \$1,015.00  
CIN: MIPR8LBESE72050002

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001	Enterprise Operations Support FFP Option Period #2; 1 OCT 08 - 30 SEP 09 FOB: Destination		Dollars, U.S.		\$0.00

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AA	Enterprise Operations Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ82401001	12	Months	\$1,226,509.67	\$14,718,116.04

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NET AMT \$14,718,116.04

ACRN AR \$14,718,116.04  
 CIN: W909UJ824010010001



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AB		1,320,000	Dollars, U.S.	\$1.00	\$1,320,000.00

Report Documents

FFP

IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.

Maximum Monthly Cost is \$110,000.00.

FOB: Destination

PURCHASE REQUEST NUMBER: W909UJ82401001

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NET AMT \$1,320,000.00

ACRN AR \$1,320,000.00

CIN: W909UJ824010010002

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AC		250,000	Dollars, U.S.	\$1.00	\$250,000.00

Plans Documents

FFP

IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.

FOB: Destination

PURCHASE REQUEST NUMBER: W909UJ82401001

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NET AMT \$250,000.00

ACRN AR \$250,000.00

CIN: W909UJ824010010003

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AD		68,160	Dollars, U.S.	\$1.00	\$68,160.00 NTE

Long Distance Travel  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ82401001

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NET AMT	\$68,160.00
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ACRN AS CIN: W909UJ824010010004	\$68,160.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AE		12	Months	\$16,010.17	\$192,122.04 TBN

ISDN PRI - Long Distance  
 FFP  
 See Section Entitled "ISDN PRI Pricing"  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ82401001

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NET AMT	\$192,122.04
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ACRN AT CIN: W909UJ824010010005	\$192,122.04
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AF	ISDN PRI Circuits FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ82401001	12	Months	\$26,676.33	\$320,115.96

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NET AMT \$320,115.96

ACRN AT \$320,115.96  
CIN: W909UJ824010010006

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AG	GKO Web Service Support FFP IAW Proposal Dated April 29, 2008 FOB: Destination PURCHASE REQUEST NUMBER: W909UJ82401001	12	Months	\$84,736.08	\$1,016,832.96

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NET AMT \$1,016,832.96

ACRN AU \$1,016,832.96  
CIN: W909UJ824010010007

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AH		198,239	Dollars, U.S.	\$1.00	\$198,239.00

SIPRNET Field Support

FFP

IAW revised proposal and discussions submitted on July 18, 2008.

FOB: Destination

PURCHASE REQUEST NUMBER: W909UJ91601001

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NET AMT	\$198,239.00
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ACRN BA	\$198,239.00
CIN: W909UJ916010012001AH	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AJ		919,167	Dollars, U.S.	\$1.00	\$919,167.00

Additional Positions

FFP

The contractor shall provide additional positions to support SUBCLIN 2001AG in accordance with contractor's proposal dated 18 March 2009.

Labor Categories: Principal Information Engineer and Web Designer.

FOB: Destination

PURCHASE REQUEST NUMBER: W909UJ824010012001AJ

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NET AMT	\$919,167.00
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ACRN AU	\$919,167.00
CIN: W909UJ82401001	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AK		125,056	Dollars, U.S.	\$1.00	\$125,056.00

SIPRNET JFHQ Re-Fresh  
FFP

The contractor shall provide JFHQ Upgrade in accordance with the contractor's proposal dated 2 April 2009.

FOB: Destination

PURCHASE REQUEST NUMBER: W909UJ91601001

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NET AMT \$125,056.00

ACRN BA \$125,056.00  
CIN: W909UJ916010012001AI

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002			Dollars, U.S.	\$0.00	\$0.00 NTE

Government Directed Initiatives  
FFP

IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.

NTE \$12,213,537.00

FOB: Destination

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AA		19,076,854.88	Dollars, U.S.	\$1.00	\$19,076,854.88
OPTION	Government Directed Initiatives FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination				

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NET AMT \$19,076,854.88

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AB		6,642,259	Dollars, U.S.	\$1.00	\$6,642,259.00

AD-Exchange Consolidation Task 2-3  
 FFP  
 The contractor shall provide support as required to engineer and implement Task 2 (MS Exchange consolidation) and Task 3 (Active Directory consolidation) from the Army National Guard(ARNG) IT Transformation and Consolidation Study in accordance with the PWS dated 4 February 2009 and the contractor's revised proposal dated 24 April 2009.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: MIPR9GDAT04001

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NET AMT \$6,642,259.00

ACRN AX \$6,642,259.00  
 CIN: MIPR9GDAT040012002AB

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AC		275,000	Dollars, U.S.	\$1.00	\$275,000.00
	ACA FFP In accordance with contractor's proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ91341000				

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NET AMT \$275,000.00

ACRN AY \$275,000.00  
CIN: W909UJ913410002002AC

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AD		360,000	Dollars, U.S.	\$1.00	\$360,000.00
	Netcracker SW FFP In accordance with the contractor's proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ91481003				

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NET AMT \$360,000.00

ACRN AZ \$360,000.00  
CIN: W909UJ914810032002AD

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AE		19,798,980	Dollars, U.S.	\$1.00	\$19,798,980.00

Army Enterprise Desk Service  
 FFP

The Contractor shall provide Army Enterprise Desk Support services in accordance with the attached statement of work and the Contractor proposal dated September 23, 2009.

FOB: Destination

PURCHASE REQUEST NUMBER: MIPR9LGENE9196

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NET AMT	\$19,798,980.00
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ACRN BB	\$19,798,980.00
CIN: MIPR9LGENE719602AE	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AF		45,379	Dollars, U.S.	\$1.00	\$45,379.00

EXERCISED  
 OPTION

SOA Server Host (Best of Breed)  
 FFP

IAW proposal dated 29 September 2008 entitled SAO Server Hosting Proposal.

FOB: Destination

PURCHASE REQUEST NUMBER: MIPR9LSOE7184

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NET AMT	\$45,379.00
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ACRN ZD	\$45,379.00
CIN: MIPR9LSOAE71842002AF	



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2003		817,813.75	Dollars, U.S.	\$1.00	\$817,813.75 NTE

EXERCISED OPTION Incentive Payment  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Based on CLIN 2001 SLA Performace. No Incentive payment for base contract  
 period.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ82401001

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NET AMT \$817,813.75

ACRN AR \$817,813.75  
 CIN: W909UJ824010010008

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2004		12	Months	\$382,739.08	\$4,592,868.96

Equipment Maintenance for GFE  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ82401001

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NET AMT \$4,592,868.96

ACRN AV \$4,592,868.96  
 CIN: W909UJ824010010009

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005			Months		\$0.00
OPTION	Alternate Operations Requirements FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Option Period #2: 1 OCT 08 - 30 SEP 09 FOB: Destination				

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NET AMT	\$0.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005AA		704,745	Dollars, U.S.	\$1.00	\$704,745.00 NTE
OPTION	Establish The Gov Furnished Facility FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Labor/Equip/Service/ODC FOB: Destination				

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NET AMT	\$704,745.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005AB		7,959	Dollars, U.S.	\$1.00	\$7,959.00 NTE
OPTION	Establish The Gov Furnished Facility FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Long Distance travel FOB: Destination				

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NET AMT	\$7,959.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005AC		49,488	Dollars, U.S.	\$1.00	\$49,488.00 NTE
OPTION	Failure Simulation FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Simunlation of failure of primary site and operate alternate site for period of 48 hours once every 3 months FOB: Destination				
					<hr/>
NET AMT					\$49,488.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005AD		48,300	Dollars, U.S.	\$1.00	\$48,300.00 NTE
OPTION	Manage Alternate Site FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Long Distance travel FOB: Destination				
					<hr/>
NET AMT					\$48,300.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005AE		118,992	Dollars, U.S.	\$1.00	\$118,992.00 NTE
OPTION	Equip. Maint. and On-Site Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination				

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NET AMT \$118,992.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007			Dollars, U.S.	\$0.00	\$0.00
	NIH Processing Fee FFP FOB: Destination				

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007AA		247,567.33	Dollars, U.S.	\$1.00	\$247,567.33
	NIH Processing Fee FFP Based on CLIN 2001, 2003, 2004, 2008 Calculated at 1%. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ82401001				

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NET AMT \$247,567.33

ACRN AR \$247,567.33  
 CIN: W909UJ824010010011

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007AB		3,233	Dollars, U.S.	\$1.00	\$3,233.00
	State SIPRNET NIH Fee FFP SubCLINs 2001AH and 2001AK - Fee calculated at 1%. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ91601001				

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NET AMT \$3,233.00

ACRN BA \$3,233.00  
 CIN: W909UJ916010012007AB

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007AC		9,192	Dollars, U.S.	\$1.00	\$9,192.00
	NIH Fee FFP SubCLIN 2001AJ - Fee calculated at 1%. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ82401001				

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NET AMT \$9,192.00

ACRN AU \$9,192.00  
 CIN: W909UJ824010012007AC

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007AD		66,422	Dollars, U.S.	\$1.00	\$66,422.00

NIH Fee  
FFP  
SUBCLIN 2002AB - Fee Calculated at 1%  
FOB: Destination  
PURCHASE REQUEST NUMBER: MIPR9GDAT04001

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NET AMT \$66,422.00

ACRN AX \$66,422.00  
CIN: MIPR9GDAT040012007AD

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007AE		2,750	Dollars, U.S.	\$1.00	\$2,750.00

NIH FEE  
FFP  
SUBCLIN 2002AC - Fee Calculated at 1%  
FOB: Destination  
PURCHASE REQUEST NUMBER: W909UJ91341000

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NET AMT \$2,750.00

ACRN AY \$2,750.00  
CIN: W909UJ913410002007AE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007AF		3,600	Dollars, U.S.	\$1.00	\$3,600.00
	NIH FEE FFP SUBCLIN 2002AD - Fee Calculated at 1% FOB: Destination				
					<hr/>
				NET AMT	\$3,600.00
	ACRN AZ CIN: W909UJ914810032002AF				\$3,600.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007AG		1	Lot	\$197,990.00	\$197,990.00
	NIH FEE - Army Enterprise Desk Service FFP SUBCLIN 2002AE - Fee Calculated at 1% FOB: Destination PURCHASE REQUEST NUMBER: MIPR9LGENE9196				
					<hr/>
				NET AMT	\$197,990.00
	ACRN BB CIN: MIPR9LGENE719607AG				\$197,990.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2007AH EXERCISED OPTION	NIH Processing Fee for SOA Server Hostin FFP FOB: Destination PURCHASE REQUEST NUMBER: MIPR9LSOE7184	1	Lot	\$453.79	\$453.79

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NET AMT \$453.79

ACRN ZD \$453.79  
CIN: MIPR9LSOAE71842007AH

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2008	Equipment Maintenance for GFE FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal dated 12 MArch 2009. FOB: Destination				\$0.00

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NET AMT \$0.00



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2008AA		1,200,433.09	Dollars, U.S.	\$1.00	\$1,200,433.09

Equipment Maintenance for GFE  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
FOB: Destination  
PURCHASE REQUEST NUMBER: W909UJ82401001

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NET AMT \$1,200,433.09

ACRN AV \$1,200,433.09  
CIN: W909UJ842010012008AA

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2008AB		792,876.91	Dollars, U.S.	\$1.00	\$792,876.91

Polycum MCU & Tandberg  
FFP  
The Contrator shall provide Polycum MCU and Tandberg in accordance with the  
contractor's proposal dated 3 MArch 2009.  
FOB: Destination  
PURCHASE REQUEST NUMBER: W909UJ82401001

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NET AMT \$792,876.91

ACRN AW \$792,876.91  
CIN: W909UJ824010012008AB

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001			Dollars, U.S.		\$0.00
EXERCISED OPTION	Enterprise Operations Support FFP Option Period #3; 1 OCT 09 - 30 SEP 10 FOB: Destination				

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AA		12	Months	\$1,190,718.84	\$14,288,626.08
EXERCISED OPTION	Enterprise Operations Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				

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NET AMT \$14,288,626.08

ACRN ZB \$14,288,626.08  
 CIN: W909UJ922410013001AA

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AB		1,320,000	Dollars, U.S.	\$1.00	\$1,320,000.00

EXERCISED OPTION Report Documents  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Maximum Monthly Cost is \$110,000.00.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ92241001

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NET AMT \$1,320,000.00

ACRN ZB \$1,320,000.00  
 CIN: W909UJ922410013001AB

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AC		250,000	Dollars, U.S.	\$1.00	\$250,000.00

EXERCISED OPTION Plans Documents  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ92241001

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NET AMT \$250,000.00

ACRN ZB \$250,000.00  
 CIN: W909UJ922410013001AC

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AD		68,052	Dollars, U.S.	\$1.00	\$68,052.00 NTE

EXERCISED OPTION Long Distance Travel  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ92241001

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NET AMT \$68,052.00

ACRN BC \$68,052.00  
 CIN: W909UJ922410013001AD

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AE		12	Months	\$16,009.83	\$192,117.96 TBN

EXERCISED OPTION ISDN PRI - Long Distance  
 FFP  
 See Section Entitled "ISDN PRI Pricing"  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ92241001

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NET AMT \$192,117.96

ACRN BD \$192,117.96  
 CIN: W909UJ922410013001AE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AF		12	Months	\$26,675.83	\$320,109.96
EXERCISED OPTION	ISDN PRI FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				

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NET AMT \$320,109.96

ACRN BD \$320,109.96  
CIN: W909UJ922410013001AF

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AG		12	Months	\$87,192.25	\$1,046,307.00
EXERCISED OPTION	GKO Web Service Support FFP IAW Proposal Dated April 29, 2008 FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				

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NET AMT \$1,046,307.00

ACRN BE \$1,046,307.00  
CIN: W909UJ922410013001AG

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AH		205,174	Dollars, U.S.	\$1.00	\$205,174.00
OPTION	State SIPRNET FFP IAW revised proposal and discussions submitted on July 18, 2008. FOB: Destination				

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NET AMT \$205,174.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AJ		1,295,013	Dollars, U.S.	\$1.00	\$1,295,013.00
EXERCISED OPTION	Additional GKO Web Services FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				

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NET AMT \$1,295,013.00

ACRN BE \$1,295,013.00  
 CIN: W909UJ922410013001AJ

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002			Dollars, U.S.	\$0.00	\$0.00 NTE

EXERCISED OPTION Government Directed Initiatives  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 NTE \$12,321,905.00  
 FOB: Destination

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NET AMT	\$0.00
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002AA		10,240,490.96	Dollars, U.S.	\$1.00	\$10,240,490.96

OPTION Government Directed Initiatives  
 FFP  
 FOB: Destination

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NET AMT	\$10,240,490.96
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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002AE		9,811,808	Dollars, U.S.	\$1.00	\$9,811,808.00

EXERCISED OPTION  
 Army Exnterprise Service Desk 6months ex FFP  
 The Contractor shall provide Army Enterprise Desk Support services in accordance with the attached statement of work and the Contractor proposal dated September 23, 2009.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: MIPR0MDATES002

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NET AMT \$9,811,808.00

ACRN ZE \$9,811,808.00  
 CIN: MIPR0MDATES0023002AE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002AF		1,500,000	Dollars, U.S.	\$1.00	\$1,500,000.00

AESD 2 Month extension  
 FFP  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: MIPRFDAT1X101

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NET AMT \$1,500,000.00

ACRN ZP \$1,500,000.00  
 CIN: MIPRFDAT1X1013002AF



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002AG		1,953,660.05	Dollars, U.S.	\$1.00	\$1,953,660.05
	AESD 2 month extension FFP FOB: Destination PURCHASE REQUEST NUMBER: MIPR1FDAT1S002				
					NET AMT
					\$1,953,660.05
	ACRN ZQ CIN: MIPR1FDAT1S0023002G				
					\$1,953,660.05

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3003		796,334.20	Dollars, U.S.	\$1.00	\$796,334.20 NTE
EXERCISED OPTION	Incentive Payment FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Based on CLIN 3001 SLA Performace. No Incentive payment for base contract period. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				
					NET AMT
					\$796,334.20
	ACRN ZB CIN: W909UJ922410013003				
					\$796,334.20

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3004		12	Months	\$404,711.89	\$4,856,542.68
EXERCISED OPTION	Equipment Maintenance for GFE FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				

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NET AMT \$4,856,542.68

ACRN BF \$4,856,542.68  
CIN: W909UJ922410013004

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3005			Months		\$0.00
OPTION	Alternate Operations Requirements FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Option Period #3: 1 OCT 09 - 30 SEP 10 FOB: Destination				

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3005AA		704,745	Dollars, U.S.	\$1.00	\$704,745.00 NTE

OPTION Establish The Gov Furnished Facility  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
Labor/Equip/Service/ODC  
FOB: Destination

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NET AMT \$704,745.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3005AB		7,959	Dollars, U.S.	\$1.00	\$7,959.00 NTE

OPTION Establish The Gov Furnished Facility  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
Long Distance travel  
FOB: Destination

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NET AMT \$7,959.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3005AC		49,392	Dollars, U.S.	\$1.00	\$49,392.00 NTE

OPTION Failure Simulation  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Simunlation of failure of primary site and operate alternate site for period of 48  
 hours once every 3 months  
 FOB: Destination

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NET AMT \$49,392.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3005AD		48,216	Dollars, U.S.	\$1.00	\$48,216.00 NTE

OPTION Manage Alternate Site  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
 Long Distance travel  
 FOB: Destination

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NET AMT \$48,216.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3005AE		145,044	Dollars, U.S.	\$1.00	\$145,044.00 NTE
OPTION	Equip. Maint. and On-Site Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination				

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NET AMT \$145,044.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3007			Dollars, U.S.	\$0.00	\$0.00
EXERCISED OPTION	NIH Processing Fee FFP FOB: Destination				

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3007AA		220,916.72	Dollars, U.S.	\$1.00	\$220,916.72
EXERCISED OPTION	NIH Processing Fee FFP Based on CLIN 3001, 3003, 3004. Calculated at 1% FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				

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NET AMT \$220,916.72

ACRN ZB \$220,916.72  
 CIN: W909UJ922410013007AA

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3007AB		2,124	Dollars, U.S.	\$1.00	\$2,124.00
OPTION	State SIPRNET NIH Fee FFP 1% NIH Fee for CLIN 3001AH (\$205,174.00) FOB: Destination				
					<hr/>
NET AMT					\$2,124.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3007AC		23,413.20	Dollars, U.S.	\$1.00	\$23,413.20
EXERCISED OPTION	NIH Processing Fee - GKO Web Svcs FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				
					<hr/>
NET AMT					\$23,413.20
ACRN BE					\$23,413.20
CIN: W909UJ922410013007AC					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3007AD		9,165.56	Dollars, U.S.	\$1.00	\$9,165.56
EXERCISED OPTION	NIH Processing Fee - Polycom/Tanberg FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				
					<hr/>
NET AMT					\$9,165.56
ACRN BE CIN: W909UJ922410013007AD					\$9,165.56

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3007AG		98,118	Dollars, U.S.	\$1.00	\$98,118.00
EXERCISED OPTION	AESD NIH processing fee FFP FOB: Destination PURCHASE REQUEST NUMBER: MIPR0MDATES002				
					<hr/>
NET AMT					\$98,118.00
ACRN ZE CIN: MIPR0MDATES0023007AG					\$98,118.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3007AH		34,536.60	Dollars, U.S.	\$1.00	\$34,536.60
	NIH Processing fee for 2 month extension FFP FOB: Destination PURCHASE REQUEST NUMBER: MIPR1FDAT1S002				

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NET AMT \$34,536.60

ACRN ZQ \$34,536.60  
 CIN: MIPR1FDAT1S0023007AH

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3008			Dollars, U.S.	\$0.00	\$0.00
OPTION	Polycom MCU & Tanberg Maintenance FFP FOB: Destination				

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NET AMT \$0.00

ACRN BG  
 CIN: 00000000000000000000000000000000

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3008AA			Dollars, U.S.	\$29,384,100.00	\$0.00
OPTION	Additional EOSS Equipment Maintenance FFP FOB: Destination				

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NET AMT \$0.00



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3008AB		916,556	Dollars, U.S.	\$1.00	\$916,556.00
EXERCISED OPTION	PolyComm MCU & Tanberg Maintenance FFP The Contractor shall provide Polycom MCU and Tanberg Maintenance in accordance with the proposal dated 9/28/2009. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ92241001				
					NET AMT
					\$916,556.00
ACRN BG					\$916,556.00
CIN: W909UJ922410013008AB					

See Exhibit A

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001			Dollars, U.S.		\$0.00
OPTION	Enterprise Operations Support FFP Option Period #4; 1 OCT 10 - 30 SEP 11 FOB: Destination				
					NET AMT
					\$0.00

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4001AA EXERCISED OPTION	Enterprise Operations Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006	12	Months	\$1,190,169.00	\$14,282,028.00

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MAX NET AMT \$14,282,028.00

ACRN ZF \$14,282,028.00  
 CIN: W909UJ026610064001AA

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4001AB EXERCISED OPTION	Report Documents FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Maximum Monthly Cost is \$110,000.00. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006	1,320,000	Dollars, U.S.	\$1.00	\$1,320,000.00

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MAX NET AMT \$1,320,000.00

ACRN ZF \$1,320,000.00  
 CIN: W909UJ026610064001AB

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4001AC		250,000	Dollars, U.S.	\$1.00	\$250,000.00
EXERCISED OPTION	Plans Documents FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006				
				MAX NET AMT	\$250,000.00
ACRN ZF CIN: W909UJ026610064001AC					\$250,000.00

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4001AD		54,432	Dollars, U.S.	\$1.00	\$54,432.00 NTE
EXERCISED OPTION	Long Distance Travel FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006				
				MAX NET AMT	\$54,432.00
ACRN ZG CIN: W909UJ026610064001AD					\$54,432.00

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4001AE		1,076,952.96	Dollars, U.S.	\$1.00	\$1,076,952.96
EXERCISED OPTION	GKO Web Service Support FFP IAW Proposal Dated April 29, 2008 FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006				
				MAX NET AMT	\$1,076,952.96
				ACRN ZH CIN: W909UJ026610064001AE	\$1,076,952.96

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001AH		212,354	Dollars, U.S.	\$1.00	\$212,354.00
OPTION	State SIPRNET FFP IAW revised proposal and discussions submitted on July 18, 2008. FOB: Destination				
				NET AMT	\$212,354.00

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4001AJ		1,340,345	Dollars, U.S.	\$1.00	\$1,340,345.00
	Additional GKO Web Service Support FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006				

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MAX  
NET AMT \$1,340,345.00

ACRN ZH  
CIN: W909UJ026610064001AJ \$1,340,345.00

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4001AK		192,117.96	Dollars, U.S.	\$1.00	\$192,117.96
EXERCISED OPTION	ISDN PRI Long Distance FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006				

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MAX  
NET AMT \$192,117.96

ACRN ZJ  
CIN: W909UJ026610064001AK \$192,117.96

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4001AL		320,109.96	Dollars, U.S.	\$1.00	\$320,109.96
EXERCISED OPTION	ISDN PRI Circuit FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006				
					\$320,109.96
ACRN ZJ CIN: W909UJ026610064001AL					\$320,109.96

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002			Dollars, U.S.	\$0.00	\$0.00 NTE
OPTION	Government Directed Initiatives FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. NTE \$12,441,264.00 FOB: Destination				
					\$0.00
NET AMT					\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002AA		575,122.75	Dollars, U.S.	\$1.00	\$575,122.75

EXERCISED OPTION AD Clean Up  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: MIPR0LDAT08004

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NET AMT \$575,122.75

ACRN ZN \$575,122.75  
 CIN: MIPR0LDAT080044002AA

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4003		795,323	Dollars, U.S.	\$1.00	\$795,323.00 NTE

EXERCISED OPTION Incentive Payment  
 FFP  
 IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Based on CLIN 4001 SLA Performace.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W909UJ02661006

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MAX NET AMT \$795,323.00

ACRN ZF \$795,323.00  
 CIN: W909UJ026610064003

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4004 OPTION	Equipment Maintenance for GFE FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination		Months	\$0.00	\$0.00
NET AMT					\$0.00

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4004AA EXERCISED OPTION	Equipment Maintenance for GFE FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006	12	Months	\$368,568.00	\$4,422,816.00
MAX NET AMT					\$4,422,816.00
ACRN ZK CIN: W909UJ026610064004AA					\$4,422,816.00



ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4004AB EXERCISED OPTION	Equipment maint for GFE FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006	12	Months	\$70,496.47	\$845,957.64

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MAX  
NET AMT \$845,957.64

ACRN ZL  
CIN: W909UJ026610064004AB \$845,957.64

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4005 OPTION	Alternate Operations Requirements FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. Option Period #4: 1 OCT 10 - 30 SEP 11 FOB: Destination		Months		\$0.00

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4005AA		704,745	Dollars, U.S.	\$1.00	\$704,745.00 NTE

OPTION Establish The Gov Furnished Facility  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
Labor/Equip/Service/ODC  
FOB: Destination

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NET AMT \$704,745.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4005AB		7,959	Dollars, U.S.	\$1.00	\$7,959.00 NTE

OPTION Establish The Gov Furnished Facility  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
Long Distance travel  
FOB: Destination

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NET AMT \$7,959.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4005AC		49,392	Dollars, U.S.	\$1.00	\$49,392.00 NTE

OPTION Failure Simulation  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
Simunlation of failure of primary site and operate alternate site for period of 48  
hours once every 3 months  
FOB: Destination

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NET AMT \$49,392.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4005AD		38,580	Dollars, U.S.	\$1.00	\$38,580.00 NTE

OPTION Manage Alternate Site  
FFP  
IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal.  
Long Distance travel  
FOB: Destination

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NET AMT \$38,580.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4005AE		150,876	Dollars, U.S.	\$1.00	\$150,876.00 NTE
OPTION	Equip. Maint. and On-Site Support FFP IAW Statement of Work, SLA Guidelines, Deliverable, and Contractor's Proposal. FOB: Destination				

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NET AMT \$150,876.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4007			Dollars, U.S.	\$0.00	\$0.00
OPTION	NIH Processing Fee FFP FOB: Destination				

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NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4007AA		216,368.27	Dollars, U.S.	\$1.00	\$216,368.27
EXERCISED OPTION	NIH Processing Fee FFP Based on CLIN 4001, 4003, 4004. Calculated at 1% FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006				
					\$216,368.27
ACRN ZK CIN: W909UJ026610064007AA					\$216,368.27

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4007AB		2,124	Dollars, U.S.	\$1.00	\$2,124.00
OPTION	State SIPRNET NIH Fee FFP 1% NIH Fee on CLIN 4001AH (\$212,354.00) FOB: Destination				
					\$2,124.00
NET AMT					\$2,124.00

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4007AC		8,459.58	Dollars, U.S.	\$1.00	\$8,459.58
EXERCISED OPTION	NIH Processing fee FFP FOB: Destination PURCHASE REQUEST NUMBER: W909UJ02661006				
					\$8,459.58
ACRN ZM CIN: W909UJ026610064007AC					\$8,459.58

ITEM NO	SUPPLIES/SERVICES	MAX QUANTITY	UNIT	UNIT PRICE	MAX AMOUNT
4007AD		24,172.98	Dollars, U.S.	\$1.00	\$24,172.98
EXERCISED OPTION	NIH fee FFP Web SVC FOB: Destination PURCHASE REQUEST NUMBER: W909UJ13141001				
					\$24,172.98
ACRN ZH CIN: W909UJ026610064007AD					\$24,172.98

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4007AE		5,751.23	Dollars, U.S.	\$1.00	\$5,751.23
EXERCISED OPTION	NIH Processing fee FFP AD Clean Up FOB: Destination PURCHASE REQUEST NUMBER: MIPR0LDAT08004				
					NET AMT
					\$5,751.23
ACRN ZN					\$5,751.23
CIN: MIPR0LDAT080044007AE					

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

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

CLIN	MINIMUM QUANTITY	MINIMUM AMOUNT	MAXIMUM QUANTITY	MAXIMUM AMOUNT
0001		\$		\$
0001AA		\$		\$
0001AB		\$		\$
0001AC		\$		\$
0001AD		\$		\$
0001AE		\$		\$
0001AF		\$		\$
0001AG		\$		\$
0002		\$		\$
0002AA		\$		\$

0002AB	\$	\$
0002AC	\$	\$
0003	\$	\$
0004	\$	\$
0005	\$	\$
0005AA	\$	\$
0005AB	\$	\$
0005AC	\$	\$
0005AD	\$	\$
0005AE	\$	\$
0006	\$	\$
0007	\$	\$
0007AA	\$	\$
0007AB	\$	\$
0007AC	\$	\$
1001	\$	\$
1001AA	\$	\$
1001AB	\$	\$
1001AC	\$	\$
1001AD	\$	\$
1001AE	\$	\$
1001AF	\$	\$
1001AG	\$	\$
1002	\$	\$
1002AA	\$	\$
1002AB	\$	\$
1002AC	\$	\$



1002AD	\$	\$
1002AE	\$	\$
1002AF	\$	\$
1002AG	\$	\$
1003	\$	\$
1004	\$	\$
1004AA	\$	\$
1004AB	\$	\$
1005	\$	\$
1005AA	\$	\$
1005AB	\$	\$
1005AC	\$	\$
1005AD	\$	\$
1005AE	\$	\$
1007	\$	\$
1007AA	\$	\$
1007AB	\$	\$
1007AC	\$	\$
1007AD	\$	\$
1007AE	\$	\$
1007AF	\$	\$
1007AG	\$	\$
2001	\$	\$
2001AA	\$	\$
2001AB	\$	\$
2001AC	\$	\$
2001AD	\$	\$

2001AE	\$	\$
2001AF	\$	\$
2001AG	\$	\$
2001AH	\$	\$
2001AJ	\$	\$
2001AK	\$	\$
2002	\$	\$
2002AA	\$	\$
2002AB	\$	\$
2002AC	\$	\$
2002AD	\$	\$
2002AE	\$	\$
2002AF	\$	\$
2003	\$	\$
2004	\$	\$
2005	\$	\$
2005AA	\$	\$
2005AB	\$	\$
2005AC	\$	\$
2005AD	\$	\$
2005AE	\$	\$
2007	\$	\$
2007AA	\$	\$
2007AB	\$	\$
2007AC	\$	\$
2007AD	\$	\$
2007AE	\$	\$

2007AF	\$	\$
2007AG	\$	\$
2007AH	\$	\$
2008	\$	\$
2008AA	\$	\$
2008AB	\$	\$
3001	\$	\$
3001AA	\$	\$
3001AB	\$	\$
3001AC	\$	\$
3001AD	\$	\$
3001AE	\$	\$
3001AF	\$	\$
3001AG	\$	\$
3001AH	\$	\$
3001AJ	\$	\$
3002	\$	\$
3002AA	\$	\$
3002AE	\$	\$
3003	\$	\$
3004	\$	\$
3005	\$	\$
3005AA	\$	\$
3005AB	\$	\$
3005AC	\$	\$
3005AD	\$	\$
3005AE	\$	\$

3007	\$	\$
3007AA	\$	\$
3007AB	\$	\$
3007AC	\$	\$
3007AD	\$	\$
3007AG	\$	\$
3008	\$	\$
3008AA	\$	\$
3008AB	\$	\$
4001	\$	\$
4001AA	\$	\$
4001AB	\$	\$
4001AC	\$	\$
4001AD	\$	\$
4001AE	\$	\$
4001AH	\$	\$
4001AJ	\$	\$
4001AK	\$	\$
4001AL	\$	\$
4002	\$	\$
4002AA	\$	\$
4003	\$	\$
4004	\$	\$
4004AA	\$	\$
4004AB	\$	\$
4005	\$	\$
4005AA	\$	\$

4005AB	\$	\$
4005AC	\$	\$
4005AD	\$	\$
4005AE	\$	\$
4007	\$	\$
4007AA	\$	\$
4007AB	\$	\$
4007AC	\$	\$
4007AD	\$	\$
4007AE	\$	\$

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0001AA	Destination	Government	Destination	Government
0001AB	Destination	Government	Destination	Government
0001AC	Destination	Government	Destination	Government
0001AD	Destination	Government	Destination	Government
0001AE	Destination	Government	Destination	Government
0001AF	Destination	Government	Destination	Government
0001AG	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
0002AA	Destination	Government	Destination	Government
0002AB	Destination	Government	Destination	Government
0002AC	Destination	Government	Destination	Government
0003	Destination	Government	Destination	Government
0004	Destination	Government	Destination	Government
0005	Destination	Government	Destination	Government
0005AA	Destination	Government	Destination	Government
0005AB	Destination	Government	Destination	Government
0005AC	Destination	Government	Destination	Government
0005AD	Destination	Government	Destination	Government
0005AE	Destination	Government	Destination	Government
0006	Destination	Government	Destination	Government
0007	Destination	Government	Destination	Government
0007AA	Destination	Government	Destination	Government

0007AB Destination	Government	Destination	Government
0007AC Destination	Government	Destination	Government
1001 Destination	Government	Destination	Government
1001AA Destination	Government	Destination	Government
1001AB Destination	Government	Destination	Government
1001AC Destination	Government	Destination	Government
1001AD Destination	Government	Destination	Government
1001AE Destination	Government	Destination	Government
1001AF Destination	Government	Destination	Government
1001AG Destination	Government	Destination	Government
1002 Destination	Government	Destination	Government
1002AA Destination	Government	Destination	Government
1002AB Destination	Government	Destination	Government
1002AC Destination	Government	Destination	Government
1002AD Destination	Government	Destination	Government
1002AE Destination	Government	Destination	Government
1002AF Destination	Government	Destination	Government
1002AG Destination	Government	Destination	Government
1003 Destination	Government	Destination	Government
1004 Destination	Government	Destination	Government
1004AA Destination	Government	Destination	Government
1004AB Destination	Government	Destination	Government
1005 Destination	Government	Destination	Government
1005AA Destination	Government	Destination	Government
1005AB Destination	Government	Destination	Government
1005AC Destination	Government	Destination	Government
1005AD Destination	Government	Destination	Government
1005AE Destination	Government	Destination	Government
1007 Destination	Government	Destination	Government
1007AA Destination	Government	Destination	Government
1007AB Destination	Government	Destination	Government
1007AC Destination	Government	Destination	Government
1007AD Destination	Government	Destination	Government
1007AE Destination	Government	Destination	Government
1007AF Destination	Government	Destination	Government
1007AG Destination	Government	Destination	Government
2001 Destination	Government	Destination	Government
2001AA Destination	Government	Destination	Government
2001AB Destination	Government	Destination	Government
2001AC Destination	Government	Destination	Government
2001AD Destination	Government	Destination	Government
2001AE Destination	Government	Destination	Government
2001AF Destination	Government	Destination	Government
2001AG Destination	Government	Destination	Government
2001AH Destination	Government	Destination	Government
2001AJ Destination	Government	Destination	Government
2001AK Destination	Government	Destination	Government
2002 Destination	Government	Destination	Government
2002AA Destination	Government	Destination	Government
2002AB Destination	N/A	Destination	Government
2002AC Destination	Government	Destination	Government
2002AD Destination	Government	Destination	Government
2002AE Destination	Government	Destination	Government
2002AF Destination	Government	Destination	Government
2003 Destination	Government	Destination	Government

2004	Destination	Government	Destination	Government
2005	Destination	Government	Destination	Government
2005AA	Destination	Government	Destination	Government
2005AB	Destination	Government	Destination	Government
2005AC	Destination	Government	Destination	Government
2005AD	Destination	Government	Destination	Government
2005AE	Destination	Government	Destination	Government
2007	Destination	Government	Destination	Government
2007AA	Destination	Government	Destination	Government
2007AB	Destination	Government	Destination	Government
2007AC	Destination	Government	Destination	Government
2007AD	N/A	N/A	N/A	Government
2007AE	Destination	Government	Destination	Government
2007AF	Destination	Government	Destination	Government
2007AG	Destination	Government	Destination	Government
2007AH	Destination	Government	Destination	Government
2008	N/A	N/A	N/A	Government
2008AA	N/A	N/A	N/A	Government
2008AB	N/A	N/A	N/A	Government
3001	Destination	Government	Destination	Government
3001AA	Destination	Government	Destination	Government
3001AB	Destination	Government	Destination	Government
3001AC	Destination	Government	Destination	Government
3001AD	Destination	Government	Destination	Government
3001AE	Destination	Government	Destination	Government
3001AF	Destination	Government	Destination	Government
3001AG	Destination	Government	Destination	Government
3001AH	Destination	Government	Destination	Government
3001AJ	Destination	Government	Destination	Government
3002	Destination	Government	Destination	Government
3002AA	Destination	Government	Destination	Government
3002AE	Destination	Government	Destination	Government
3002AF	Destination	Government	Destination	Government
3002AG	Destination	Government	Destination	Government
3003	Destination	Government	Destination	Government
3004	Destination	Government	Destination	Government
3005	Destination	Government	Destination	Government
3005AA	Destination	Government	Destination	Government
3005AB	Destination	Government	Destination	Government
3005AC	Destination	Government	Destination	Government
3005AD	Destination	Government	Destination	Government
3005AE	Destination	Government	Destination	Government
3007	Destination	Government	Destination	Government
3007AA	Destination	Government	Destination	Government
3007AB	Destination	Government	Destination	Government
3007AC	Destination	Government	Destination	Government
3007AD	Destination	Government	Destination	Government
3007AG	Destination	Government	Destination	Government
3007AH	Destination	Government	Destination	Government
3008	Destination	Government	Destination	Government
3008AA	N/A	N/A	N/A	Government
3008AB	Destination	Government	Destination	Government
4001	Destination	Government	Destination	Government
4001AA	Destination	Government	Destination	Government
4001AB	Destination	Government	Destination	Government

4001AC Destination	Government	Destination	Government
4001AD Destination	Government	Destination	Government
4001AE Destination	Government	Destination	Government
4001AH Destination	Government	Destination	Government
4001AJ Destination	Government	Destination	Government
4001AK Destination	Government	Destination	Government
4001AL Destination	Government	Destination	Government
4002 Destination	Government	Destination	Government
4002AA Destination	Government	Destination	Government
4003 Destination	Government	Destination	Government
4004 Destination	Government	Destination	Government
4004AA Destination	Government	Destination	Government
4004AB Destination	Government	Destination	Government
4005 Destination	Government	Destination	Government
4005AA Destination	Government	Destination	Government
4005AB Destination	Government	Destination	Government
4005AC Destination	Government	Destination	Government
4005AD Destination	Government	Destination	Government
4005AE Destination	Government	Destination	Government
4007 Destination	Government	Destination	Government
4007AA Destination	Government	Destination	Government
4007AB Destination	Government	Destination	Government
4007AC Destination	Government	Destination	Government
4007AD Destination	Government	Destination	Government
4007AE Destination	Government	Destination	Government

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	N/A	N/A	N/A	N/A
0001AA	POP 01-OCT-2006 TO 30-SEP-2007	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
0001AB	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0001AC	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0001AD	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0001AE	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1



0001AF	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0001AG	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0002	N/A	N/A	N/A	N/A
0002AA	POP 01-OCT-2006 TO 30-SEP-2007	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
0002AB	POP 22-MAR-2007 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0002AC	POP 22-MAR-2007 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0003	N/A	N/A	N/A	N/A
0004	POP 01-OCT-2006 TO 30-SEP-2007	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
0005	N/A	N/A	N/A	N/A
0005AA	POP 01-OCT-2006 TO 30-SEP-2007	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
0005AB	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0005AC	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0005AD	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0005AE	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0006	N/A	N/A	N/A	N/A
0007	N/A	N/A	N/A	N/A
0007AA	POP 01-OCT-2006 TO 30-SEP-2007	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1

0007AB	POP 22-MAR-2007 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
0007AC	POP 01-OCT-2006 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1001	N/A	N/A	N/A	N/A
1001AA	POP 01-OCT-2007 TO 31-AUG-2008	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
1001AB	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1001AC	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1001AD	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1001AE	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1001AF	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1001AG	POP 01-SEP-2008 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1002	N/A	N/A	N/A	N/A
1002AA	POP 01-OCT-2007 TO 30-SEP-2008	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
1002AB	POP 04-MAR-2008 TO 09-MAY-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1002AC	POP 01-MAY-2008 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1002AD	13-JUN-2008	1	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1002AE	POP 22-JUL-2008 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1002AF	POP 28-SEP-2008 TO 27-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1002AG	POP 28-SEP-2008 TO 27-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1

1003	POP 01-APR-2008 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1004	N/A	N/A	N/A	N/A
1004AA	POP 01-OCT-2007 TO 30-SEP-2008	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
1004AB	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1005	N/A	N/A	N/A	N/A
1005AA	POP 01-OCT-2007 TO 30-SEP-2008	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
1005AB	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1005AC	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1005AD	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1005AE	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1007	N/A	N/A	N/A	N/A
1007AA	POP 01-OCT-2007 TO 30-SEP-2008	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
1007AB	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1007AC	POP 01-MAY-2008 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1007AD	13-JUN-2008	555	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1007AE	POP 22-JUL-2008 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1007AF	POP 28-SEP-2008 TO 27-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1

1007AG POP 28-SEP-2008 TO 27-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001 N/A	N/A	N/A	N/A
2001AA POP 01-OCT-2008 TO 30-SEP-2009	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
2001AB POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001AC POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001AD POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001AE POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001AF POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001AG POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001AH POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001AJ POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001AK POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2002 N/A	N/A	N/A	N/A
2002AA POP 01-OCT-2008 TO 30-SEP-2009	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
2002AB POP 22-JUN-2009 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2002AC POP 22-JUN-2009 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2002AD POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2002AE POP 28-SEP-2009 TO 27-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1

2002AF	POP 29-SEP-2009 TO 28-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2003	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2004	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2005	N/A	N/A	N/A	N/A
2005AA	POP 01-OCT-2008 TO 30-SEP-2009	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
2005AB	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2005AC	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2005AD	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2005AE	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2007	N/A	N/A	N/A	N/A
2007AA	POP 01-OCT-2008 TO 30-SEP-2009	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
2007AB	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2007AC	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2007AD	POP 22-JUN-2009 TO 21-DEC-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2007AE	POP 22-JUN-2009 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2007AF	POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2007AG	POP 28-SEP-2009 TO 27-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1

2007AH POP 29-SEP-2009 TO 28-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2008 N/A	N/A	N/A	N/A
2008AA POP 01-OCT-2008 TO 30-SEP-2009	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
2008AB POP 01-OCT-2008 TO 30-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001 N/A	N/A	N/A	N/A
3001AA POP 01-OCT-2009 TO 30-SEP-2010	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
3001AB POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001AC POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001AD POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001AE POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001AF POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001AG POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001AH POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001AJ POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3002 N/A	N/A	N/A	N/A
3002AA POP 01-OCT-2009 TO 30-SEP-2010	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
3002AE POP 28-SEP-2010 TO 27-MAR-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1

3002AF	POP 28-MAR-2011 TO 27-MAY-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3002AG	POP 28-MAR-2011 TO 27-MAY-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3003	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3004	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3005	N/A	N/A	N/A	N/A
3005AA	POP 01-OCT-2009 TO 30-SEP-2010	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
3005AB	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3005AC	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3005AD	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3005AE	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3007	N/A	N/A	N/A	N/A
3007AA	POP 01-OCT-2009 TO 30-SEP-2010	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
3007AB	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3007AC	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3007AD	POP 01-OCT-2009 TO 30-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3007AG	POP 28-SEP-2010 TO 27-MAR-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3007AH	POP 28-MAR-2011 TO 27-MAY-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3008	N/A	N/A	N/A	N/A

3008AA	N/A	N/A	N/A	N/A
3008AB	POP 01-OCT-2009 TO 30-SEP-2010	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
4001	N/A	N/A	N/A	N/A
4001AA	POP 01-OCT-2010 TO 30-SEP-2011	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
4001AB	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4001AC	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4001AD	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4001AE	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4001AH	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4001AJ	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4001AK	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4001AL	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4002	N/A	N/A	N/A	N/A
4002AA	POP 01-OCT-2010 TO 28-FEB-2011	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
4003	POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4004	N/A	N/A	N/A	N/A
4004AA	POP 01-OCT-2010 TO 30-SEP-2011	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1



4004AB POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4005 N/A	N/A	N/A	N/A
4005AA POP 01-OCT-2010 TO 30-SEP-2011	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
4005AB POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4005AC POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4005AD POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4005AE POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4007 N/A	N/A	N/A	N/A
4007AA POP 01-OCT-2010 TO 30-SEP-2011	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
4007AB POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4007AC POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4007AD POP 01-OCT-2010 TO 30-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4007AE POP 01-OCT-2010 TO 28-FEB-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1

## ACCOUNTING AND APPROPRIATION DATA

AA: 217206500000181050122G26000002576375XACW81RUP621910015XAC37044205  
AMOUNT: \$21,099,398.85  
CIN 00000000000000000000000000000000: \$0.00  
CIN W81RUP62191001: \$208,904.85  
CIN W81RUP621910010001AA: \$14,962,614.00  
CIN W81RUP621910010001AB: \$1,320,000.00  
CIN W81RUP621910010001AC: \$750,000.00  
CIN W81RUP621910010001AD: \$68,400.00

CIN W81RUP621910010002: \$0.00  
CIN W81RUP621910010004: \$3,789,480.00  
CIN W81RUP621910010007: \$0.00

AB: 217206500000181050122G260000031ED375XADW81RUP635310025XAD37044205  
AMOUNT: \$494,808.70  
CIN W81RUP63531002A: \$489,782.00  
CIN W81RUP63531002B: \$5,026.70

AC: 217206500000181050122G12000002575375XAAW81RUP630410065XAA37044205  
AMOUNT: \$12,888.00  
CIN W81RUP63041006: \$12,888.00

AD: 217206500000181050122G2600000233F375XACW81RUP635610025XAC37044205  
AMOUNT: \$1,290,836.00  
CIN W81RUP63561002A0001: \$60,221.00  
CIN W81RUP63561002A0002: \$281,515.00  
CIN W81RUP63561002A0003: \$12,780.00  
CIN W81RUP63561002A0005: \$936,320.00

AF: 218206500000181050122G2600000252B375XACW909UJ727110005XAC37044205  
AMOUNT: \$17,035,293.43  
CIN W909UJ727110000001A: \$13,747,564.49  
CIN W909UJ727110000001C: \$250,000.00  
CIN W909UJ727110000001D: \$68,292.00  
CIN W909UJ727110000003: \$207,945.38  
CIN W909UJ727110000007: \$226,370.54  
CIN W909UJ727110001001AG: \$1,215,121.02  
CIN W909VJ727110000001AB: \$1,320,000.00

AG: 218206500000181050122G2600000233F375XACW909UJ727110005XAC37044205  
AMOUNT: \$512,248.00  
CIN W909UJ727110000001E: \$320,122.00  
CIN W909VJ727110000002: \$192,126.00

AH: 218206500000181050122G26000002575375XACW909UJ727110005XAC37044205  
AMOUNT: \$4,106,138.16  
CIN W909UJ727110000005: \$4,106,138.16

AJ: 218206500000181050122G26000002575375XADW909UJ727110005XAD37044205  
AMOUNT: \$859,873.00  
CIN W909UJ727110000006: \$859,873.00

AK: 21820200000022201013519700000252BE7C1RAMIPR8DNGBE7065RAE7C1S23185  
AMOUNT: \$100,000.00  
CIN W909UJ803910010001: \$99,010.00  
CIN W909UJ803910010002: \$990.00

AL: 9780350010201810502010000000031K1379QADW81RUP807900019QAD37044205  
AMOUNT: \$56,057.00  
CIN W81RUP807900010001: \$55,502.00  
CIN W81RUP807900010002: \$555.00

AM: 218206500000181050131G95000002576376XAAW909UJ809310006XAA37044205  
AMOUNT: \$418,814.00  
CIN W909UJ809310000001: \$414,667.00  
CIN W909UJ809310000002: \$4,147.00

AN: 9780350010201810502503902010031K1379QADW909UJ811910009QAD37044205  
AMOUNT: \$8,967,178.00  
CIN W909UJ811910000001: \$8,878,394.00  
CIN W909UJ811910000002: \$88,784.00

AP: 21820200000022201013597000000252BE7C1RAMIPR8MBTEC7222E7C1RAS23185  
AMOUNT: \$3,033,400.00

CIN MIPR8MBTEC72220001: \$3,003,366.00  
CIN MIPR8MBTEC72220002: \$30,034.00

AQ: 2182020000022201013519700000252BE7K1RAMIPR8LBESE7205E7K1RAS23185  
AMOUNT: \$102,503.00  
CIN MIPR8LBESE72050001: \$101,488.00  
CIN MIPR8LBESE72050002: \$1,015.00

AR: 219206500000181050122G2600000252B375XACW909UJ824010015XAC37044205  
AMOUNT: \$17,353,497.12  
CIN W909UJ824010010001: \$14,718,116.04  
CIN W909UJ824010010002: \$1,320,000.00  
CIN W909UJ824010010003: \$250,000.00  
CIN W909UJ824010010008: \$817,813.75  
CIN W909UJ824010010011: \$247,567.33

AS: 219206500000181050122G260000021T1375XACW909UJ824010015XAC37044205  
AMOUNT: \$68,160.00  
CIN W909UJ824010010004: \$68,160.00

AT: 219206500000181050122G2600000233F375XACW909UJ824010015XAC37044205  
AMOUNT: \$512,238.00  
CIN W909UJ824010010005: \$192,122.04  
CIN W909UJ824010010006: \$320,115.96

AU: 219206500000181050131G9500000252B376XAAW909UJ824010016XAA37044205  
AMOUNT: \$1,945,191.96  
CIN W909UJ82401001: \$919,167.00  
CIN W909UJ824010010007: \$1,016,832.96  
CIN W909UJ824010012007AC: \$9,192.00

AV: 219206500000181050122G26000002575375XACW909UJ824010015XAC37044205  
AMOUNT: \$5,793,302.05  
CIN W909UJ824010010009: \$4,592,868.96  
CIN W909UJ842010012008AA: \$1,200,433.09

AW: 219206500000181050122G26000002575375XACW909UJ824010015XAD37044205  
AMOUNT: \$792,876.91  
CIN W909UJ824010012008AB: \$792,876.91

AX: 2192035000005T5T285292995611001E412S0TTMIPR9GDAT0400112S0TT044205  
AMOUNT: \$6,708,681.00  
CIN MIPR9GDAT040012002AB: \$6,642,259.00  
CIN MIPR9GDAT040012007AD: \$66,422.00

AY: 219206500000181050122G1200000252B375XAAW909UJ913410005XAA37044025  
AMOUNT: \$277,750.00  
CIN W909UJ913410002002AC: \$275,000.00  
CIN W909UJ913410002007AE: \$2,750.00

AZ: 219206500000181050131G950000031EF376XABW909UJ914810036XAB37044205  
AMOUNT: \$363,600.00  
CIN W909UJ914810032002AD: \$360,000.00  
CIN W909UJ914810032002AF: \$3,600.00

BA: 9780350010201810502503902010031K1379QADW909UJ916010019QAD37044205  
AMOUNT: \$326,528.00  
CIN W909UJ916010012001AH: \$198,239.00  
CIN W909UJ916010012001AI: \$125,056.00  
CIN W909UJ916010012007AB: \$3,233.00

BB: 21920200000022201043261200000252AADRAE7MIPR9LGENE7196E7ADRAS23185  
AMOUNT: \$19,996,970.00  
CIN MIPR9LGENE719602AE: \$19,798,980.00  
CIN MIPR9LGENE719607AG: \$197,990.00

BC: 210206500000181050122G260000021T1375XACW909UJ922410015XAC37044205  
AMOUNT: \$68,052.00  
CIN W909UJ922410013001AD: \$68,052.00

BD: 210206500000181050122G2600000233F375XACW909UJ922410015XAC37044025  
AMOUNT: \$512,227.92  
CIN W909UJ922410013001AE: \$192,117.96  
CIN W909UJ922410013001AF: \$320,109.96

BE: 210206500000181050131G9500000252B376XAAW909UJ922410016XAA37044205  
AMOUNT: \$2,373,898.76  
CIN W909UJ922410013001AG: \$1,046,307.00  
CIN W909UJ922410013001AJ: \$1,295,013.00  
CIN W909UJ922410013007AC: \$23,413.20  
CIN W909UJ922410013007AD: \$9,165.56

BF: 210206500000181050122G26000002575375XACW909UJ922410015XAC37044205  
AMOUNT: \$4,856,542.68  
CIN W909UJ922410013004: \$4,856,542.68

BG: 210206500000181050122G26000002575375XADW909UJ922410015XAD37044205  
AMOUNT:  
CIN 00000000000000000000000000000000:  
CIN W909UJ922410013008AB: \$916,556.00

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CIN MIPROLDAT080044002AA: \$575,122.75  
CIN MIPROLDAT080044007AE: \$5,751.23

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CIN MIPRFDAT1X1013002AF: \$1,500,000.00

ZQ: 2112020000015T5T334238290000025163CZZZMIPR1FDAT1S00213CA05028043  
AMOUNT: \$1,988,196.65  
CIN MIPR1FDAT1S0023002G: \$1,953,660.05  
CIN MIPR1FDAT1S0023007AH: \$34,536.60

## Exhibit/Attachment Table of Contents

DOCUMENT TYPE	DESCRIPTION	PAGES	DATE
Attachment 1	Statement of Work v3.0	37	17-AUG-2006
Attachment 2	Service Level Agreement Operations Guide	71	17-AUG-2006
Attachment 3	Deliverables v2.1	44	24-AUG-2006

## INVOICE INFORMATION

### **COR Information:**

#### Technical Point of Contact:

(b) (6) : 703-607-7898

E-Mail Address: (b) (6)

#### Contracting Officer:

(b) (6) 703-607-1258.

E-mail address: (b) (6)

### **Payment/Information:**

A. The Contractor shall include the EFT information on all invoices.

- B. The Contractor shall forward the original invoice to the designated billing office listed in block 18. A copy of the invoice shall also be forwarded to the following address:

NGB-AIS  
ATTN: (b) (6)  
111 South George Mason  
Arlington, VA 22204

- C. The Army National Guard is currently in the process of implementing Wide Area Work Flow (WAWF). Please coordinate with (b) (6) for details reference invoicing in WAWF.

#### DOCUMENT ORDER OF PRECEDENCE

##### **Document Order of Precedence**

Through mutual agreement the National Guard Bureau and SRA International, Inc have agreed upon the precedence of the following documents. Conflicts within the documents will be adjudicated by affording the following document significance and weight listed in descending order of precedence.

1. Statement of Work Version 3.0, dated August 17, 2006 including Attachments A – K and TORP Special Task Order Requirements document
2. Service Level Agreement Operations Guide, version 3.0, dated August 17, 2006
3. Deliverables Version 2.1, dated August 24, 2006
4. Consensus Summary Document Version 2, dated June 29, 2006
5. Contractor's Responses to Government submitted Clarification Request and Deficiency Notices
6. Contractor's Proposal (Revised): Technical and Management dated, May 24, 2006; Price dated July 13, 2006; and SRA Response to Letter Dated July 20, 2006, T.O. Tracking Number C-2481 and Attachment B, dated July 25, 2006.

#### MODIFICATION TO SOW

##### **Installation Coordination and Scheduling**

1. AIS-CO will provide a schedule of anticipated travel dates to DISA POP sites to the contractor and the project teams involved. It will be provided far enough in advance to allow time for hardware configuration and shipping. This will be based in part on information provided by AIS-CO indicating site readiness, prioritization, and preference. NOTE: For each site installation, the AIS-CO Team will deliver to FSIS (1) one configured ISS IPS G2000C, (2) required network cables, and (3) device console cables.
2. The contractor will coordinate and schedule each site visit at least 48 hours in advance with DISA POP DOIM-designated point of contact and the NGB support engineer. The contractor will confirm that any necessary Configuration Change Request (CCR) has been approved.

3. At least 48 hours advance of each installation expected to interrupt network access, the contractor will confirm with the NGB Network Operations Center that the appropriate Network Management Alert (NMA) has been issued to affected users.

4. The contractor will confirm the availability of necessary NGB -AIS-CO support personnel prior to beginning work on a site.

5. For each site installation, IPS installation project engineer and the onsite contractor engineer will establish a telephone call during the installation to support device testing, answer questions, and facilitate and record ad hoc changes to device configurations. The project engineer and the onsite engineer will coordinate the precise scheduling and level of support for the installation telephone call.

Deliverable: Updated site diagrams source from NGB-AIS-CO as-built diagram for the DISA POP locations. These diagrams will be developed in the NGB-AIS-CO standardized format.

1. Updated As-built Diagrams. FSIS shall deliver to the AIS-CO technical point of contact a

red-line as-built diagram for each of the DISA POP sites listed.

#### DELIVERABLE SCHEDULE

The Deliverable Schedule for this Statement of Work is as follows:

Title	Distribution	E	H	Submission Frequency	Submission Date
Updated As-built diagrams	Designated AIS-CO Technical Point of Contact	1	0	Once	Within ten (1 ) business days following completion of the installation activities

(H = Hard Copy; E = Electronic Copy)

## **Polycom Maintenance**

### **Technical Support of MCU's**

The Contractor shall work in conjunction with the manufacturer (Polycom) to provide technical support services for the 56 MCU's identified in Table 1.0 on a 24/7 basis to include non-business hours, weekends and holiday. Technical support services shall be available and provided by the manufacturer through a dedicated toll-free number with "live" support engineers available as needed. Technical support shall consist of, but is not limited to: standard operational tutelage, basic troubleshooting, fault isolation assistance, incident / problem resolution, replacement of failed parts and fundamental product insight.

The Contractor shall assist in troubleshooting issues related to the MCU's by working with the manufacturer to return the appliance to an operational status. During normal business hours, the contractor shall function as the Tier 1 "channel of communication" to log, track, advise, manage, and escalate all unresolved incidents and problems to the manufacturer, to ensure a solid ITIL-based problem lifecycle management system is sustained. For non-standard working hours, weekends and holidays the contractor shall make provisions for the NGB Integrated Service Center Help-Desk (ISC) to provide the user community with direct access to Polycom support as needed.

### **Replacement of Parts**

The Contractor shall work in conjunction with the manufacturer to provide next parts replacement (where available by commercial shipping carriers, i.e. FedEx and UPS) for all failed chassis components to include but not limited to: the MGC chassis, HDLC unit, ISDN/PRI NET adapter, IP modules, MUX cards, Audio/Video+ cards and Continuous Presence blades. The contractor shall ensure that next day parts processing and shipping is provided by the manufacturer for all return merchandise authorizations (RMA) initiated prior to 4:00 p.m. EST. during the normal business week of Monday thru Friday.

### **Applicable Systems**

The Enterprise MCU Maintenance contract was initiated to provide 24/7 sustainment support services for the primary MGC-50/100 MCU deployed at each of the 54 JFHQ locations, PEC and the Co-Lab facility. The contractor shall provide maintenance support services as identified above for the (56) MCU's identified in Table 1.0. The contractor shall ensure that States with existing 3rd party maintenance agreements will be phased into the enterprise contract as their respective plans expire.



Table 1.0: Primary MCU Maintenance Coverage Matrix

<b>State</b>	<b>S/N</b>	<b>Model Number</b>
Alabama	2168	MGC 100
Alaska	40411	MGC 50
Arizona	40221	MGC 50
Arkansas	3293	MGC 50
California	3193	MGC 100
Colorado	40434	MGC 50
Connecticut	40436	MGC 50
Delaware	40425	MGC 50
Florida	1210	MGC 50
Georgia	3316	MGC 50
Guam	40405	MGC 50
Hawaii	40408	MGC 50
Idaho	40430	MGC 50
Illinois	3506	MGC 100
Indiana	40042	MGC 100
Iowa	40406	MGC 50

<b>State</b>	<b>S/N</b>	<b>Model Number</b>
Kansas	3256	MGC 100
Kentucky	40427	MGC 50
Louisiana	3065	MGC 100
Maine	40426	MGC 50
Maryland	1948	MGC 100
Massachusetts	40410	MGC-50
Michigan	40190	MGC 100
Minnesota	3500	MGC 50
Mississippi	3121	MGC 50
Missouri	3132	MGC 50
Montana	3099	MGC 50
Nebraska	40407	MGC 50
Nevada	40435	MGC 50
New Hampshire	40428	MGC 50
New Jersey	40471	MGC 50
New Mexico	3089	MGC50
New York	3249	MGC 50
North Carolina	40502	MGC 50
North Dakota	40409	MGC 50
Ohio	40415	MGC 50
Oklahoma	3649	MGC 50
Oregon	40432	MGC 50

State	S/N	Model Number
Pennsylvania	40437	MGC 50
Rhode Island	40413	MGC 50
Puerto Rico	40404	MGC 50
South Carolina	40429	MGC 50
South Carolina	40438	MGC 50
Tennessee	40087	MGC 50
Texas	73225	MGC 100
Utah	40147	MGC 100
Vermont	40414	MGC 50
Virgin Islands	40420	MGC 50
Virginia	40439	MGC 50
Washington State	40433	MGC 50
Washington D.C.	40431	MGC 50
West Virginia	40421	MGC 50
Wisconsin	40049	MGC 50
Wyoming	40422	MGC 50
CO-LAB	41269	MGC 50
PEC	40640	MGC 50

## **Revised Incentive Schedule**

Under this revised schedule, the first Quarter of the EOSS Incentive period will begin 1 April 2008, and continue for each Quarter of the EOSS task order, ending 31 December 2011. Effectively, this change will result in no Incentive applied for the quarters from 1 October to 31 December 2007, and from 1 January to 31 March 2008.

## **DD 254 DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION**

DD 254 "DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION" dated 10/01/2007 and on file with NGB-ZC-AQ, is hereby incorporated into this contract.

### ISDN PRI PRICING

ISDN Pricing to be in accordance with SRA Proposal dates 12 September 2007 and Maintenance Proposal Revision #1 dated 8 November 2007.

### FUTURE ENTERPRISE STATE SOW

## **Army G-6 Future Enterprise State Services Model SOW**

### **1 BACKGROUND**

The Army G-6 is consideration consolidation of NSC-Rs into a cohesive solution for the Warfighter. Before proceeding with this consolidation the Army needs additional depth of understanding of the action.

### **2 APPROACH**

BusinessGenetics will produce high level models depicting the conceptual "future state NSC." The purpose of the NSC is to establish the framework for integrating and synchronizing NSCR to better serve the warfighter. BusinessGenetics will use its Business Co-Formulation ("BCF") method for gaining an explicit understanding of the transformation from NSC Regional to NSC Global. BCF will be used to perform this Project and will entail the creation of a set of xBML business models using previously created "process artifacts" (Document Co-Formulation "DCF") and the refinement and expansion of these models using a series of facilitated work sessions (Facilitated Co-Formulation "FCF") sessions.

### **3 OBJECTIVES**

The Government wishes to understand the impact of the reorganization on people, process, and price. The deliverables from this contract will provide a high-level framework from which to develop detailed models for the new environment.

### **4 TASKS/DELIVERABLES**

#### **4.1 Kick-Off Meeting**

4.1.1 The kick-off meeting will be held NLT 2 working days after award. The following information will be presented and adjusted as necessary by the government during this session:

- Project Background
- Project Overview
- Project Schedule
- Project Deliverable Formats and dates
- Other Project Information

#### **4.2 Task Title**

4.2.1 The contractor will

- Confirm the purpose for the modeling and the project scope
- Prepare a project plan
- Model the appropriate sections of the Federal Enterprise Architecture (FEA)
- Model the appropriate sections of the ITIL Framework
- Model any US Army G6 existing documentation related to NSC
- Inventory the Government's existing plans and other documented CON OPS;
- Co-formulate documentation (prepare draft models); and
- Validate model with SMEs
- Model the high-level future state process
- Prepare management-level future state presentation to articulate the findings.

#### **Deliverable(s):**

- Future State Services Delivery What Model at a Level 3 detail
- Future State Services Delivery Who and Which Models
- Glossary of Terms
- Weekly Status Report
- Final Presentation of findings

## 5. DELIVERABLE/DELIVERY SCHEDULE

TASK(S)	ACTIVITIES/ DELIVERABLE(S)	DUE DATE
5.1	Kick-Off Meeting	2 days after award
5.2	Project Plan	TBD
5.3	Weekly Status Report	weekly
5.4	Glossary of Terms	TBD
5.5	Future State Services Delivery “What” Model at a Level 3 detail Report	TBD
5.6	Future State Services Delivery “Who” and “Which” Models Report	TBD
5.7	Final Report	TBD

\* All dates and specific deliverables will be defined at kick-off meeting

## 6. PLACE OF PERFORMANCE

Work will be performed at G-6, Arlington, VA. Contractor will conform to client agency normal operating hours of 0800-1700 each business day (excluding official Government holidays).

## 7. TRAVEL AND PER DIEM

No Travel or Per Diem.

## 8. PERIOD OF PERFORMANCE

This task is a Firm Fix Price task and shall commence not later than 2 days after award. The total duration of the effort will not exceed 45 Days.

## 9. SECURITY

All personnel supporting this effort will be required to be cleared at “Secret” level.

## 10. GOVERNMENT FURNISHED RESOURCES AND EQUIPMENT

The government will provide the following resources:

**9.1 Information Resources:** The Government will ensure that the appropriate subject-matter experts are available for the facilitated sessions per the schedule provided below.

**9.2 Documentation:** The Government will furnish any appropriate documentation in a timely manner.

**9.3 Facilities:** The Government will provide rooms adequate for facilitating groups to include projector and white boards as well as office space for BusinessGenetics personnel who are working onsite.

**9.4 Equipment:** The government will provide projection capability for the facilitated sessions.

## 11. COST

This is a Firm Fix Price effort: NTE \$100,000.00

## **12. INSPECTION AND ACCEPTANCE CRITERIA**

The Contracting Officer and Technical Representative will have the right to reject or require correction of any deficiencies found in the deliverables. In the event of rejection of any deliverable the contractor will be notified within 10 working days by the Government. Failure by the government to provide notification constitutes full acceptance of said deliverable.

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# Statement of Work

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## Enterprise Operations and Security Services



VERSION 3.0

August 17, 2006



**TABLE OF CONTENTS**

<b>SECTION</b>	<b>PAGE</b>
<b>1. INTRODUCTION.....</b>	<b>3</b>
1.1 CUSTOMER BASE SCOPE.....	3
1.2 SOW ORGANIZATION.....	3
<b>2. MANAGEMENT REQUIREMENTS.....</b>	<b>6</b>
2.1 GUARD OPERATING FRAMEWORK.....	6
2.2 CONTRACTOR OPERATIONS MANAGEMENT.....	6
2.3 QUALITY ASSURANCE.....	7
2.4 NATIONAL GUARD BUREAU CONTRACTOR OVERSIGHT.....	7
2.5 SERVICE SATISFACTION SURVEYS.....	8
<b>3. ENTERPRISE OPERATIONS SUPPORT REQUIREMENTS (CLIN 0001).....</b>	<b>9</b>
3.1 ISC REQUIREMENTS.....	9
3.1.1 <i>ISC Environment</i> .....	9
3.1.2 <i>ISC Scope</i> .....	9
3.1.3 <i>Incident/Request Handling and Trouble Ticket Updates</i> .....	10
3.2 GUARDNET XXI WAN REQUIREMENTS.....	10
3.2.1 <i>GuardNet Operational Support</i> .....	10
3.2.2 <i>GuardNet Engineering Support</i> .....	11
3.2.3 <i>Enterprise Telecommunications Engineering</i> .....	12
3.2.3.1 Bandwidth Management.....	12
3.2.3.2 Circuit Management.....	12
3.2.3.3 Circuit Invoice Management.....	12
3.3 ENTERPRISE SYSTEMS SUPPORT.....	12
3.3.1 <i>Video Operations Center (VOC) and DTTP Support</i> .....	12
3.3.2 <i>Active Directory</i> .....	13
3.3.3 <i>Exchange and Defense Message System (DMS) Email Service</i> .....	13
3.3.4 <i>Readiness Center (RC) Demilitarized Zone (DMZ) Support</i> .....	14
3.3.5 <i>Server Support</i> .....	14
3.3.6 <i>Tool and System Management</i> .....	15
3.3.7 <i>Security Management Support</i> .....	15
3.3.8 <i>System Re-Accreditation Support</i> .....	15
3.3.9 <i>Configuration Management Support</i> .....	16
3.3.10 <i>Definitive Software Library</i> .....	17
3.3.11 <i>System Integration Support</i> .....	17
3.4 COMMON ENGINEERING SUPPORT.....	17
3.5 PROJECT SUPPORT.....	19
3.6 INCIDENT AND PROBLEM ANALYSIS.....	19
3.7 DOCUMENTATION LIBRARY.....	19
3.8 REMEDY SYSTEM SUPPORT.....	20
3.9 ENTERPRISE SYSTEM BACKUP AND RESTORE.....	20
3.10 CONTRACTOR PROVIDED EQUIPMENT.....	20
3.11 ENTERPRISE LAB SUPPORT.....	20
3.12 ENTERPRISE SUPPORT TELEPHONE QUEUE.....	20
3.13 OUTGOING TRANSITION REQUIREMENTS.....	21
<b>4. GOVERNMENT DIRECTED INITIATIVES REQUIREMENTS (CLIN 0002).....</b>	<b>22</b>
4.1 PURPOSE.....	22
4.2 PROJECT MANAGEMENT.....	22
4.3 SCOPE.....	22
4.4 DIRECTED INITIATIVES INITIATION AND OVERSIGHT.....	22

<b>5.</b>	<b>GFE EQUIPMENT MAINTENANCE REQUIREMENTS (CLIN 0004)</b> .....	<b>23</b>
5.1	MAINTENANCE AGREEMENTS .....	23
5.2	SITE EQUIPMENT SUPPORT .....	23
5.3	EQUIPMENT DISPOSAL.....	23
<b>6.</b>	<b>CONTRACTOR-PROVIDED FACILITY REQUIREMENTS</b> .....	<b>25</b>
6.1	LOCATIONS AND HOURS OF SUPPORT.....	25
6.2	FUNCTIONAL REQUIREMENTS .....	25
6.3	INFORMATION SYSTEMS AND FACILITY SECURITY .....	27
6.3.1	<i>Perimeter Walls</i> .....	27
6.3.2	<i>Electrical Power Controls</i> .....	27
6.3.3	<i>Fire Protection and Air Conditioning</i> .....	27
6.3.4	<i>Locks</i> .....	27
6.4	CONTRACTOR FURNISHED EQUIPMENT, PRODUCTS, AND SERVICES .....	28
<b>7.</b>	<b>INCOMING TRANSITION REQUIREMENTS (CLIN 0006)</b> .....	<b>29</b>
7.1	REQUIRED TASKS .....	29
7.2	TIMELINE .....	29
7.3	NOTICE TO PROCEED CRITERIA .....	29
<b>8.</b>	<b>ALTERNATE OPERATIONS REQUIREMENTS (CLIN 0005)</b> .....	<b>30</b>
8.1	SCOPE.....	30
8.2	LOCATION AND HOURS OF SUPPORT .....	30
8.3	CONSTRUCTION CONSIDERATIONS .....	31
8.4	IMPLEMENTATION PLAN AND SCHEDULE .....	31
8.5	INSTALLATION.....	31
8.6	OPERATIONAL REQUIREMENTS .....	31

**LIST OF TABLES**

TABLE 1.	EOSS TASK ORDER REFERENCES .....	3
TABLE 2.	ENTERPRISE CONFIGURATION ITEMS TO BE TRACKED IN THE CMDB .....	18

## 1. INTRODUCTION

This Statement of Work (SOW) defines the specific Information and Communications Technology (ICT) tasks to be performed by the Contractor in support of ongoing operations of the Army National Guard (ARNG). Specifically, this SOW addresses support of the following:

- Wide Area Network (WAN) infrastructure, known as the GuardNet XXI.
- Enterprise systems, including but not limited to Active Directory, Exchange Email system and the national Video Operations.
- Associated WAN and enterprise help desk services, known as the Integrated Service Center (ISC).
- Transition activities.
- Government-directed engineering support activities.

**Error! Reference source not found.** lists the Enterprise Operations and Security Services (EOSS) Task Order references associated with this SOW. References are listed in alphabetical order.

Throughout this document, the end-user is defined as someone who is authorized to operate ICT technology, and who is also seeking assistance from the Contractor. The customer is the ARNG.

The EOSS support functions should be performed in accordance with the Guard Operational Framework (GOF) standards, which are based on service management best practices, as outlined in the Information Technology Infrastructure Library (ITIL) framework. See Reference 7: Attachment I—Guard Operating Framework for details about the GOF.

This SOW defines a performance-based operation. The Government or designated representatives will rate the Contractor according to performance criteria defined in Reference 9: Service Level Agreements Operations Guide.

### 1.1 Customer Base Scope

The initial customer is the ARNG. In the future, however, the customer base may include all of the National Guard Bureau, Department of Defense (DOD) including Federal, State, and Local Governments and Civil agencies. As the customer base changes, modifications to the EOSS Task Order will be executed. All task order modifications will be reviewed and approved by the Contractor and Contracting Offices at the Army National Guard and National Institute of Health (NIH) before any additions, changes, or both, are implemented.

### 1.2 SOW Organization

The rest of this document is divided into the following sections:

- **Section 2 – Management Requirements** provides management requirements associated with delivery of required services.
- **Section 3 – Enterprise Operations Support** describes tasks associated with managing the operational capability of the ARNG Information and Communication Technology (ICT) infrastructure, including the GuardNet, ISC, and enterprise applications.

**Table 1. EOSS Task Order References**

Reference Number	Title	Version	Date
1	Attachment A – Current Network and Operations	1.0	March 15, 2006
2	Attachment B – Current NOSC Facility	1.1	March 31, 2006

Reference Number	Title	Version	Date
3	Attachment C – Government Furnished Tools	2.0	June 14, 2006
4	Attachment D – Equipment Inventory List	1.0	March 15, 2006
	Attachment D1 Guard Primary Equipment Summary (Excel File)	NA	March 8, 2006
	Attachment D2 NOSC Site GFE Inventory (Excel File)	NA	March 8, 2006
	Attachment D3 Guard Lab Equipment (Excel File)	NA	March 8, 2006
	Attachment D4 Guard Equipment Inventory (Excel File)	NA	March 8, 2006
	Note. Reference (4) consists of Attachment D, which is a cover document and four associated Excel spreadsheet files.		
5	Attachment F – Standard Operating Procedures	1.0	March 15, 2006
	GuardNet XXI WAN Concept of Operations	4.0	11 November 2005
	GuardNet XXI Help Desk Operations Plan and Standard Operating Procedure	1.0	06 December 2004
	Note. Reference (5) consists of Attachment F, which is a cover document, and two accompanying documents: the WAN Concept of Operations and Help Desk Operations Plan and Standard Operating Procedure.		
6	Attachment H – Service Desk Call / Ticket Statistics	1.0	March 15, 2006
	Call and Ticket Stats for CY 2005 (Excel File)	NA	March 8, 2006
	Note. Reference (6) consists of Attachment H, which is a cover document, and an accompanying Excel spreadsheet file.		
7	Attachment I – Guard Operating Framework	1.0	March 15, 2006
8	Deliverables	2.0	August 16, 2006
9	EOSS Service Level Agreements (SLA) Operations Guide	3.0	August 17, 2006
10	Special Task Order Requirements	2.0	June 12, 2006

- **Section 4 – Government Directed Initiatives** describes tasks required to support additional engineering tasks.
- **Section 5 – Government Furnished Equipment (GFE) Maintenance Support** lists specific requirements for managing outside vendor maintenance agreements on behalf of the Government.
- **Section 6 – Facility Requirements** provides high level requirements for the facility where the operational staff and their equipment shall reside.
- **Section 7 – Incoming Transition Requirements** discusses tasks that need to be performed by the Contractor in order to successfully take ownership of the operational support.

- **Section 8 – Alternate Operation Requirements** discusses tasks associated with standing up and operating the alternate operations site.

## **2. MANAGEMENT REQUIREMENTS**

The Contractor's management team shall be dedicated exclusively to the tasks outlined in this SOW. The Contractor's Program Manager shall be the single Point of Contact (POC) for all communiqués and operations associated with the Task Order resulting from this solicitation. The Program Manager shall be available in the office during normal business hours (Monday through Friday 8:00 AM to 5:00 PM, Eastern time) and by cell phone/pager during other times. The Contractor shall use an alternate Program Manager only upon clear and explicit transmittal to the Government of a substitute for an expressed period of time and clear identification of multiple contact methods (e.g., land line phone number, cell phone number, pager).

The Contractor shall ensure that the personnel assigned to the Task Order meet the appropriate security clearance requirements as directed by the Government—see Reference 10: Special Task Order Requirements.

### **2.1 Guard Operating Framework**

The Army National Guard adopted the Guard Operating Framework (GOF) in 2005, a set of ICT processes based on the best practices of the Information Technology Infrastructure Library (ITIL). The GOF requires systems and ICT service management for the following processes:

- Enterprise Perspective
- Service Management
- Security Management
- Information and Communications Technology Infrastructure Management
- Application Management

Each of these processes is addressed by the ITIL. The Enterprise Perspective processes emphasize customer and supplier relationship management and liaison with technical staff operating hardware and software. Service Management focuses on the best practices for delivering ICT services and supporting the delivery of ICT services. Protecting enterprise systems and data from unauthorized access or disclosure are addressed by Security Management practices. Day-to-day management of legacy systems, and coordinating and executing plans for system modernization are the concerns of Information and Communications Technology Infrastructure Management and Applications Management.

The Contractor shall manage operations so they conform with the GOF. The Contractor shall:

- Ensure Contractor operational personnel and the Contractor management team are trained in the service support best practices outlined in Reference 7: Attachment I—Guard Operating Framework.
- Ensure the tools provided by the Contractor to support Contractor operational and management team personnel reinforce GOF best practices.

### **2.2 Contractor Operations Management**

The Contractor's management team shall be responsible for providing the following services to the ARNG:

- Technical and operational management of Contractor staff.
- Establishing staffing schedules.
- Reviewing work in progress.
- Taking responsibility for and coordinating incident and problem resolution.
- Managing timely delivery of information and products requested by the Government. The majority of EOSS deliverables and their requirements are specified in Reference 8: Deliverables. However, deliverables can also be ad hoc.

- Delivering progress and status reports, both scheduled and ad hoc; the identity of, and specifications for, the majority of the scheduled EOSS deliverables are documented in Reference 8: Deliverables.
- Interfacing with other Contractors, internal and external to the ARNG.
- Ensuring that the ICT operations adhere to required ICT security policies and procedures.
- Providing technical leadership in system selection and technology refresh activities.
- Providing leadership and input concerning best use of existing resources.
- Developing work aids and documenting standard procedures.
- Managing personnel training activities.
- Establishing and maintaining formal Standard Operating Procedures (SOPs) and Operational Plans in accordance with the requirements specified in Reference 8: Deliverables. The Contractor shall deliver the Plans and SOPs for review and approval by the Government according to the schedule provided in the aforementioned reference. The Contractor shall also develop, maintain, and update SOPs and Operational Plans as needed by the changing environment.

### **2.3 Quality Assurance**

The Contractor's QA team shall monitor and promote adherence to established Service Level Agreements (SLAs). The EOSS SLAs are documented in Reference 9: Service Level Agreements Operations Guide. The Contractor will analyze SLA compliance data, performance data, and existing policies and procedures. The Contractor's QA team shall:

- Formulate and enforce work and quality standards based on GOF standards and best practices.
- Ensure that all open trouble tickets are updated and/or escalated as required by the SLAs.
- Ensure all end-users are notified with service request ticket status.
- Present suggestions for new and/or refined SLAs.
- Develop and provide performance reports that meet the requirements documented in Reference 8: Deliverables.
- Conduct periodic performance reviews to improve current operations.
- Maintain statistical data in order to demonstrate performance trends.
- Maintain summary performance data throughout the life of the EOSS Task Order.
- Conduct independent quality assurance review of closed tickets to ensure they are managed properly.
- Ensure service request tickets are closed.
- Prepare training plans for the development of the staff and to improve service support.
- Identify end-user training needs based on analysis of tickets.
- Investigate all SLAs and report statistics and analysis as appropriate.
- Investigate missed SLAs and identify root causes for the non-compliance.
- Identify issues (technical, management, or otherwise) that prevent the Contractor from meeting the SLAs and/or other operational goals.
- Conduct reviews independently of the operational staff.

### **2.4 National Guard Bureau Contractor Oversight**

Contractor oversight is a key factor for ensuring that performance goals are met. The ARNG, or its assignees, will perform oversight of all aspects of the ISC, GuardNet, and Enterprise operations.

The Government reserves the right and will verify the report and summary data provided by the Contractor with the raw data that the Contractor used to generate said reports and summaries. The Contractor shall maintain raw data for the duration of the EOSS Task Order.

The Contractor shall be responsible for coordinating its efforts with any other Contractors and organizations operating within the ARNG Enterprise, or external organizations supporting the ARNG. The Contractor shall assume full responsibility for meeting the SLAs defined in Reference 9: Service Level Agreements Operations Guide. If the Contractor requires an agreement with one or more other organizations, the Contractor shall develop and negotiate the appropriate agreements.

## **2.5 Service Satisfaction Surveys**

The Government intends to measure end-user and customer satisfaction with the Contractor's performance via two surveys:

- The Contractor will survey end-users immediately after their trouble ticket is closed. The Contractor shall be responsible for developing the survey. The survey will be used after the Government approves it. The Contractor will analyze the survey data and present findings to the Government every month.
- The Contractor will also survey Government attendees at the bi-annual Joint Information Management Council (JIMC)/Directorate of Information Management (DOIM) conferences. The Contractor shall be responsible for developing the survey and obtaining Government permission to use it. The Contractor will administer the survey and then return all completed surveys to a designated Government official. The Government will analyze the survey data and present a summary of the results to both the Contractor and Government officials, according to the procedures prescribed in Reference 9: Service Level Agreements Operations Guide.



### **3. ENTERPRISE OPERATIONS SUPPORT REQUIREMENTS (CLIN 0001)**

This section presents requirements the Contractor shall meet while performing tasks associated with providing support to the ARNG operation. Background information about the relevant elements of the current ARNG enterprise operations can be found in the following references:

- Reference 1: Attachment A—Current Network and Operations
- Reference 2: Attachment B—Current NOSC Facility
- Reference 3: Attachment C—Government Furnished Tools
- Reference 4: Attachment D—Equipment Inventory List
- Reference 5: Attachment F—Standard Operating Procedures
- Reference 6: Attachment H—Service Desk Call / Ticket Statistics

#### **3.1 ISC Requirements**

This section of the document presents requirements specific to the operations of the ARNG's Enterprise Tier 1 help desk – the Integrated Service Center (ISC).

##### **3.1.1 ISC Environment**

The ISC is the first point of contact for end-users seeking assistance. All requests for service are routed to ISC via a toll-free telephone access method, email, web site, or via fax. Currently, the ISC supports end-users operating within the Military District of Washington (MDW) area as well as end-users of the GuardNet WAN and nation wide end-users of the ARNG enterprise resources.

The Contractor's ISC staff shall "own" the problem resolution process from the initial contact with the end-users to resolution of the problem regardless of whether the problem is resolved within ISC or it has to be escalated to other organizations. To ensure that the end-users are updated with the progress of the resolution process, the Contractor's ISC staff shall provide updates to the end-users on a regular basis as defined by the SLAs. The Contractor's ISC staff shall also be responsible for verifying resolutions with the end-users, by doing regular checks with ticket submitters of a subset of resolved tickets, to verify end-user concurrence in the resolution. The Contractor shall perform problem resolution in conjunction with the QA team's oversight.

The Contractor's management shall be responsible for operational management of the ISC in accordance with the SLAs contained in Reference 9: Service Level Agreements Operations Guide.

##### **3.1.2 ISC Scope**

The ISC Contractor shall be responsible for providing Tier 1 support for the following support functions:

- Desktop support:
  - Assist with application usage questions
  - Coordinate requests for a new system or upgrades to the existing system (software and hardware)
  - Coordinate requests for new telecommunication services
  - Coordinate requests for asset and staff moves
  - Resolve domain issues: password resets, creation and deletion of end-user accounts, and work associated with end-user profiles, to include access permission issues.
- Local Area Network (LAN) support:
  - Verify connectivity
  - Assist with proper workstation LAN configuration
  - Monitor network alerts
- Wide Area Network (WAN) support:
  - Verify connectivity
  - Monitor network alerts

- Distributive Training Technology Project (DTTP)/Video Operations support:
  - Assist with configuration of the classroom workstations
  - Assist with usage of the video and audio equipment
  - Assist in setting up video conferences
  - Reserve Component Automation System (RCAS) Tier 1 support

Contractor's ISC personnel shall not reject a caller based upon a problem not being within their purview. The Contractor shall make every effort to initially solve the problem or refer it to the most appropriate support organization.

### **3.1.3 Incident/Request Handling and Trouble Ticket Updates**

As stated above, all requests for service from the end-users are routed to the ISC for initial handling. The Contractor shall use a ARNG-owned and customized version of the Remedy Corporation's Action Request System (ARS) as the standard Trouble Ticketing System (TTS) for handling trouble tickets. The Contractor will be provided access to the system through Government-owned Remedy client software loaded on the Contractor-provided workstations or via a Remedy Web interface. The Contractor shall maintain the customized ARS (see Section 3.8). To properly handle incoming requests, the Contractor shall:

- Provide live telephone coverage 24 hours a day, seven days a week, 365 days a year.
- Answer calls in the order they are received.
- Greet the customer with a standard (Government-dictated) welcome message.
- Verify existing or obtain new end-user information:
  - First and last name
  - Location and address
  - Organization
  - Contact information: e-mail address and one or more phone numbers.
- Identify the nature of the problem and classify it correctly.
- Record any additional information obtained from the end-user.
- Assign the incident priority.
- Provide the end-user with a trouble ticket number.
- Escalate the trouble tickets, as required, by assignment to the appropriate group.
- Update trouble tickets as required by the SLAs.
- Maintain status of all open trouble tickets and escalate as required.
- Coordinate resolution with other internal and external teams, as appropriate.
- Update the end-users with progress of the incident resolution through the trouble ticket updates and orally, as appropriate
- Check the assigned tickets queue on regular basis throughout the support hours.
- Check for requests coming through the Web site, email, and fax on regular basis and create trouble tickets based on these requests as required by the appropriate SLAs.
- Provide advice and guidance to the end-users regarding restoration of interrupted service.

## **3.2 GuardNet XXI WAN Requirements**

The Contractor shall be responsible for ensuring operational capability of the GuardNet WAN in accordance with the SLAs documented in Reference 9: Service Level Agreements Operations Guide.

### **3.2.1 GuardNet Operational Support**

To support operations of the GuardNet Wide Area Network, the Contractor shall:

- Ensure a qualified Tier 2 or Tier 3 support engineer is present in the ISC from 6:00 AM to Midnight Eastern time, seven days a week, 365 days a year.
- Monitor all network management system and respond to all network alerts in a timely manner.
- Isolate and resolve network faults.
- Maintain, upgrade and troubleshoot all GuardNet Federal (Title 10) network elements, including but not limited to:
  - Routers
  - Hubs
  - Switches
  - Firewalls
- Configure and update routers elements
- Maintain access to the Non-secure Internet Protocol Router Network (NIPRNET) and, if applicable, to the Secure Internet Protocol Router Network (SIPRNET).
- Maintain data communication from the GuardNet to other Department of Defense (DOD) networks.
- Maintain IP address range configurations.
- Maintain trust relations and interconnectivity with the States and other DOD agencies.
- Work with the network telecom service providers in resolving service problems.
- Monitor network telecom service providers SLAs and work with the providers to resolve issues and provide credits.
- Work with the local staff (at the State DOIM) to resolve data communications problems.
- Monitor circuit utilization and (upon approval) manage bandwidth upgrades/reduction as required.
- Develop and maintain site-specific equipment inventory and their configuration. The site specific information shall include:
  - —As-built” diagrams and schematics
  - Rack space layouts
  - Information about equipment interconnectivity
- Maintain telecom circuit inventory.
- Develop and operate comprehensive network monitoring and management systems.
- Provide assistance to the States as requested by the ARNG.

### **3.2.2 GuardNet Engineering Support**

The mission of engineering support is to provide the technical engineering support for GuardNet XXI and assist in the smooth integration of external network interfaces and systems. In support of GuardNet engineering requirements, the Contractor shall:

- Conduct set-up and fielding of new network systems.
- Resolve network issues, traveling on site if required.
- Develop network diagrams.
- Develop network expansion and optimization plans and designs.
- Evaluate applicability of new technologies and tools to enhancing operations of the GuardNet.

### **3.2.3 Enterprise Telecommunications Engineering**

The Contractor shall provide telecommunications engineering support to the ARNG to help maintain the support of the enterprise network infrastructure. The Contractor shall provide engineering services to monitor, design, and evaluate the network to include examining network sizing, perform network modeling, mapping, and provide projected costing. The Contractor shall ensure that bandwidth requirements for the telecommunications circuits will be considered during any network design/redesign.

#### **3.2.3.1 Bandwidth Management**

The Contractor shall monitor data circuits and end devices for utilization. The Contractor shall gather and use utilization data, along with projected traffic growth needs and changes to the infrastructure, to identify network elements that may need bandwidth adjustment. The Contractor shall present a bandwidth utilization report, along with suggestions for alterations to the Government, on a monthly basis.

#### **3.2.3.2 Circuit Management**

The Contractor shall assume responsibility for managing and executing the process of placing, tracking, installing, changing and decommissioning GuardNet, Defense Information Systems Agency (DISA), DTTP-related, and voice telecommunication circuits. To properly provide this support, the Contractor shall:

- Interface with the service providers in placing appropriate orders (connect, disconnect and modify)
- Track progress and status of orders in a central database
- Manage circuit inventory

#### **3.2.3.3 Circuit Invoice Management**

The Contractor shall manage the circuit invoices (GuardNet, DISA, and DTTP service) on behalf of the Government, to include not only processing payments, but also managing credits for outages. Specifically, the Contractor shall:

- Review invoices for accuracy based on contract-specific rates and circuit IDs
- Correlate circuit outage information with the credits appearing in the invoices
- Coordinate payment and credit issue resolution with the service providers
- Project circuit budgetary needs
- Keep track of payment status
- Keep historical payment data information

### **3.3 Enterprise Systems Support**

The Army National Guard is in the process of consolidating support of its enterprise-wide systems and applications. This consolidation involves standardization of hardware and software components and associated technical management. The Contractor shall support this effort by providing technical leadership and management of these systems in accordance with the appropriate SLAs in Reference 9: Service Level Agreements Operations Guide.

#### **3.3.1 Video Operations Center (VOC) and DTTP Support**

The ARNG uses video services extensively to support the ARNG's DTTP and to maintain video communications with the Guard troops stationed throughout the world. To support the video operations, the Contractor shall:

- Ensure qualified staff are available on-site to provide VOC and DTTP support from 6:00 AM to 7:00 PM Eastern time, Monday through Friday.

- Provide on-call VOC and DTTP support during all other time periods, 365 days a year. On-call support must be delivered one hour after the Government requests the Contractor provide this service and the on-call support must be present until the conclusion of the video teleconference.
- Assist the local DTTP POCs with classroom connectivity and video operation issues
- Manage video and audio specific equipment at the VOC, local classrooms, and the Joint Forces Headquarters (JFHQs), including:
  - Tandberg codec
  - Creston controller
  - Classroom hub(s) and router(s)
  - Video projectors and audio equipment
  - Other video-specific equipment
- Coordinate national and regional video conferences
- Support daily video operations
- Troubleshoot connectivity and configuration issues
- Conduct direct support of video conference rooms, including assistance with operation and maintenance of the Audio/Video (AV) equipment
- Maintain site-specific equipment inventory and configuration
- Assist with maintenance of the classroom servers and workstations

### **3.3.2 Active Directory**

The Contractor shall assume responsibility for planning, deployment, and operation of the ARNG Active Directory (AD) domain structure. To support these requirements, the Contractor shall:

- Maintain ARNG Active Directory forest root and Administrative Domains
- Manage access control to the Enterprise Administrators group
- Maintain and update:
  - Domain plan and design documentation
  - Organization Unit (OU) plan
  - Enterprise Group Policy
  - Trust relations with external AD structures
- Manage enterprise and State-level domains
- Assists States and Territories in their AD deployment and management activities
- Manage site replication
- Manage security patches and antivirus signatures on ARNG domain controllers
- Perform troubleshooting of the Domain Name Services (DNS) configured on ARNG Active Directory domain controllers

At the Government's direction, the Contractor shall assume operational responsibility for additional AD structures.

### **3.3.3 Exchange and Defense Message System (DMS) Email Service**

The Contractor shall be responsible for managing enterprise elements of the unclassified and classified ARNG email service. This support shall include:

- Manage (created, modify, delete) Exchange and DMS mailboxes
- Manage (create, modify, delete) email address groups
- Maintain Global Address List (GAL) replication
- Develop plans and implement upgrade to Exchange 2003

- Assist State-level administrators with troubleshooting and issue resolution
- Maintain capability for DMS encryption and electronic signature
- Manage DMS user accounts
- Post certificates for x.500 entries and Certificate Revocation Lists
- Monitor and manage DMS SIPRNET connectivity

### **3.3.4 Readiness Center (RC) Demilitarized Zone (DMZ) Support**

The RC DMZ contains multiple servers and network devices hosting ARNG enterprise applications. The Contractor shall be responsible for assisting the Government with expanding the DMZ infrastructure to accommodate the future growth. To provide RC DMZ support, the Contractor shall:

- Plan movement of new systems and application to the DMZ
- Plan expansion of the DMZ to accommodate growth

The Contractor shall manage the RC DMZ network and security infrastructure. Please note that the day-to-day operations and maintenance of the servers residing within the RC DMZ will be the responsibility of the Readiness Center Support Contractor.

### **3.3.5 Server Support**

The Contractor's server support team shall be responsible for maintaining operational capability of all network servers serving the NOC, VOC and enterprise application as required by the ARNG and outlined in this solicitation. These machines include:

- Dynamic Host Configuration Protocol (DHCP) servers
- Servers hosting any network management tools and databases (for example, servers hosting Blue Coat, Cisco Works, Web Cache, Windows Internet Naming System (WINS), plus others as directed by the Government)
- Exchange email servers
- Defense Messaging System (DMS) servers
- Active Directory (AD) domain controllers
- Domain Name Service (DNS) servers
- Application-specific servers
- Others as directed by the Government

To maintain operational capability of the above mentioned servers, the Contractor shall:

- Assist in specifying configurations for upgrades to existing machines
- Perform utilization analysis on existing machines and provide suggestions for upgrades and/or replacement
- Maintain proper version of the Operating System (OS), including bug fixes and security patches
- Maintain proper version of the service software, including bug fixes and security patches
- Maintain software and hardware inventories
- Maintain user access to the servers
- Manage software backup/restore process and storage of backed up data

### **3.3.6 Tool and System Management**

The Contractor shall perform a detailed analysis of the tools employed in supporting and managing the GuardNet and enterprise operations, both Government and Contractor-provided that shall include a list of tools, their purpose, and costs associated with maintenance along with functional overlap. In addition, the Contractor shall identify tools that provide data supporting the SLA measurements prescribed by Reference 9: Service Level Agreements Operations Guide. At the Governments request, the Contractor shall present this list as a deliverable to the Government along with recommendations for streamlining the operations and ability to extend the systems to other ARNG locations.

### **3.3.7 Security Management Support**

The objective of the Security Management function is to ensure security of the Enterprise and to manage end-user access to the resources. The Security management support function also includes the Computer Emergency Response Team (CERT) support functions. To support this function, the Contractor shall:

- Create, delete, and alter user network access accounts based on requests received from the granting authority.
- Create, delete, and alter machine and application network access accounts based on requests received from the granting authority.
- Maintain information about users and their accounts in a central database
- Prepare and maintain the Contractor security plan.
- Provide CERT-specific support, including:
  - Ensure that GuardNet and its management systems are in compliance with the Information Assurance Vulnerability Alert (IAVA)
  - Respond to and report all incidents concerning intrusion and virus infections
  - Administer Intrusion Detection System (IDS)
  - Create and update firewall rules to accommodate access to appropriate data sources
  - Install new and upgrade existing Title 10 firewalls
  - Develop appropriate new and maintain existing Title 10 firewall rules
  - Create and submit appropriate security-related reports, such as required by IAVA, intrusion, virus infection incidents, and others as requested by the customer
  - Update the System Security Authorization Agreement (SSAA) and its attachments annually, or as requested, by the customer in a manner compliant with Federal Information Security Management Act (FISMA), DOD Information Technology System Certification and Accreditation Program (DITSCAP), and NIST guidance (as detailed specifically in NIST Special Publications (SP) 18, 26, 30, 37, 53, 60 and Federal Information Processing System Publication (FIPS Pub 199)
  - Maintain and draft memorandums for record, system interconnection agreement and/or the equivalent to document any and all system connections to the GuardNet
  - Provide immediate support to serious incidents, intrusions or comprises (classified spillage, unauthorized intrusion, or virus outbreak) in accordance with Army Regulation 25-2 (AR 25-2).
  - Plan, conduct and document infrastructure tests and upgrades as required by the Security Technical Implementation Guide (STIG).
  - Limit unauthorized traffic traversing the GuardNet network.
  - Provide policy and logistical Communications Security (COMSEC) support at both the Federal and Sate level.

### **3.3.8 System Re-Accreditation Support**

The Contractor shall support the enterprise systems security re-accreditation every three years. To support this task, the Contractor shall test the security technical controls for the system. The Contractor shall develop a Security Test and Evaluation (ST&E) Test Plan that addresses all the requirements identified in NIST SP 800-53 for a High Impact System and the appropriate DOD, Army, and ARNG information system security testing requirements.

The Contractor should anticipate preparing two ST&E Test Plans and supporting the resulting testing activities during the life of the Task Order. For planning purposes, the Contractor should expect to prepare the ST&E Test Plan and support the security testing activities during the base year and year four of the Task Order. ST&E Plans shall meet the requirements specified by Reference 8: Deliverables.

The Contractor shall also ensure ST&E Plans are signed-off by system owners, authorized Contractor representatives, and Government enterprise managers before they are implemented. There may be multiple ST&E Plans. For example, plans may be tailored for parallel or pilot tests, final acceptance tests, and operational tests.

### 3.3.9 Configuration Management Support

The goals of Configuration Management are to maintain accurate asset and configuration item information about Enterprise assets (both Government and Contractor-owned) and ensure that changes to configuration items and the enterprise architecture are properly recorded and managed through documented and repeatable change management processes. In order to provide the appropriate level of support, the Contractor shall:

- Assist with the development of policies and procedures based on the Guard Operations Framework (GOF) and that meet the requirements specified in Reference 8: Deliverables.
- Assist with rewriting the enterprise Configuration Management plans; the requirements for this plan are documented in Reference 8: Deliverables.
- Research and document existing CM and Change Management procedures in accordance with the requirements in Reference 8: Deliverables.
- Review information already stored in the Dimensions CM tool for accuracy and applicability and provide a Configuration Management Audit report as specified in Reference 8: Deliverables.
- Effectively manage hardware and software changes to operational information and communications technology systems, in accordance with the enterprise Change Management Plan, in order to minimize impact on end-users.
- Manage and maintain process associated with bringing new systems or changes to the existing systems into the operational environment, including:
  - Maintaining engineering library of software/hardware releases (code, hardware configuration, load builds, scripts, etc.).
  - Assisting in system testing and integration.
  - Work with the ISC staff in measuring the impact of changes on end-users.
- Update existing or develop new SOPs as required by changes to existing systems or the introduction of new systems.
- Coordinate CM-related functions with other ARNG organizations and assist as requested in enterprise CM support.
- Update CM information as needed.
- Develop and maintain detailed diagrams of the existing ICT infrastructure.

The Contractor shall store all CM-related documentation in the ARNG-owned Configuration Management Database (CMDB). The ARNG CMDB is currently a Dimensions database. The Contractor shall assist the Government with maintaining and enhancing the CMDB to support the GOF.

**Error! Reference source not found.** identifies the Enterprise ICT configuration items that need to be tracked in the CMDB. In addition to the ICT listed in



Table 2, the Contractor shall keep track of Enterprise Policies and Procedures and Enterprise Systems Documentation in the CMDB. The specifications for those deliverables are documented in Reference 8: Deliverables.

### **3.3.10 Definitive Software Library**

The Contractor shall establish and maintain the Definitive Software Library (DSL). The Contractor shall store copies of the latest approved versions of software elements authorized in the Enterprise, along with license information, in the DSL. The Contractor shall ensure that access to this resource is limited to authorized end-users.

### **3.3.11 System Integration Support**

The goal of the System Integration function is to ensure smooth integration of newly developed or new systems into the GuardNet infrastructure. To support this function, the Contractor shall:

- Assist the developers in creating proper interfaces to the existing systems.
- Work with the CM teams to ensure systems are smoothly transitioned into the existing infrastructure, by successfully accomplishing:
  - Pre-deployment testing
  - Updates to the CMDB and DSL
  - Project-management tasks associated with the integration process.
- Analyze the impact of all newly integrated systems on GuardNet infrastructure performance and associated business processes.

### **3.4 Common Engineering Support**

The Contractor shall maintain a core engineering staff to support tactical and strategic ARNG ICT efforts, including, but not limited to, the following:

- Network Architecture Planning and Management
- Network Integration and Implementation
- Network Performance Analysis
- Security Architecture Planning
- Security Integration and Implementation
- Security Performance Analysis
- Information Assurance Accreditation
- Enterprise Application Impact Analysis
- Enterprise Application Design Review
- Enterprise Management Tool Development
- Technical Project Management
- Video Conferencing
- Telephony

**Table 2. Enterprise Configuration Items To Be Tracked In The CMDB**

SOW Reference	Support Area	ICT Components
3.2.1	GuardNet Operational Support	<ul style="list-style-type: none"> <li>• GuardNet Title 10 elements including, but not limited to routers, hubs, switches, and firewalls.</li> <li>• Site-specific information, including —As-built” diagrams and schematics, rack space layouts, equipment interconnectivity, and circuit inventory.</li> </ul>
3.3.1	Video Operations Center (VOC) and DTTP Support	<p>Video and audio equipment at the VOC, local classrooms and the Joint Forces Headquarters (JFHQs), including:</p> <ul style="list-style-type: none"> <li>• Tandberg codec</li> <li>• Creston controller</li> <li>• Classroom hub(s) and router(s)</li> <li>• Video projectors</li> <li>• Audio equipment</li> <li>• Other site-specific equipment.</li> </ul>
3.3.5 3.3.6 3.3.8 3.8 3.9	Server Support Tool and System Management Configuration Management Support Remedy System Support Enterprise System Backup and Restore	<p><u>Hardware</u>: all network servers in the NOC, VOC and enterprise application servers. This includes:</p> <ul style="list-style-type: none"> <li>• Any server hosting any network management tool, database, or both</li> <li>• Exchange email servers</li> <li>• Defense Messaging System (DMS) servers</li> <li>• Active Directory (AD) domain controllers</li> <li>• Domain Name Service (DNS) servers</li> <li>• Servers that host the enterprise configuration management database</li> <li>• Remedy server and servers hosting primary and backup SQL databases.</li> <li>• Servers hosting backup and restore data.</li> <li>• Dimensions server</li> <li>• Application-specific servers</li> <li>• Other servers as directed by the Government.</li> </ul> <p><u>Software</u>: software loaded into the servers described above including:</p> <ul style="list-style-type: none"> <li>• Operating systems</li> <li>• Systems monitoring and management software</li> <li>• Remedy software and associated SQL database software (primary and backup)</li> <li>• Dimensions software</li> <li>• Software used for data backups and data restoration</li> </ul>

### **3.5 Project Support**

The Contractor shall provide project support as directed to improve and enhance the ARNG ICT Enterprise infrastructure and enterprise. This support may include establishing priorities, adjusting schedules, projecting staffing, and estimating rough costs. Projects may encompass all facets of the enterprise operations (e.g., voice, video, data, system, and network design/redesign). The Contractor shall:

- Take the initiative to identify improvements to enterprise operations as possible projects.
- Develop Enterprise Operations Plans for each project, with the contents specified by Reference 8: Deliverables.
- Develop and maintain plans of proposed projects and their inter-relationships.
- Deliver all project plans in a timely manner.

Please note that project support outlined above is specific to ongoing operations and should not be interpreted as support outside of the core service offerings.

### **3.6 Incident and Problem Analysis**

The incident/problem resolution process involves both the immediate assistance to the end-users and analysis of the encountered issues. To increase efficiency of employed systems and to minimize disruption to on going operations, the Government intends to move toward a more proactive approach to problem management. This approach relies on the ability to correlate and analyze incident and information from multiple sources including help desk trouble tickets, change requests, alarms generated by automated sources and others. The goal of this approach is to identify potential problems before they start affecting end-users, effectively improving customer service, while at the same time lowering support costs.

To support this goal, the Contractor shall perform analysis that leads to identification of root cause of problems and means of resolving them. The Contractor shall complete and submit the root-cause analysis results, along with recommendations, to the Government. The Contractor shall provide recommendations that are not limited to technical solutions only, but shall also incorporate suggestions for improving internal processes, as appropriate. The Contractor shall continuously perform this analysis and present the Government with recommendations. The Contractor shall present the summary results of the analysis, along with recommendations for improvement, on a regular basis as part of the standard monthly program status reports.

In addition, the Contractor shall provide analysis of the impact of changes onto the ongoing operations and end-user support burden along with lessons learned summary. The Contractor shall include Contractor-introduced changes as well as those performed by or on behalf of external organizations, such as DISA, in the change impact analysis.

The Contractor shall be responsible for communicating information about known outages to the end-users and other support organizations. The Contractor shall ensure that the notification about unscheduled maintenance is posted no less than 15 minutes before the start of the maintenance. The Contractor shall communicate scheduled maintenance notification at least 48 hours in advance. The Contractor shall also communicate information about incidents, problems, and their anticipated resolution times in accordance with Reference 8: Deliverables and Reference 9: Service Level Agreements Operations Guide.

The Contractor shall develop and manage a historical database that contains information about known problems and their expected resolution and that is consistent with the ITIL requirements for a Known Error Database.

### **3.7 Documentation Library**

The Contractor shall be responsible for establishing and maintaining an electronic documentation library. The Contractor shall ensure that this library contains up-to-date versions of all deliverables produced by the Contractor, as required by Reference 8: Deliverables or as requested by an authorized Government EOSS manager.

### **3.8 Remedy System Support**

The Contractor shall provide development and ongoing operational support of the ARNG's *Remedy Action Request System (ARS)*. To provide this support, the Contractor shall:

- Maintain operational readiness of the Remedy server software and associated primary and backup SQL databases.
- Manage appropriate numbers and types of user licenses.
- Implement workflow changes as required by changing environment.
- Update data selection.
- Assist with automating reports.
- Maintain user accounts.

### **3.9 Enterprise System Backup and Restore**

The Contractor shall perform ongoing backup of data stored in critical systems. These systems include those that are being managed by the Contractor, including, but are not limited to:

- Classified and unclassified email data
- Active Directory elements
- Network monitoring servers
- Dimensions
- Remedy

The Contractor shall perform daily incremental backups and weekly full backups. The Contractor shall store backed up data in a secured off-site location. The Contractor shall make data backups available 24 hours a day, seven days a week. The Contractor shall also restore data from backups within 12 hours. The Contractor shall demonstrate its ability to restore data from the backup system as required by the Government. The Government reserves the right to test the Contractor's Backup and Restore capabilities by requesting one or more systems be restored with the last good known backup data. The Contractor shall perform this test as directed by the Government.

### **3.10 Contractor Provided Equipment**

The Contractor shall ensure that all equipment proposed and/or provided by the Contractor is compatible with the standards of the IPV6 protocol.

### **3.11 Enterprise Lab Support**

The Contractor shall establish an enterprise development and test facility that simulates the current network and computing infrastructure. The Contractor shall use the enterprise development and test facility to test enhancements/new configurations of the current operational systems and/or test replacement equipment and systems, and shall provide the Government with the capability to perform these tests as well.

The Contractor shall ensure that the required lab facility is similar in size and configuration to the current GuardNet lab located at NOSC facility in Fairfax, VA, as described by:

- Reference 2: Attachment B—Current NOSC Facility
- Reference 4: Attachment D—Equipment Inventory List.

### **3.12 Enterprise Support Telephone Queue**

The Contractor shall establish Enterprise support telephone queue and shall staff it during the core operations hours (as specified in section 3.2.1). The Contractor shall staff the telephone queue with Tier2/3 personnel who are able to

accept escalation calls from ISC and other organizations. The skill set represented by the members assigned to this team shall be representative of the areas of support as outlined in Section 3 of this SOW.

Outside of the core coverage hours, the Contractor shall ensure that this Tier2/3 team is accessible via an emergency common cell phone number.

### **3.13 Outgoing Transition Requirements**

The Contractor shall support the outgoing transition activities at the end of the Task Order. To support these activities, the Contractor shall:

- Ensure that all information asset and related configuration information is up to date and available for the Government's review.
- Turn over all administrative access information, i.e., user-name and password to the Government.
- Work with the incoming Contractor is turning over the operational support.
- Provide documentation and information as requested by the Government.

In case that the transition to the new Contractor is not complete by the end of the contract/task order date, the current Contractor shall continue the support. The level, type and other pertinent details of this transition support will be negotiated with the Contractor.

#### **4. GOVERNMENT DIRECTED INITIATIVES REQUIREMENTS (CLIN 0002)**

The Government may task the Contractor to perform additional initiatives, which may come about due to changing technology needs or are based on additional requirements identified by the Government. The Contractor shall provide appropriate technical and project management personnel to fulfill the requirements of these specific tasks. The Government will provide the Contractor with the requirements of these tasks and will work with the Contractor in managing the work progress. Due to potentially complex nature of these initiatives, the Contractor may be expected to work in a multi-vendor environment.

##### **4.1 Purpose**

The Government Directed Initiatives are those that are either requested by the Government or are requested by the Contractor and approved by the Government. These initiatives may be initiated in response to special needs that may arise due to changing Government needs or needs driven by major industry developments or DOD directives.

##### **4.2 Project Management**

These initiatives will be limited in direction and scope and will be managed as separately definable and self contained work efforts with a pre-defined time line, requirements and success criteria. The initiatives may be managed by the Government staff using Contractor personnel or may be fully outsourced to the Contractor for execution and management. In either case, the initiatives shall be bounded by schedule and budget.

##### **4.3 Scope**

The initiatives in this category may deal with all aspects of enterprise and business operations with a special emphasis placed on expanding the enterprise.

##### **4.4 Directed Initiatives Initiation and Oversight**

These directed initiatives will be implemented through the use of a modification to the existing task order SOW. These modifications will define the work to be accomplished along with the desired outputs and time line. The Contractor will be given an opportunity to propose work effort and approach along with cost proposal required to meet the objectives in the time allowed. The Government will review the Contractor's proposal and make the go/no-go decision.

All task order modifications will be reviewed and approved by the Contracting Office, both at the Army National Guard and NIH prior to additions and/or changes being implemented.

## **5. GFE EQUIPMENT MAINTENANCE REQUIREMENTS (CLIN 0004)**

### **5.1 Maintenance Agreements**

The ARNG requires support in purchasing and managing warranty and maintenance renewal agreements for all Government Furnished Equipment (GFE) deployed in supporting the Enterprise operations, which is under management of the Contractor. For details, refer to Reference 4: Attachment D—Equipment Inventory List (cover document plus accompanying spreadsheets). To provide the required services, the Contractor shall:

- Ensure that all equipment and systems that are desired by ARNG to be maintained are covered by the appropriate maintenance support agreements
- Act as a liaison between the Government and maintenance providers
- Negotiate maintenance support agreements with either the original manufacturers or other Contractors
- Coordinate with the Government the processing of the maintenance invoices
- Update the Configuration Management Database (CMDB) as appropriate

### **5.2 Site Equipment Support**

The Contractor shall provide on-site maintenance, fix and upgrade support as required:

- To maintain operational capabilities of the Enterprise systems as part of activities associated with CLIN0001 support, and/or
- As directed by the Government as part of activities associated with CLIN 0005 tasks.

To provide an appropriate on-site support, the Contractor shall perform the following tasks:

- Determination that equipment, or its parts, need to be replaced
- Ordering of appropriate parts
- Configuration
- Shipment to site
- On-site installation, including scheduling with site personnel
- Testing
- Disposal of old parts
- Updates to the information in the CMDB.

The Contractor shall maintain the appropriate amount of critical spare equipment parts to meet the EOSS Service Level Agreement requirements documented in Reference 9: Service Level Agreements Operations Guide. In addition, the Contractor shall coordinate all logistics and schedules associated with on-site visits and repairs.

The Contractor shall provide the Government with monthly updates concerning the fix and maintenance activities. Reference 8: Deliverables specifies the requirements for these updates.

The Contractor shall provide on-site support from 9:00 AM to 6:00 PM Eastern time. The Contractor shall provide on-site support to the Gateway sites within four hours of being notified by an authorized Government EOSS manager. The Contractor shall provide on-site support to the JFHQ sites within eight hours of being notified by an authorized EOSS Government manager.

### **5.3 Equipment Disposal**

The Contractor shall assist the Government with disposition of obsolete (or no longer needed) ICT-related equipment. To support this task, the Contractor shall:

- Identify no longer needed equipment.

- Purge sensitive and secure configuration information from the target machines.
- Work with the site personnel to have the equipment shipped back to the Government-directed location or have its ownership transferred to the site.
- Update the CMDB as appropriate.
- Update maintenance agreement information as appropriate.
- Update site information as appropriate, including site drawing, equipment layout, port connections, etc.



## **6. CONTRACTOR-PROVIDED FACILITY REQUIREMENTS**

The Government will not provide the space in either Government-owned or leased facility. The Contractor shall provide a single office space that will accommodate Contractor personnel and staff supporting the tasks outlined in this SOW as well as Government staff that will oversee the operations.

### **6.1 Locations and Hours of Support**

The ARNG prefers that the Contractor-furnished facility be located within a ten mile radius of the ARNG's Readiness Center located at 111 South George Mason Drive in Arlington, VA. The Contractor must locate facility within the Continental United States (CONUS).

The Contractor facility shall be able to house the following support groups:

- Integrated Service Center (ISC)
- Network Operations and Security Center (NOSC)
- Video Operations Center (VOC)
- Engineering Support and Project Management staff
- Government staff – approximately 15 offices

### **6.2 Functional Requirements**

The Contractor shall own or lease a facility suitable for use as the Network Operations and Security Center in accordance with acceptable industry practices and DOD Unified Facilities Criteria (UFC) regulations: UFC 1-200-0, Design: General Building Requirements; UFC 4-010-01, DOD Minimum Antiterrorism Standards for Buildings. The Contractor shall be responsible for all aspects of leasing and securing the NOSC facility.

The Contractor shall submit a Facility Plan that demonstrates it meets the DOD Minimum Antiterrorism Standards for Buildings (UFC 4-010-01).

Since the main function of the NOSC is to be an operations and maintenance center for GuardNet, space requirements will vary depending on the Contractors staffing levels. The Contractor shall meet the following requirements for the NOSC:

- The Contractor shall provide office space for ISC, NOSC, VOC support staff.
- The Contractor shall provide office space for Engineering Support and Project Management staff.
- The Contractor shall provide office space for 15 Government personnel.
- The Contractor shall provide dedicated\private working areas for government personnel and other dedicated personnel supporting operations.
- The Contractor shall provide dedicated or partially dedicated network operations room with six or more large projection screens, eight or more televisions or monitors, and control desk for the lead government personnel. Half of the screens and monitors would support network operations and the other half video operations.
- The Contractor shall provide two large conference rooms with two large screens for unclassified video conferencing, space for video conferencing equipment and large table with 20 or more chairs. The Contractor shall provide one conference room that is adjacent to network operations, if not directly next to it, so that it can be used to brief operations personnel without taking them far from their posts.
- The Contractor shall provide dedicated\partially dedicated raised floor equipment room space for network devices, workstations, servers, test equipment and lab equipment. A detailed list of NOSC deployed (co-located) equipment is provided in Reference 4:

Attachment D—Equipment Inventory List. The Contractor shall provide an equipment room that does not have any windows and is adequately ventilated as recommended by the manufacturer of the equipment, including proper storage shelving, temperature, and humidity control.

- The Contractor shall provide backup power system to maintain operations of critical systems for operations. This can be achieved for example through a combination of uninterruptible power supplies (UPS) and independent generator power supply.
- The Contractor shall provide appropriate Heating, Ventilation and Air Conditioning (HVAC) for work spaces and equipment room or rooms.
- The Contractor shall provide a security system that controls access to all working areas, equipment rooms, and operations rooms.
- The Contractor shall make the facility operational and accessible 24 hours a day, seven days a week, 365 days a year.
- The Contractor shall provide armed guards securing the facility 24 hours a day, seven days a week.
- The Contractor's facilities shall comply with DOD Minimum Antiterrorism Standards for Buildings, UFC 4-010-01, 8 October 2003 regulations.
- The Contractor's facilities shall comply with DOD General Building Requirements, UFC 1-200-01.
- The Contractor shall comply with DODINST 6055.1 and applicable Occupational Safety and Health Administration (OSHA) safety and health standards.
- The Contractor shall comply with DOD fire protection requirements UFC 3-600-01, Design: Fire Protection Engineering for Facilities.
- The Contractor shall provide dedicated LAN for government personnel and other dedicated personnel supporting the NOSC.
- The Contractor shall provide personal desktop computing systems and phone systems for government personnel and other dedicated personnel supporting operations with common office application software.
- The Contractor shall provide ICT support to Government personnel for desktop systems including hardware, operating system and common application software.
- Government personnel commonly leave and join the operations center. The Contractor shall provide a service for relocation of personnel such as boxes for packing and movement of furniture items within the facility.
- The Contractor shall provide capabilities that enable 24 hours a day, seven days a week, 365 days a year communications between the Guard and project personnel.
- The Contractor shall provide appropriate telecommunication infrastructure to support operations of the entire staff.
- The Contractor shall provide Satellite TV service and its distribution within the facility.

The Contractor shall establish physical security for the NOSC on a 24 hours a day, seven days a week basis and shall staff the NOSC. The Contractor shall limit access to the NOSC to NOSC staff and approved Guard personnel and Contractor management. The Contractor shall be responsible for the facility and all Government property contained therein. The Contractor shall conduct all NOSC activity in compliance with FAR Part 45 – Government Property.

### **6.3 Information Systems and Facility Security**

#### **6.3.1 Perimeter Walls**

The Contractor shall satisfy the following requirements for perimeter walls:

- Equipment and computer rooms shall not have exterior windows.
- Equipment and computer rooms may have interior glass wall or window to allow system staff personnel to monitor equipment without entering the computer room if approved by the Government.

#### **6.3.2 Electrical Power Controls**

The Contractor shall satisfy the following requirements:

- The Contractor shall label power distribution panels that supply computer room equipment to indicate the equipment served by the panel.
- The Contractor shall locate these power panels in an area with adequate protection to prevent accidental or malicious interruption of power to the computer room.

#### **6.3.3 Fire Protection and Air Conditioning**

The Contractor shall satisfy the following requirements:

- The Contractor shall ensure that guidelines and requirements issued by the DOD are followed in providing fire protection for equipment rooms and work spaces.
- The Contractor shall ensure that fire detection systems and alarms in the facility are fully functional at all times. These individuals ensure that fire alarms for the facility annunciate at a location staffed 24 hours a day.
- The Contractor shall ensure that air conditioning and humidity controls and gauges are installed in the equipment room, as appropriate, to ensure that the environment in the equipment room is maintained within the specifications established by the equipment manufacturers.

#### **6.3.4 Locks**

The Contractor shall satisfy the following requirements:

- The Contractor shall ensure that, at a minimum, each standard access door to the facility is equipped with a DOD approved electronic card reader or other automated access control system. The Contractor shall ensure that doors to the equipment room are equipped at a minimum with a DOD approved electronic card reader or other automated access control system which must be enabled at all times. The Contractor shall use, at its discretion, push-button locks with key override on some internal doors to limit access.
- The Contractor shall ensure that the combinations for all push-button locks are changed at least every six months, as well as whenever someone with the combination either changes positions or terminates employment with the Department, or the combination has possibly been compromised.
- The Contractor shall ensure that the NOSC operations room, equipment room, and rooms used to store backup media are locked at all times.

#### **6.4 Contractor Furnished Equipment, Products, and Services**

The Contractor shall provide laptops and pagers to its staff, as needed, as well as cell phones and/or pagers for all on-call positions.

At the NOSC facility the Contractor shall:

- Be responsible for the routine maintenance and operation of servers, workstations, monitors, printers, other peripherals, and network infrastructure components (hubs, switches, etc.), which will be provided by the Government or the Contractor.
- Provide expendable office supplies, such as pens, pads, printers, printer cartridge, etc.
- Upgrade and modernize (refresh) equipment and software to meet the needs of the NOSC and ensure compatibility with DOD standards.
- Maintain current anti-virus definition files.
- Deploy emergency patches and other upgrades to equipment provided by the Government.
- Be responsible for network accounts and permissions.
- Develop and maintain information security materials and briefings to all Task Order staff who have access to the NOSC LAN upon their assignment to the Task Order, provide updates and refresher training annually, and document staff participation.
- Develop, maintain, test, and implement server back-up and restore Standard Operating Procedures (SOPs) and maintain off-site backups.
- Provide security for all physical facilities and assets used in conduct of the Task Order and develop supporting documentation that complies with all Government regulations and guidance.
- Maintain connectivity to the Guard MDW local area network (LAN) and the GuardNet XXI network.
- Ensure any Contractor LAN segment connected to Guard MDW or GuardNet is isolated from all other non-NOSC segments or networks located in the Contractor facility.
- Ensure that all equipment is connected to the Guard network and no other network.
- Monitor vulnerabilities and apply security patches timely.
- Develop, test, and maintain a Disaster Recovery Plan.
- Develop, maintain, test, and execute a Continuity of Operations Plan (COOP) during emergency situations.
- Develop, update, and implement a plan for maintaining all equipment, network components, and software in the latest approved configuration.
- Notify the Guard in the event that a computer virus or virus-like activity is detected at the NOSC facility.
- Notify the Guard in the event of an attempted or successful electronic or physical intrusion at the off-site facility.

## **7. INCOMING TRANSITION REQUIREMENTS (CLIN 0006)**

The purpose of this section is to describe the tasks required of the Contractor in order to successfully transition the operations from the existing support Contractor.

### **7.1 Required Tasks**

The Contractor shall manage all tasks required to transition operational support from the current Vendor. In general, the Government will not dictate the approach. However, the Contractor shall ensure that the transition causes minimal disruption to the end-user. The Contractor shall present all plans and requests for assistance and coordination to the Government for approval.

### **7.2 Timeline**

The Contractor shall complete all transition activities within four calendar months after EOSS Task Order award. However, the Contractor shall be ready to accept responsibility for maintaining steady state network operations starting on 31 August 2006. This time difference is due to a network freeze that takes place during the month of September. During September no changes to the existing infrastructure are permitted.

### **7.3 Notice to Proceed Criteria**

Prior to formally taking over operational responsibilities (31 August 2006), the Contractor shall demonstrate its readiness to proceed. The ARNG will review the level to which the Contractor was able to accomplish the transitional tasks. To successfully demonstrate ability to take over responsibility of operational management of the tasks outlined in this solicitation, the Contractor shall (at minimum):

- Demonstrate ability to take over administrative management of all ICT elements outlined in this solicitation, including but not limited to:
  - Routers
  - Switched
  - Firewalls
  - Web servers
  - Proxy servers
  - Directory and Exchange systems
  - Other network computing elements as outlined in this SOW
- Demonstrate operations of the telephone system supporting the help desk elements in a way that support SLA outlined in this solicitation.
- Demonstrate understanding of established ARNG policies and procedures.

## **8. ALTERNATE OPERATIONS REQUIREMENTS (CLIN 0005)**

The Army National Guard Bureau (ARNG) requires that its primary network and end-user support structures be supplemented with back-up facilities. The Government requires that this facility be configured to take over operational and management capabilities as outlined in sections 2 and 3 of this Statement of Work (SOW) in case the primary systems experience partial or total failure.

Specifically, the solution proposed by the Contractor shall account for backup to the following:

- Integrated Service Center (ISC) help desk operations
- GuardNet XXI network support and operations
- Backup of the Remedy system
- Backup of the root of the enterprise Active Directory (AD) tree
- Backup of the enterprise email (both classified and unclassified) systems
- Backup of other enterprise systems under Contractor's management as specified in the rest of this SOW

The Contractor shall ensure that the alternate site solution provides not only backup capabilities, but it serves as a fully independent operational center capable of providing the same level of system management as that available from the primary support center.

### **8.1 Scope**

This task is composed of five subtasks:

- Subtask 1 requires the Contractor to stand up the facility.
- Subtask 2 requires the Contractor to remotely manage all the equipment installed as part of task 1 as well as manage data synchronization between the primary and backup systems ensuring COOP capabilities for the primary site.
- Subtask 3 requires the Contractor to simulate failure of the primary site and to operate the alternate site for the period of 48 hours once every 3 months.
- Subtask 4 requires the Contractor to manage the enterprise from the alternate site for a prolonged period.
- Subtask 5 requires the Contractor to provide equipment maintenance and on-site support as defined in Section 5 of this SOW for the equipment installed at the alternate site.

### **8.2 Location and Hours of Support**

The location for the alternate operations center will be in a Government Furnished Facility (GFF) located on the campus of the State of Arkansas National Guard (Camp Robinson) in North Little Rock, AR.

The site shall be treated as a COOP site with no activity other than that required to remotely manage and update the equipment. During emergency situations (Subtask 3 and Subtask 4), the Contractor shall staff alternate operations as follows:

- The ISC 24 hours a day, seven days a week, 365 days a year.
- The Contractor shall fully staff the rest of the operations during normal business hours with a pager and cell phone backup 24 hours a day, seven days a week.
- In addition, the Contractor shall ensure that after-hours ISC support staff contains skills required to provide support beyond traditional Tier 1 support

### **8.3 Construction Considerations**

The construction of this facility encompasses deliberate planning and coordination, construction activities, facilities delivery, and customer-client final approval and acceptance. The ARNG and/or the Arkansas National Guard will be responsible for the physical construction of the alternate site including installation of raised flooring, network and power drops, security and fire control systems, power backup and HVAC controls. The Contractor shall be responsible for the installation and configuration of all equipment (hardware and software) at the alternate site, including telephone and data circuits.

### **8.4 Implementation Plan and Schedule**

The Contractor shall prepare an Implementation Plan document for standing up the alternate site, which shall cover, at a minimum, the items listed below:

- Preliminary Analysis. This analysis shall build on existing Government work products and shall result in a full list of hardware and software elements needed to stand up the alternate operation.
- Installation schedule, which shall identify the Government and Contractor's tasks.
- Test and Acceptance Plan.

### **8.5 Installation**

The Contractor shall be responsible for coordinating hardware installation with the ARNG local staff. The Arkansas ARNG personnel will use the means available to them locally to perform the actual facility built out and hardware installation. The Contractor shall be responsible for the installation and configuration of all software elements.

The Contractor shall deliver full site configuration information, including detailed (port level) connectivity diagrams and software configuration information. The Contractor shall store the configuration site data in the CMDDB.

### **8.6 Operational Requirements**

The Contractor shall ensure that the alternate location provides the same level of operations support as the primary operations center as defined in this solicitation. The exception to this requirement is the help desk operation, which will have to be minimized due to lack of adequate space at Camp Robinson, located in Arkansas.

The Contractor shall ensure that all systems within the alternate facility are ready to take over operations from the systems located at the primary location within one hour of the primary system's failure. This requires the Contractor to ensure that the alternate systems are:

- Built with the same software release levels and patches as the primary systems.
- Configured with the same configuration information as the primary systems.
- Capable of operating on their own in case of partial or full failure of the primary systems.

The Contractor shall ensure that failure of a primary system has no or very limited impact on ongoing operations.

## APPENDIX A - LIST OF ACRONYMS

AD	Active Directory
ARNG	Army National Guard
ARS	Action Request System
ATM	Asynchronous Transfer Mode
AV	Audio/Video
CERT	Computer Emergency Response Team
CIO	Chief Information Officer
CLIN	Contract Line Item Number
CM	Configuration Management
CMDB	Configuration Management Database
CONOPS	Concept of Operations
CONUS	Continental United States
COOP	Continuity of Operation Plan
DISA	Defense Information Systems Agency
DMZ	Demilitarized Zone
DNS	Domain Name Services
DOD	Department of Defense
DTTP	Distributive Training Technology Project
ECP	Engineering Change Proposals
ESE	Enterprise Service Environment
FISMA	Federal Information Security Management Act
GFE	Government Furnished Equipment
GOF	Guard Operations Framework
GuardNet	ARNG Wide Area Network
HVAC	Heating, Ventilation and Air Conditioning
IAVA	Information Assurance Vulnerability Alert
ICT	Information and Communications Technology
IDS	Intrusion Detection System
IOS	Internetworking Operating System
IP	Internet Protocol
IPR	In Progress Review
ISC	Integrated Service Center
IT	Information Technology
ITIL	Information Technology Infrastructure Library
JFHQ	Joint Forces Headquarters
JTA	Joint Technical Architecture



LAN	Local Area Network
MAC	Move, Add, Change
MDW	Military District of Washington
MOM	Microsoft Operations Manager
NIPRNet	Non-secure Internet Protocol Router Network
NLT	No Later Than
NOSC	Network Operations and Security Center
ORB	Operations Review Board
OS	Operating System
OSS	Operational Support System
OU	Operational Unit
PIP	Private IP
PIN	Personal Identification Number
POC	Point of Contact
QA	Quality Assurance
QPR	Quarterly Program Review
RCAS	Reserve Component Automation System
SCR	Software/System Change Request
SIPRNET	Secure Internet Protocol Router Network
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SOW	Statement of Work
SPCR	Software Problem/Change Request
SSAA	System Security Authorization Agreement
TACACS	Terminal Access Controller Access Control System
TBD	To Be Determined
TTS	Trouble Ticketing System
UPS	Uninterruptible Power Supply
VMS	Virtual Private Network Security Management System
VOC	Video Operations Center
WAN	Wide Area Network