

Performance Work Statement

Naval Enterprise Network (NEN)

Programmatic, Technical, and Engineering Support Services

CONTENTS

1.0 Introduction

2.0 Background

3.0 Scope

4.0 Applicable Directives

5.0 Performance Requirements

5.1 Program Management and Control Support

5.2 Engineering and Technical Support

5.3 Command and Control (C2) Network Operations (NetOps) Capability /Fleet Support

5.4 Service Delivery Support

5.5 Service Management Support Subject Matter Experts (SME)

5.6 Logistics Engineering Support

6.0 Deliverables

7.0 Government Furnished Equipment

8.0 Security

9.0 Best Practices

10.0 Technical Point of Contact

11.0 Workload Estimate

SEAPORT
Performance Work Statement

Navy/Marine Corps Intranet (NMCI) and Next Generation Enterprise Network (NGEN) Program Office Engineer Support Services

1.0 INTRODUCTION

The Program Manager (PM) for Naval Enterprise Networks (NEN) Program Office (PMW 205) is acquiring Programmatic, Technical, and Engineering services in support of the Navy Marine Corps Intranet (NMCI) Continuity of Services Contract (CoSC) and the transition to the Next Generation Enterprise Network (NGEN). The PM NEN is responsible for all services provided by the NMCI CoSC and the transition of the services provided under NMCI CoSC to the services that will be delivered under NGEN at Initial Transition Capability (ITC), and in planning for long term support and new requirements planning in support of Full Transition Capability (FTC) and beyond.

2.0 BACKGROUND

The Naval Enterprise Networks (NEN) Program Office (PMW 205) manages the acquisition life-cycle of the Department of the Navy's (DON) enterprise-wide information technology (IT) networks. NEN's portfolio includes the Navy Marine Corps Intranet (NMCI), the OCONUS Navy Enterprise Network (ONE-Net) and the Next Generation Enterprise Network (NGEN). NEN provides program management of the NMCI Continuity of Services Contract (CoSC), while continuing to develop the acquisition approach and transition strategy roadmap for NGEN's successful implementation. NEN unifies the DON's terrestrial networks and data management to improve capability and service while saving significant dollars by focusing efforts under one program office and one enterprise network construct.

The NEN Portfolio:

- **Navy Marine Corps Intranet (NMCI):** Provides a shore-based enterprise network in the continental United States and Hawaii via a single integrated, secure information technology environment for reliable, stable information transfer
- **OCONUS Navy Enterprise Network (ONE-Net):** Evolved from the Base Level Infrastructure Information (BLII) Modernization Program in 2005, ONE-Net provides secure, seamless and global computer connectivity for the DON outside the continental US

- **Next Generation Enterprise Network (NGEN):** Represents the continuous evolution of the DON's enterprise networks and will provide secure, net-centric data and services to Navy and Marine Corps personnel

NEN is part of the Department of the Navy's Program Executive Office for Enterprise Information Systems (PEO-EIS), which oversees a portfolio of enterprise-wide information technology programs designed to enable common business processes and provide standard IT capabilities to Sailors at sea, Marines in the field and their support systems. PEO EIS ensures these programs maximize value to the warfighter by balancing cost with the capability delivered to the end user.

3.0 SCOPE

The scope of this effort is to obtain Programmatic, Technical, and Engineering support services in support of PM NEN, as described in Section 5.0. These task areas will support the following objectives:

1. Fully assimilate and sustain NMCI CoSC until NGEN reaches ITC
2. Transition NMCI and ONE Net services to NGEN

The primary places of performance shall be Washington, D.C., Norfolk VA, and San Diego, CA and other places designated by the contracting officer.

4.0 APPLICABLE DIRECTIVES

The Contractor shall adhere to the following documents in accordance with paragraph 5.0, Performance Requirements:			
Document Type	No./Version	Title	Date
Code of Federal Regulation	Title 48, Vol 1	Federal Acquisition Regulation	Current Version
Code of Federal Regulation	Title 48, Vol 2	Defense Federal Acquisition Regulation Supplement	Current Version
Contract	N00039-10-D-0010	Navy Marine Corps Intranet (NMCI) Continuity of Services	08-Jul-10
DoD	7000.14-R	DoD Financial Management Regulation	Current Version
United States Code	31 USC 1301(a)	Money and Finance	Current Version
United States Code	31 USC 1502(a)	Money and Finance	Current Version
United States Code	31 USC 1517	Money and Finance	Current Version

JFTR	Vol 1	DoD Uniformed Service Travel	Current Version
Navy Regulation	NAVSO P-1000	DoN Financial Management Policy Manual	Current Version
Joint Regulation	JTR	DoD Civilian Personnel Travel	Current Version
OMB Circular	A-11	Preparation, Submission and Execution of the Budget	Current Version
DOD Directive	4630.05	Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)	Current Version
DOD Directive	5000.01	Defense Acquisition System	Current Version
DODI	5000.02	Program Management	Current Version
DOD Directive	8500.01E	Information Assurance	Current Version
SPAWARINST	7720.4C	Policy and responsibilities for SPAWAR Cost Estimating and Analysis Division	02 Aug 2004
DoD Manual	5000.4-M	DoD Manual Cost Analysis Guidance and Procedures	Current Version
DoDI	5000.02	The Operation of the Defense System	Current Version
SECNAVINST	5000.2D	Implementation of the Operation of the Defense Acquisition System and the Joint Capabilities Integration and Development System	Current Version
DoD Guide		DoD Earned Value Management Implementation Guide	Current Version
DoD Manual		DoD Contractor Cost Data Reporting Manual	Current Version
SPAWARINST	5000.19C	Earned Value Management Requirements for SPAWAR Contracts and Task Statement	20 Jul 2001
Memorandum	3960 Ser PEO C4I/301	Policy for Major Program Reviews	17 Nov 2003

SECNAVINST	5420.196	Department of the Navy Cost Analysis Improvement Group (DON CAIG)	Current Version
------------	----------	--	-----------------

5.0 PERFORMANCE REQUIREMENTS

The Contractor shall perform the following tasks in accomplishing the requirements of this contract.

5.1 Program Management and Control Support. (O&MN)

The contractor shall apply business, financial management, and technical disciplines required to support planning, organizing, staffing, controlling, and leading team efforts in managing NEN programs and projects. Program support may require significant coordination and interface with various DOD and non-DOD activities located in and out of CONUS. The contractor shall assign a technical single point of contact, also known as the PM who shall work closely with the government Contracting Officer (KO), Ordering Officer, and Contracting Officer's Representative (COR). The PM shall be ultimately responsible for ensuring that the contractor's performance meets all government contracting requirements within cost and schedule. The PM shall have the requisite authority for full control over all company resources necessary for task order performance. Responsibilities shall also include, but not be limited to, the following: personnel management; management of government material and assets; and personnel and facility security. In support of open communication, the contractor shall have, unless otherwise directed, periodic status meetings with the COR and/or Chief Engineer.

5.1.1 Reports. Reports shall be developed and submitted to the government monthly or as stated in the requirements of each TO. The prime contractor shall be responsible for collecting, integrating, and reporting all subcontractor reports. The contract status report shall be provided to the COR unless otherwise specified at TO level:

5.1.1.1 Monthly Status Reports (CDRL 1). Monthly Status Reports shall be submitted no later than the 10th of each month. Unless otherwise specified, the report shall consist of the following:

- TO Number & Title
- Period of performance
- Period of reporting
- The Not-to-Exceed TO amount and the funds received to date balance
 - List all TO level Modifications, date of modification, sentence summary, and if applicable:
 - List the total modification funding amount list total labor hours expended (current and cumulative) per company list total labor cost (current and cumulative) per company

- List total Other Direct Costs (ODCs) expended (current and cumulative) per company
- List total Travel expended (current and cumulative) per company
- List total Material expended (current and cumulative) per company
- List total Fee expended (current and cumulative) per company
- List total TO ceiling amounts: labor hours, costs, fee, and total NTE
- List total remaining TO ceiling amounts: labor hours, costs, fee, and total NTE
- List quantity of hours charged per employee (current and cumulative)
- List of all companies that have charged to the TO, the company's charging period, and the cost, the total number of hours charged (current and cumulative)
- Estimated total cost to complete; noting shortages or overages
- Identification when obligated costs have exceeded 75% of the amount authorized
- Identifying cost overruns in the monthly status reports does not preclude a Contractor from the 75% notification requirement or for immediate notification to the government when all funds have been expended prior to work being completed on a task order)
- Summary of work performed which includes meeting specified milestones and action items; identification of new problems areas including technical issues, cost increases or schedules slippage; status of previously identified problems; listing of all CDRL ordered and status of deliverables; effort to be completed during next reported period

5.1.1.2 Closeout Report (CDRL 2). Every Task Order (TO) shall require a closeout report, due one full month after the TO completion date. The report shall be submitted electronically as an e-mail attachment; hard copies are required only upon request. Government compatible Microsoft® Office Package software shall be used and the form shall be easy to follow. The report shall include, as a minimum, the following information:

- Financial data – Breakdown of all costs (labor, travel, material, fee) per invoice, all key personnel that were utilized/charged on the job, specify all work yet to be charged, all remaining funds, and balances available, if any, for return (de-obligation), etc.
- Deliverable status - Percentage job complete, any outstanding issues, CDRL status, list of any items/services under workmanship/manufacturer warranty, etc.
- Government Property – All Contractor-acquired Property (CAP) and Government-furnished Property (GFP) provided on TO shall be accountable at the completion of each TO.

- Cost Analysis Report –At a minimum for Cost Plus Fixed Fee type contracts, a Cost Analysis shall be required for all TOs when the final cost deviated (overrun or under run) from the budgeted [target] cost over five percent (5%). At a minimum, the report shall include the following issues:
 - When the final cost under-runs the budgeted [target] cost, the report shall explain the innovations used to allow for the cost savings. If analysis reveals task order target cost overestimated and/or unsubstantiated, Contractor has option to request reduction in budgeted [target] cost/fee.
 - When the final cost overruns the budgeted [target] cost, the report shall explain failures leading to cost growth and recommended corrective actions for future similar situations. This report does not alleviate the responsibility of the contractor to notify the PCO and COR upon discovery of any potential situation where the cost will exceed the budgeted [target].

5.1.2 Technical Contract Support. The Contractor shall perform technical contract support within the timeframe and formats assigned, meet the quality and technical requirements of the customer, and all submitted work shall be accurate and complete.

5.1.2.1 Procurement Support. The Contractor shall provide support as a senior procurement analyst for PMW 205. Provide support as a technical advisor to the Procurement Contracting Officer (PCO) on matters of procurement policy and compliance. Assist the program office with procurement policy and support acquisition matters requiring executive correspondence and approval.

5.1.2.2 Risk Management Support. The Contractor shall assist the Program Office in the preparation of program risk (uncertainty) and sensitivity/analyses, required metrics tracking, and other cost-related reporting and documentation.

5.1.2.3 Contracts Support. As a senior procurement analyst, The Contractor shall provide support in the following areas: Acquisition Plans and Strategies; Justification and Approvals for Other Than Full and Open Competition; the Economy Act and Offloading; task and delivery order Multiple Award Contracts (MACS) and Government-wide Acquisition Contracts (GWACs); Small Business Policy; and End Use Certificates. Provide guidance on non-FAR-based instruments, waivers and deviations.

5.1.2.4 Strategic and Business Planning. The Contractor shall provide support in planning appropriate strategies, program objectives, technical terminology, and commercial and industry business practices utilizing knowledge of Federal, departmental, agency, and local contract laws, regulations, and procedures, various types of contracts, methods of contracting, and selection factors.

5.1.2.5 Cost Analysis. The Contractor shall support the development of cost databases or new Cost Estimating Relationships (CERs) and other cost factors generated from historical data, as well as, assess all other CERs and cost factors already prepared from

available databases. Each CER and cost factor shall be sufficiently documented and included in supporting cost rationale.

5.1.2.6 Source Selection Support. Upon request or as required, the contractor shall participate in Source Selections (in an advisory role) to assist in cost realism analysis and the establishment of a fair and reasonable basis for contract negotiations per SPAWARINST 7720.4C and FAR 37.204.

5.1.2.7 Contractual Cost Estimation. Act as a liaison between the contracting team and technical teams in order to assist with the development of independent cost estimates for use in un-priced CLIN negotiations. The Contractor shall ensure cost estimates are properly documented, prepared and submitted in accordance with Section 4.0 Directives. The Contractor shall assist in documenting and help coordinate users' new requirements, assist in performing pricing determination, and communicate those requirements and determinations to the customer. The Contractor will participate in weekly un-priced CLIN meetings and Requirements Technical Review Boards (RTRB) as needed in managing new requirements. The Contractor shall provide advice and administrative support to the contract negotiators.

5.1.2.8 Acquisition Coordination. Coordinate efforts with DoN and USMC acquisition analysts in order to ensure consistent application of pricing policy between DoN and USMC. The Contractor shall maintain a master pricing list to ensure consistency and update the list according to Program Office pricing changes. The Contractor shall summarize all pricing coordination efforts in the monthly report.

5.1.2.9 Independent Cost Estimation. Act as a liaison between the contracting team and technical teams in order to assist with the preparation of Independent Government Estimates for award of new contracts or CLINS to any existing contract. The Contractor shall provide advice and administrative support to the contract negotiators.

5.2 Engineering and Technical Support. (All section 5.2 tasks and subtasks O&MN)

5.2.1 Engineering and Planning for NEN.

5.2.1.1 Requirements/Project Support. The Contractor shall provide analysis for matters related to oversight of Naval Enterprise Networks (NEN) for the Navy in the areas of requirements, Business Case Analysis, network architecture, plans and policies, operations, organization and training, budget, site implementation, scheduling and testing. The Contractor shall provide position and point papers, trip reports and after action reports as necessary. The Contractor shall summarize all actions on behalf of the Program Office as part of the monthly status report.

5.2.1.2 Strategic Analysis. The Contractor shall provide strategic analysis documents, position papers and POA&Ms to deal with complex issues and provide overall understanding of the NMCI architecture, the political environment, and DoD acquisition as it relates to buying IT services. The Contractor shall assist in the resolution of

problems that impede seat deployment, synchronize allocation resources required to resolve issues in accordance with stated leadership priorities, and disseminate technical guidance when appropriate.

5.2.1.3 Technical Policy Liaison. The Contractor shall serve as consultant and subject matter expert for Program Office technical policy development and strategic planning in support of the NMCI/CoSC and NGEN Technical Directors. The Contractor shall assist the Director to respond to queries from external organizations, such as Congress, Professional Staff, Office of Management and Budget (OMB), General Accounting Office (GAO), House Appropriation Committee (HAC) Security and Intelligence Office (S&I), other services, foreign military, and others. The Contractor shall complete special projects as assigned and assess reports and documentation from organizations supporting NMCI//CoSC/NGEN deployment, such as Commander Operational Test and Evaluation Force (COMOPTEVFOR), major claimants and the PMO.

All Contractor advice shall be in accordance with DoD, DoN and Program Office policies and procedures, and submitted per the assigned schedule for approval. Directed changes shall be made and returned within four days of identification.

5.2.1.4 Network Operations and Information Assurance Policy and Procedures Development. The Contractor shall provide subject matter expertise to assist with developing policy and procedures for NMCI/CoSC/NGEN network operations and information assurance. The Contractor shall participate in both DoD and DoN PKI and related working groups, and interface on a regular basis with NETWARCOM and Naval Navy Cyber Defense Operations Command (NCDOC). The Contractor shall support development of network operations policy on such topics as Continuity of Operations, remote access and login procedures.

5.2.2 Engineering and Planning for NEN Current Operations.

5.2.2.1 Technical Assessment of RAP (Requirements to Award Process) Requirements. The PCO requires technical review and recommendations for questions that may exist with RAP inputs. Additionally the PCO requires a technical review of the appropriateness of costs submitted by the service providers in response to RAP submits. When requested by the PCO, the Contractor shall review and answer RAP requests. The Contractor shall support the PCO in understanding the government direction action tasks submitted by Naval Network Warfare Command (NNWC) and Marine Corps Network Operations and Security Command (MCNOSC). The Contractor shall provide assistance so that the PCO may make a determination which aspects of the Government Directions Authority (GDA) should be conducted by the NMCI service provider. When requested by the PCO, the Contractor shall conduct a review of the level of effort/cost submitted by the service providers to assist in determining if it is a reasonable cost estimate.

5.2.2.2 Portal Support. The Contractor will provide support in gathering DoN Requirements for PM NEN portals solutions as applicable. The Contractor shall analyze charters, policies and technical documentation as assigned by the Project Task Lead or

designated government representative. The Contractor will attend board meetings, analyze new requirements vetted at these meetings, research current capabilities within the DoN environment, identify DoN Requirements that need to be incorporated as applicable, and provide recommendations on potential contributions to any initiatives.

5.2.2.3 Telecommunications. In an effort to address issues from GAO Report 04-671, Vendor Payments: Inadequate Management Oversight Hampers the Navy's Ability to Effectively Manage Its Telecommunications, the ASN (RD&A) acquisition policy was released requiring PEO-EIS to be the waiver authority for the acquisition policy. This includes any additional support required for NMCI/NGEN telecom support including voice over IP required support and mobile data. The Contractor shall track all previous and existing mobile telecom waiver requests, research new waiver requests and then provide a recommendation to the Telecom Government Lead. The Contractor shall attend periodic mobile telecom meetings and provide meeting summary including impacts to both PEO-EIS and the Program Office. The Contractor shall analyze charters, policies, and technical documentation as assigned by the Project Task Lead or designated government representative. The Contractor shall provide weekly report that describes the work performed, responses to requests for information, new requests submitted, requests closed, and outstanding requests.

5.2.3 Engineering and Planning for NGEN

5.2.3.1 Systems Engineering Working Integrated Product Team (WIPT) Support. The contractor shall prepare and assist government in conduct of monthly Systems Engineering Working Integrated Product Team (SE WIPT) meetings. Contractor shall prepare monthly agenda, coordinate with SE WIPT attendees, attend and facilitate the monthly SE WIPT, take meeting notes and produce formal meeting minutes and SE WIPT action items. The contractor shall also track the WIPT action items in an issue tracking system and report bi-weekly the status of the action items to the NGEN CHENG or a designated representative.

5.2.3.2 Engineering Agent Support. The contractor shall provide engineering support required to transition the Design Authority, and Technical Authority functionality from the incumbent service provider to the Government. Support for this transition shall include but is not limited to support in the development of policies and procedures associated with the transition and all necessary engineering support for the Design Authority and the designated Design Agents.

5.2.3.3 Systems Engineering Technical Review (SETR) Events Support. The contractor shall support the preparation and conduct of Systems Engineering Technical Review (SETR) events as scheduled by the NEN Program Office. Current planning is considering the conduct of the following SETR events in support of the NGEN Increment I program: Systems Verification Review (SVR), Systems Requirement Review (SRR), Preliminary Design Review (PDR) and Critical Design Review (CDR). A Test Readiness Review (TRR) may also be required to support the Program. The contractor shall support preparation and execution of SETR events in accordance with Joint Systems Command

Instruction VS-JI-22a and SPAWARINST 5400.3, tailored to meet PM NEN criteria for each SETR event. The Contractor shall support development and coordinate with the appropriate Technical Authority and PMO NEN personnel the SETR Checklists, assemble all required engineering artifacts for each SETR event, and assist the NEN Chief Engineer in presentation of SETR events. The contractor shall also track the adjudication of any Requests for Action (RFAs) created by the Technical Authority and ensure that each event is closed out in accordance with the current Navy policies. The contractor shall also support all SETR activities associated with system changes through the lifecycle of the Program.

5.2.3.4 Technical Baselines Support. The contractor shall research, assemble, and conduct analyses to develop the NGEN Increment I Technical Baselines. These baselines consist of the Functional, Allocated, Product and Operational. The current Functional baseline exists in the form of the approved NGEN Increment I Systems Design Specification (SDS), the current Allocated baseline exists in a draft Allocated baseline document. The contractor will provide support to update these documents in accordance with the approved Integrated Master Schedule (IMS). The contractor shall develop the remaining technical baselines (Product and Operational) utilizing information from the HPES TDPP/IP repository and guidance from the NEN CHENG.

5.2.3.5 Data Repository Support. The contractor shall support the NEN CHENG efforts to categorize, assemble, research, and conduct engineering analysis of the HPES TDPP/IP repository consisting of engineering artifacts related to the former NMCI Enterprise Network. The contractor shall ensure compliance with the approved NEN Security Classification Guide (SCG) before aggregation (assembly) and release or dissemination of any work products.

5.2.3.6 Systems Engineering Acquisition Documentation Support. The contractor shall develop or update engineering documentation required to obtain Milestone C entry for the NGEN Increment I program as well as Navy Gate reviews 5 and 6. Current documentation exists for the NGEN program as follows: SDS, MS B SEP, CPCP, Spectrum Supportability Risk Assessment, Program Protection Plan (PPP), and MS C SEP. These are a minimum list of required documents that must be updated prior to MS C.

5.2.3.7 Test and Evaluation Support. The contractor will provide test and evaluation support the NGEN program for the development of testing and evaluation documents relevant to the NGEN ACAT 1 program acquisition. This task entails the development of numerous statutory and regulatory documents and T&E documents that will be used by the MDA, DON and potential NGEN Service Providers in support of the acquisition process, during transition, operations and total lifecycle support of NGEN. These documents are on the critical path to achieving Milestone C, release of the transport/enterprise services RFPs and transition from CoSC to NGEN Increment 1. T&E Support will be required for the following:

- Test and Evaluation Master Plan.

- Cost Analysis Requirements Description. Task entails providing input of the T&E technical and programmatic features (test strategy, test facilities) to support the NGEN Increment 1 life cycle cost estimate.
- Program Protection Plan .Task entails T&E input to the development of the PPP should the Critical Program Information Assessment Process determines that CPI exists in the NGEN Program.
- Acquisition Strategy. Task entails T&E input to the development of the AS document and details the programs approach to the Test and Evaluation process
- Transition Plan. Task entails providing T&E input (test plans, metrics) for the development of the transition plan that will ensure the successful transition from CoSC to NGEN Increment 1.
- T&E TXS/ES RFP Support. Task entails providing T&E input to support the development TXS and ES RFPs to include the analysis and authorship of the applicable sections and dependencies for release of the RFP. T&E activities include review of TDPP for applicability for the RFP, and review of dependent supporting documentation such as the Acquisition Plan.
- Service Validation & Testing ITSM Process. The T&E IPT will provide the development of the ITSM Process and Procedures for service validation and testing under ITIL v3. The T&E owned process includes the development of top-level to detailed-level *service validation and testing* process. The development of T&E owned process will emphasize the re-use of existing and proven processes, procedures and tools to the greatest extent possible, only making changes required to accommodate NGEN's multi-provider service delivery model.
- Baseline Performance Assessment. Task entails the development of the document that will service as the baseline for the assessment of changes in performance and impacts to operations to transition between NMCI and NGEN Increment 1. The completed BPA will enable DON decision-makers to adjust and set the appropriate level of expectation for planned technology implementations at NGEN Increment 1 and beyond.

5.2.3.8 NGEN Certification and Accreditation (C&A) Support. The contractor shall support the development and conduct analyses of the NGEN C&A packages. The contractor shall provide Subject Matter Expertise (SME) in support of the development of Site, Enterprise and Certification Solution Review (CSR) for Certification and Accreditation packages. The contractor shall provide support to Navy program management, architectural review and acquisition support to the NEN Program Management Office (PMO). The contractor shall participate in integrated product teams, DoN and DoD working groups, and other such as activities in support of C&A actions. The contractor shall provide SME support relating to the eight IA Services: Cross Domain Services; Security Configuration Management Services; Boundary, DMZ and COI Services; Malware Detection and Prevention; Security Event Management; Authentication and Authorization Services; and, Network Access Control. The

contractor shall support the development of statements of work, architect solutions, requests for CLINs, and assist in management and oversight of IA CND projects. The contractor shall provide managerial, engineering, architectural and acquisition support to the NEN senior management. The contractor shall participate in integrated product teams, DoN and DoD working groups, and other such as activities in support of IA CND engineering actions. The contractor shall propose Mission Assurance Category levels for NGEN components; map IA controls to MAC levels, and map components to sites

5.2.3.9 Performance Work Statement Development Support. The contractor shall provide engineering support for the development of the Enterprise Services and Transport Services performance work statement, contract line items, and contract deliverables. The contractor shall assist with the development of risks associated with all system engineering efforts. As requested, the contractor will represent the Chief Engineer at the risk management boards and risk coordination meetings.

5.2.3.10 Portal Migration Support. NGEN must migrate the existing CoSC web portal (Homeport) to a government portal. Required Portal Functionality includes a Government owned/contractor maintained and administered site with authentication/security features that are to be in line with established DoD standards and performance criteria. Portal must have end user ease of use and access must support government, military, and contractor personnel. The Contractor shall migrate the existing CoSC portal content to a government-owned portal environment. The Contractor shall support the design, implementation, operation, and maintenance of an NGEN portal with the following capabilities:

- Security Authentication –Secure means of signing on to the Portal with Common Access Card (CAC) or Username and Password
- Portal Administration- Consistent website and courseware updates commensurate with DoD security requirements and acceptable technological improvements.
- Accessibility/Availability- Information must be available to all users at all times with help desk support standing by to address and to escalate user access issues preserving site up time.
- Portal Learning Management System (LMS) - Tracks users from registration to course completion, retains completion records, and produces reports.
- Portal Collaboration Areas - Means and flexibility for users to communicate with other users (e.g., Blogs, Forums, Bulletin Boards)

5.3 Command and Control (C2) Network Operations (NetOps) Capability /Fleet Support. (All section 5.3 tasks and subtasks O&MN)

The Contractor shall provide NetOps capability support by providing Subject Matter Expert (SME) to ensure Navy Network Environment (NNE) operational transition is planned, coordinated, originated, executed, and sustained in a controlled and effective manner. To do this, the Contractor shall provide SME support to functionally align and execute the core NetOps C2 ITIL v3 processes through a variety of core activities. These activities include, but are not limited to; strategy and CONOPS generation, Plan of

Action and Milestones (POA&M), tracking and execution, and requirements identification and performance reporting

5.3.1 NetOps Capability Support. NetOps capability support duties and responsibilities include, but are not limited to, the following:

- Support the definition, generation, implementation and/or sustainment of the following functions based on Cyber Forces' and NNWC missions, functions and tasks: governance requirements; service operations; Technology requirements; NetOps enterprise management, content management, and network assurance; training requirements for the core C2 NetOps ITIL v3 processes.
- Support generation of the NNE 2016 solution architecture, as aligned to the DON.

5.3.2 Quality and Performance Management. The Contractor shall support quality and performance management to ensure standardization, consistency and alignment of all work products and projects under the NNE division's control. The Contractor shall assist the PM to ensure conformance of all work products with existing NNE documentation, DOD policies and standards, as needed.

Quality and performance management duties and responsibilities include, but are not limited to, the following support:

- Support monitoring service provider compliance with the implementation of information assurance vulnerability advisories (IAVAS), information assurance vulnerability bulletins (IAVBS), and computer tasking orders (CTOS), via government directed actions (GDAS). CDRLs requirement monthly report of IAVAS, CTOS and GDAS processed.
- Act as liaison with the NMCI PCO for all COSC contractual questions concerns or disputes related to services being provided or requested by the customer.
- Support the development of a quality management plan and quality activity schedule.
- Support quality reviews and studies of transformation activities.
- Support monitoring and assessing compliance with NNWC C2 NetOps, associated with operating and defending networks, applications, including access to all C2 tools for assessment and performance monitoring.
- Support measure performance through metrics and quantitative breakdowns defined in Enterprise Services (ES) and Transport Services (TX) contracts.
- Support NNE document change control and maintain all NNE documentation.

- Support performance monitoring and management of the NMCI network in conjunction with naval network warfare command (NNWC), commander tenth Fleet (C10F), and Navy cyber forces (CYBERFOR) staff.
- Support review and validate performance data supplied by the service provider, to include specific performance and service category areas (i.e. end user services, network performance, incident resolution, security, and configuration management). CDRL'S will include as close to real time performance metrics related to ES, TX, and Key Performance Indicators (KPIs).

5.3.3 Information Technology Service Management Support. The Navy will transition to an ITSM framework as part of NGEN. PMW 205, NNWC, Navy CYBERFOR are charged with implementing a NetOps C2 as the Navy transitions functions from the current NMCI environment to the NGEN operating model. The Contractor shall support the NetOps C2 process team in generating, implementing and improving NEN NetOps service operations processes using ITIL v3 as the basis but leveraging other industry ITSM frameworks. The Contractor shall assist with providing input to other ITSM processes to include: service strategy, service design, service transition, and service improvement process areas. The Contractor shall support technology generation by identifying and evaluating tools and technologies required to support the processes. The Contractor shall support work on both NGEN ITSM implementation and integration of ITSM in NNE. The Contractor shall work with designated ITSM activities to include, but not limited to, the NGEN ITSM center of excellence (COE) to ensure compliance with the Navy ITSM process generation methodology and implementation guidelines.

ITSM Support duties and responsibilities include, but are not limited to, the following:

- Support the generation, implementation and improvement of the ITSM processes for which NetOps and the PMO are accountable.
- Provide input into ITSM process generation and improvement as assigned.
- Support the definition of key roles and responsibilities within NetOps for each of the process activities.
- Generate detailed process maps at the activity level, incorporating reporting capabilities and interfaces.
- Generate an operational performance management and monitoring plan. Provide input to the training requirements for the NetOps community.
- Participate in pilot(s) in conjunction with the technology capability area.
- Participate in training exercises within the NetOps community on new processes, policies and procedures and assist in deployment and evaluation of new/updated processes. Conduct detailed requirements collection and evaluation with NGEN, NNE and CYBERFOR stakeholders to establish functional requirements for NetOps tools across the program.
- Support the determination of training requirements to support process and tool generation for NetOps, to support the transition from NMCI to NGEN and to execute NetOps.

- Coordinate with the appropriate Navy training organization(s) to conduct needs analyses and support generation of the training programs that will provide government staff with the requisite skills needed to perform successful operational support for NGEN NetOps.
- Generate NNE 2016 architecture to align network and C2 requirements with the ITIL framework and joint capabilities integration and development system (JCIDS) processes.
- Problem Management resolution and diagnosis of or root cause of incidents to proactively eliminate and manage impact to end users.
- Liaison with end-users and corresponding Contractors staff in the resolution of identified problems.
- Establish and maintain oversight of problem events and incidents that directly impact end-users, ensuring problem identification and resolution of end-user issues. Establish and maintain oversight of Key Performance Indicators (KPI) required to identify incidents, events, problem resolution and response times.
- Provide solutions and/or alternatives to mitigate risk to program schedules. Specific areas of focus include design, test, technology, financial resources, equipment resources, personnel resources, and critical path dependencies.
- Provide incident management to resolve technical issues for, station equipment and network equipment to include remote support and touch labor as needed by ES and TX services contract KPIs.

5.3.4 Fleet Liaison Support. The Contractor shall support the liaison between program manager, PMW-205, and the Fleet in order to provide operational support, particularly Information Technology (IT) services that support the USN daily work activities and enhance the capabilities of the Navy Warfighter. Fleet Liaison Support will include, but not be limited to:

- Provide support to ensure compliance within terms and conditions of the current NMCI continuity of services contract (CoSC) and follow-on contract.
- Attend meetings as directed by Fleet representatives Echelon II etc.
- Draft white papers as directed for documenting Fleet/Warfighter requirements
- Investigate answers to issues/ questions as directed by Echelon II Fleet representatives or NEN PMW 205 Government personnel
- Summarize on a weekly basis how current and future network requirements may impact the Fleet for incorporation in C2 summit discussions and weekly highlight submissions
- Provide technical expertise and guidance on CoSC and follow-on contract solutions.
- Provide seamless integration and support for Fleet requirements of all deliverables
- Escalate issues and concerns to the PMO for quick resolution and or arbitration before reaching the flag.

5.4 Service Delivery Support. (All section 5.4 tasks and subtasks O&MN)

The Contractor shall support the deployment of seats to Navy and Marine Corps users. The Contractor shall support the management of seat deployment schedules jointly established by the Prime Contractor and the customer, utilizing a standard repeatable process to ensure quality first time and SR deployments. The Contractor shall be responsible for conventional seat deployment and scheduling as well as managing special projects associated with deployment of new technical solutions. The Contractor shall provide the necessary timely assistance to meet emergent customer requirements. The Contractor shall perform the following tasks in accomplishing the requirements of this order).

5.4.1 Seat/Refresh Transition Support. The Contractor shall support the transition and refresh of seats throughout all phases of transition (Order-to-Delivery) and coordinate with other Integrated Product Teams (IPTs) and stakeholders as necessary to ensure the seats deployment schedules are not delayed.

5.4.1.1 Seat Refresh Scheduling. The Contractor shall develop the seat refresh schedule each calendar year in conjunction with customers within the United States Navy (USN), the United States Marine Corps (USMC) Commands and the NMCI COSC Prime Contractor (HPES). The contractor shall support schedule development through execution of the following tasks:

- Analyze a seat report provided by the Prime Contractor in the third quarter of each fiscal year for the purchase date of all machines on the network and ensure all machines will be scheduled for refresh prior to reaching end of life or end of service.
- Communicate the schedule to all customers slated for refresh in the calendar year.
- Manage any changes to the schedule through the Schedule Change Request Process.

5.4.1.2 Business Rules. The Contractor shall support the PM to ensure both the USN claimants and Prime Contractor comply with business rules established for each functional segment of the seat transition process and document or resolve any issues or risks for action items. The Contractor shall ensure all documents required for the Decision Meetings (DM) are completed as per Execution Discipline as well as Refresh Discipline Policy by analyzing the schedule on the Tactical Plan. The Contractor shall document all unresolved issues and escalate to the appropriate entity utilizing the Enterprise Risk Management Process.

5.4.1.3 Liaison and Coordination Support. The Contractor shall provide liaison and coordination support to customers within the United States Navy (USN), the United States Marine Corps (USMC) Commands, the Contractor, and other external organizations as necessary. Specifically, the Contractor shall provide analysis for matters related to oversight of Service Delivery in the following areas:

- Understand Program requirements regarding Seat Delivery

- Assist developing policies and procedures for management of daily, weekly deliverables
- Coordinate meetings with customers, Commands, and external organizations.
- Participate in training as needed in support of projects and to broaden knowledge and skill set.
- Support the preparation and management of budget and other fiscal responsibilities.
- Analyze existing processes to identify opportunities for improved use of resources and process improvements.
- Provide support for and participate in formal and informal meetings and conferences as tasked
- Provide briefings and point papers as tasked
- Establish minutes and other relative documentation as a result of meetings .

5.4.2 Technology Refresh (TR) Support

5.4.2.1 TR Project Execution. The Contractor shall support day to day oversight of TR projects. The Contractor shall support overall TR direction to ensure the project is executing to task. The Contractor shall develop standard and tailored processes for TR. The Contractor shall work with the Contractor to develop regional schedules and site specific project plans. The Contractor shall act as primary interface with the Contractor and Echelon II Chief Information Officers (CIOs), and Navy Command representatives regarding TR. The Contractor shall assist in defining the overall goals and deliverables for TR. The Contractor shall track technical issue resolution, and post migration reporting status.

5.4.2.2 TR Working Group Support. The Contractor shall support meetings, assist in leading working groups, develop briefings and papers, and participate in conferences and other training and communication forums.

5.4.3 WAN Provisioning. The Contractor shall support the development of the WAN Provisioning management plan, the associated scheduling, map process, and assist in resolving any site/circuit specific issues with the appropriate parties. The Contractor shall monitor deployment plans, facilitate the transition of circuits to the Defense Information Systems Network (DISN), and the formalization of Very Small Scale Deployment (VSSD) sites.

5.4.3.1 WAN Meetings. The Contractor shall attend weekly WAN provisioning planning meetings and provide meeting summary including impacts to both PEO-EIS, USN claimants, USMC and the Contractor.

5.4.3.2 WAN Documentation. The Contractor shall analyze charters, policies and technical documentation provided by DISA to the WAN Team as assigned by the Project Task Lead or designated government representative.

5.4.3.3 WAN Reports. The Contractor shall provide weekly reports that describe the work performed and a status of new actions items, action items closed and outstanding action items.

5.4.4 Classified Program Management Support.

5.4.4.1 The Contractor shall support the government Service Delivery Lead by providing day to day oversight as the Classified Program Manager. The Contractor shall assist in the direction as needed to the field regarding existing and new classified technologies. The Contractor shall support development standards and tailored processes for classified seat implementation. The Contractor shall support the primary interface with the NMCI COSC Prime Contractor regarding problems with classified delivery. The Contractor shall track technical issue resolution. The Contractor shall work with PMW CoSC Operations Department Lead to identify current and future requirements for classified seat delivery. The Contractor shall support the management and direction of the distribution of EKMS equipment held by NCMS.

5.4.4.2 Classified Documentation. The Contractor shall support the analysis and ensurement of technical documentation provided by the Contractor is developed in accordance with all DOD and DON policies.

5.4.4.3 Classified Reports. The Contractor shall provide weekly reports identifying the disposition of Electronic Key Management System (EKMS) equipment held by NCMS, analyze trends regarding use and make recommendations regarding the procurement of additional EKMS equipment and the status of new, closed or outstanding action items.

5.5 Service Management Support. (All section 5.5 tasks and subtasks O&MN)

5.5.1 Contract Line Item Number (CLIN) Management Support. The Contractor shall assist the government in the management of the CLIN list. As authorized by the Procuring Contracting Officer (PCO), the Contractor shall receive new CLIN inputs from government and contract prime vendor(s) and make applicable changes to the CLIN in the government ordering application.

5.5.2 Move, Add, Change (MAC) Management Support. The Contractor shall support the administration of service order moves, additions, or changes, also referred to as MACs. NMCI customers request approximately 350,000 MACs via a Government owned tool and a contract prime vendor tool each year. Throughout the year, the Contractor shall generate consolidated MAC ledgers, combining the contract prime vendor(s) annual and purchased MAC ledgers to share with customers their MAC usage and available balance. The issuance of the consolidated MAC ledgers increases from monthly to weekly, then daily as the fiscal year end approaches. The Contractor shall contact the Echelon II representative when their command approaches 95% usage to ensure their continuity of operations. The Contractor shall facilitate and/or generate change requests for the prime contractor and Government owned MAC submission applications as needed to accommodate new service offerings added to the catalog, new business rules to the MAC service offerings or enhancements to customer service, The Contractor shall

generate/conduct MAC related training on tool/process changes and assist customers in problem resolution and analysis of command resources as needed.

5.5.3 Ordering Application Technical Documentation Management Support. The Contractor shall assist the government in technical documentation management for the government's ordering application. Contractor shall collect and maintain required technical documents related to government ordering application, support changes to application hosting support contract, and facilitate changes when required to the ordering application's Authority to Operate (ATO) letter and DON Application and Database Management System (DADMS) registration.

5.5.4 Network Tools Support. The Contractor shall assist the government in the management of network resources via their use of contract prime vendor provided tools to include but not limited to Active Directory Users and Computers (ADUC and/or AdminPak), Custom Active Directory Interface (CADI), User Account Management Tool (UAMT), (NSS) Northern Storage Suite and other Tiered Storage/Hp Storage Essentials. The Contractor shall evaluate tool performance and generate or facilitate requests for tool enhancements as needed. As new tools are introduced to customers or existing tools are subsequently changed, the Contractor shall generate/update user guides, generate/conduct relative user training and assist customers in the analysis of their command resources.

5.5.5 Technical Data Collection and Management Support. The government requires weekly and monthly metrics/reports relative to NMCI user accounts and service delivery. The Contractor shall assist the government in collection of technical data, generate data collection methods, maintain databases of historical technical data, generate regularly required technical data based metrics and reports and support enterprise projects requiring technical data.

5.6 Logistics Engineering Support. (All section 5.3 tasks and subtasks O&MN)

5.6.1 Asset Management – Enterprise Program Planning, Operations, and Execution Support.

5.6.1.1 Requirements/Project Support. The Contractor shall provide analysis for matters related to oversight of the NMCI and NGEN for the Navy in the areas of requirements, Business Case Analysis, asset infrastructure and baseline, plans and policies, operations, organization and acquisition, budget, scheduling and site activities. The Contractor shall provide position and point papers, trip reports and after action reports as necessary. The Contractor shall summarize all actions on behalf of the Program Office in a monthly report.

5.6.1.2 Strategic and Data Analysis. The Contractor shall provide strategic analysis documents, position papers and POA&Ms to deal with complex issues and provide big-picture understanding of the COSC environment, NEN environment, the political environment, and DoD acquisition as it relates to buying IT services. The Contractor

shall provide data analysis of the enterprise asset data. The Contractor shall respond to problems that impede asset tracking, accounting, recording, disposal, and the overall lifecycle of an asset. The Contractor shall be required to support the resolution of issues in accordance with stated leadership priorities, and support the dissemination of NEN subject matter guidance when appropriate.

5.6.1.3 Logistics Policy Liaison. The Contractor shall serve as advisor and subject matter expert for Program Office logistics policy development and strategic planning in support of the NEN Logistics Acquisition Program with respect to Asset Management. The Contractor shall assist the Program and Project managers in responding to queries and data calls from external organizations, such as Congress, Professional Staff, Office of Management and Budget (OMB), General Accounting Office (GAO), House Appropriation Committee (HAC) Security and Intelligence Office (S&I), other services, foreign military, and others.

All Contractor advice shall be in accordance with DoD, DoN and Program Office policies and procedures, and submitted per the assigned schedule for approval. Directed changes shall be made and returned within four days of identification.

5.6.1.4 Logistics Asset Management Policy and Procedures Development. The Contractor shall provide subject matter expertise to assist with developing policy and procedures for COSC/NEN asset management operations to include asset custody transfer and lifecycle management processes. The Contractor shall participate in both DoD and DoN CIO and related working groups, and interface on a regular basis with NETWARCOM and Naval Network and Space Operations Command (NNSOC). The Contractor shall support development of asset management operations policy on such topics such as asset tagging, accounting, and tracking procedures. All Contractor assistance shall be in accordance with Section 4.0 Directives.

5.6.1.5 Inventories and Metrics. The Contractor shall provide on-site audit inventories and provide assessment reports and metrics regularly, and provide guidance on any discrepancies.

5.6.1.6 Asset Tracking and Accounting. The Contractor shall perform data entry and uploads in order to track and account for the enterprise asset baseline in accordance to the asset management tool requirement and DPAS and N-ERP requirements.

5.6.1.7 Documentation. The Contractor shall develop, modify, maintain the asset management plan and the asset management implementation plan in accordance to changes in the environment and as assigned by the Project Task lead or designated government representative. The Contractor shall analyze charters, policies, and technical documentation as assigned by the Project Task Lead or designated government representative. The Contractor shall provide weekly reports that describes the work performed, responses to requests for information, new requests submitted, requests closed, and outstanding requests.

5.6.2 Data Management Support.

5.6.2.1 Data/Knowledge Management Support. The Contractor will provide support in identifying, managing and retaining data required to design, build, deploy, operate and sustain the network. The Contractor shall support in the development and implementation of process briefings, planning discussions, and information sessions. The Contractor shall support development of the NGEN Data Management Strategy (DMS). The Contractor shall support development of the NGEN Data Management Plan (DMP). The Contractor shall support interim and long term Data Management (DM) activities, to include identifying tool capabilities and requirements that support data management capabilities; development and implementation of the Data Governance Board (DGB), Data Knowledge Management/Lead (DKM/L) and Data Stewards (D-Stewards); and development and implementation of Data Warehouse/Business intelligence Solutions. The Contractor shall support stabilization activities, to include bug and functionality testing, data quality and accuracy testing,

5.6.3 NGEN Engineering Information Technology Service Management Process Development for Customer Technical Representative (CTR). NGEN requires development of tailored engineering and service management processes to support the NGEN CTR in execution of their duties in supporting the Navy Management Domain of NGEN. The Contractor shall conduct requirements analysis of the NGEN-specific engineering processes and tools required for use by the CTRs and report results of the analysis. The Contractor shall provide from approved NGEN processes CTR engineering workflow diagrams, organization guides, and process guides that will be used by the CSRs in support of NGEN operations and services delivery at the local commands. The Contractor shall develop CTR engineering process and tool technical training materials/solutions and host the training content on the NGEN portal. Technical training solutions will include identification of computing environment and commercial certifications requirements for advanced (CTR 1), intermediate (CTR 2), and apprentice (CTR 3) levels of CTR support.

6.0 DELIVERABLES

The Contractor shall provide the following reports within the timeframe specified:

REQUIREMENT	DUE DATE
Monthly Status Reports (5.1.1.1)	Due the 10th of the following month
Closeout Reports (5.1.1.2)	NLT 10 one full month after completion of event
Independent Cost Estimates (5.1.2.7)	As Assigned
Position and point papers (5.2.1)	As Assigned
Special Projects (5.2.1.3)	As Assigned
Technical Assessment of RAP (Requirements to Award Process) Requirements (5.2.2.1)	As Assigned
SETR Event completed checklist 1 for each event (5.2.3.3)	Submit NLT 30 days prior to event
SETR Event presentation material 1 for each event (5.2.3.3)	Submit draft 2 weeks prior to each event Final due 5 working days prior to each event
Post SETR event Action List 1 for each SETR event (5.2.3.3)	Submit 5 working days post event
SETR Minutes 1 set for each event (5.2.3.3)	Submit NLT 2 working days post event
NGEN Increment 1 Technical Baseline (5.2.3.4)	Updated technical baselines in Excel or Access database soft format (5.2.7.5) Draft and finalize NLT 30 days prior to IMS requirements
Engineering Analysis of HPES TDPP/IP Repository (5.2.3.5)	Draft and final in Excel or Access Database soft format (3 draft submissions and one final)
C&A Package Narrative (5.2.3.8)	Per C&A package
Statements of Work, architect solutions, and requests for HPES CLINs (5.2.3.9)	As Assigned
Incident Reports (5.3)	As Assigned
Event Reports (5.3)	As Assigned
Problem Management Reports (5.3)	As Assigned
CLIN 6AG Reports (5.3)	As Assigned
IRAD Reports (5.3)	As Assigned
CLIN 5000 Reports (5.3)	As Assigned
IA Package Status Reports (5.3)	As Assigned
RAP Reports (5.3)	As Assigned
Seat Refresh Schedule (5.4.1)	Annually (August)

Seat Delivery Risk Management (5.4.1)	As Assigned
Schedule DM1 Meetings (5.4.1)	NLT 120 business days prior to cutover
Schedule DM2 Meetings (5.4.1)	NLT 72 business days prior to cutover
Schedule DM3 Meetings (5.4.1)	NLT 38 business days prior to cutover
Refresh Metrics Reports (5.4.1 and 5.4.2)	As Assigned
Refresh Implementation Plans (5.4.1 and 5.4.2)	As Assigned
Refresh Risk Management Plan Inputs (5.4.1 and 5.4.2)	As Assigned
Develop Standard Process for Tech Refresh (5.4.2.1)	As Assigned
WAN Provisioning Management Plan (5.4.3)	Two working days following the board meetings
WAN Reports (5.4.3.3)	Weekly
CTR engineering workflow diagrams, organization guides, and process guides (5.6.3)	6 Months after contract award
CTR engineering process and tool training materials (5.6.3)	9 Months after contract award

7.0 GOVERNMENT FURNISHED PROPERTY

The Government will provide desk space, NMCI desktop computer(s), and administrative/office supplies to the on-site Contractor support personnel.

8.0 SECURITY

The nature of this task requires access to classified and unclassified information. The work performed by the Contractor will include access to Secret and unclassified data, information, and spaces. The Contractor will be required to attend meetings classified at classified and unclassified levels.

Note: If foreign travel is required, all outgoing Country/Theater clearance message requests shall be submitted to the SSC SD foreign travel team, OTC2, Rm 1656 for action. A Request for Foreign Travel form shall be submitted for each traveler, in advance of the travel to initiate the release of a clearance message at least 35 days in advance of departure. Each Traveler must also submit a Personal Protection Plan and have a Level 1 Antiterrorism/Force Protection briefing within one year of departure and a country specific briefing within 90 days of departure.

9.0 BEST PRACTICES

Work performed by the Contractor shall provide support to PM NEN and SPAWAR command-level “Best Practices” principles incorporated in the SPAWAR Program Manager’s Toolkit Acquisition Support Office Guides (1) Acquisition Program Structure Guide; (2) Contract Management Process Guide; (3) Program Manager’s Handbook; (4) Scheduling Guide; (5) Systems Engineering Guide; (6) Technology Alignment Guide and support the command wide implementation process.

10.0 TECHNICAL POINTS OF CONTACT

Task Order Point of Contact (TPOC): Alex Beard, Jennifer Hall, , Michelle Tran, and Jason Schachter

Contracting Officer Representative (COR): Carol Applegarth

11.0 WORK LOAD ESTIMATE

The following is workload data is provided for informational purposes only to assist you in estimating the price for this Task Order. It does not imply that this is the actual effort required by this Task Order.

Base Year

PWS Section	Number of FTEs
5.1 Program Management and Control Support	1
5.2 Engineering Support	32
5.3 C2 NetOps Capability/ Fleet Support	3
5.4 Service Delivery Support	9
5.5 Service Management Support	4
5.6 Logistics Support	24
Total	71