

Contract#: H98230-15-X-XXXX
TTO#: 002
TTO Modification#

TTO Title: Service Ops & Maintenance

TECHNICAL TASK ORDER# 002

Contract Number:	H98230-15-X-XXXX		
Contract Name:	Intelligence Community Service Operations Group (IC SOG)		
Contract Type:	IDIQ contract with T&M TTO		
TTO Title:	Service Operations and Maintenance		
Date:	23 October 2014		
PMO Task:	<input type="checkbox"/> Yes (complete Addendum)	<input checked="" type="checkbox"/> No	
Sub Tasks (if applicable):	NA		
TTO Modification#:	NA		
Type of Work:	<input checked="" type="checkbox"/> Level of Effort	<input type="checkbox"/> Completion	<input type="checkbox"/> Performance-Based
TTO Period of Performance: (Start date to be completed by CO)	TBD		
Place of Performance:			
<input checked="" type="checkbox"/> Government Site:	NSAW, Annapolis Junction, MD		
<input type="checkbox"/> Contractor Site:			
FTE of Contractors at Gov't Site:	TBD		
FTE of Off-Site Contractors:			
Total Contractor FTEs:	TBD		
Government Provided Workspace:			
<input checked="" type="checkbox"/> Government will provide XXX workspaces to the Contractor in support of this TTO.			
	Name	SID	Org
			Phone (Non-Secure)
Originator/COR:			
Technical COR:			
Contracting Specialist:			
Contracting Officer:			

Task Modifications:			
MOD	Date	Task Modification Description	SID

(U) Severable/Non-severable:

Severable

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(U//FOUO) Task Description: The Contractor shall provide maintenance for all software applications and services available on all security fabrics across the five communities (Intelligence, Defense, Homeland, Foreign Affairs, and Law Enforcement).

Under this TTO the Contractor shall be responsible to keep the IC SOG services and capabilities operational and available at 99.2% for critical services and 98% for non-critical services.

The Contractor shall be prepared to engage in transition activities at the start and conclusion of this contract.

(U) Task Activities – The Contractor shall:

- Provide technical expertise for all services included in the IC SOG portfolio across all fabrics
- Deploy version upgrades of all IC SOG services to include enhancements, defect corrections, patches, recommended product releases and required adaptations to operational environment changes
 - o Communicate planned updates prior to integrating into the baseline
 - o Schedule and deploy product updates based on available patches and new product releases
 - o Communicate schedule deployment of product and patch updates with effected users
- Integrate new web based technologies and services and retire obsolete technology and services
- Identify government off the shelf (GOTS), commercial-off-the-shelf (COTS), and free and open source software (FOSS) for the purposes of improving the cost profile and functionality of current services, or transitioning to Web-enabled services
- Identify strategies to reduce licensing and software costs
- Provide systems engineering and operations expertise in the areas of data management, data replication, data storage, and recovery to ensure all IC SOG services availability 24 hours a day, 7 days a week, 365 days a year
- Using industry standards and best practices apply application and enterprise change and schedule management on all Intelink systems, subsystems, and services
- Maintain security engineering across all networks, in accordance with procedures established by the Government
- Provide systems engineering to maintain security across all services in accordance with procedures established by the Government
- Provide technical services to the user community coordinating with the IC SOG Community Engagement team
- Participate in Intelink or other community technical forums
- Operate and maintain IC SOG services in the existing service model, and support the evolution to new service models
 - o Leverage technical components and services provided by other agencies to deliver customer-facing services
 - o Leverage externally provided Infrastructure as a Service, Platform as a Service, Software

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- as a Service, and Identity, Authentication, and Authorization services.
 - o Align with the IC ITE evolution as documented in the IC ITE Conceptual Architecture Document
 - o Coordinate with other service desk centers within and outside of NSA across the IC
- Monitor and track usage of services and systems for vulnerabilities, usage, and security
- Update Standard Operating Procedures (SOPs) and technical manuals as necessary
- Provide periodic software license inventory and usage reports
- Provide office desktop and office automation services, system administration services, access control services, and software security updates
- Deploy software version upgrades and security patches
- Schedule and deploy product updates based on available patches and new product releases
- Communicate schedule deployment of product and patch updates with effected users
- Collect metrics and metrics analysis for reporting
- Identify strategies to reduce costs
- Create and maintain enterprise services documentation
- Provide software product customization and implementation strategies for product use within the IC SOG infrastructure
- Test and deploy services to meet established information assurance doctrine and policies

Task 2 - The Contractor shall maintain Information Search and Discovery and associated services across the five common Intelink communities of the national security environment on all applicable fabrics. The Contractor shall maintain the following Intelink Information Search and Discovery services:

Full-text search

- Geospatial search
- Faceted search
- Federated search
- Enterprise catalogs
- Really Simple Syndication (RSS) Feeds
- Web Dispatcher

Associated services include:

- Image search
- White Pages search
- Searching by subject
- Searching by country
- Searching by other categories
- Searching by locating relevant websites and databases

The Contractor shall:

- Work with organizations to optimize their websites for content search, discovery and delivery
- Operate and maintain search and discovery capabilities for content in analytical Communities of Interest (COIs)

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- Maintain access control to validate users only access content for which they are authorized (clearance, compartments, etc.)
- Maintain all service documentation, including user guides, technical operation and maintenance manuals, and assessment and authorization documentation
- Work collaboratively with other organizations to integrate their information services to ensure interoperability with IC SOG search services
- Operate and maintain these services in the existing service model, and facilitate the evolution to new service models
- Operate and maintain Google full-text search appliances and related full-text search services on all security networks
- Configure Google appliances, update release versions, and monitor license usage
- Provide metrics and analysis regarding usage, trends, and user value
- Increase the efficiency and effectiveness of geospatial search capabilities. Identify, integrate, and maintain these capabilities as part of IC SOG search capabilities to deliver Intelink geospatial content
- Increase the efficiency and effectiveness of image search, White Pages search for personnel, faceted searching by subject, country, and other categories, and Web Dispatcher. Identify, integrate, and maintain these capabilities as part of Intelink search capabilities
- Participate in DoD exercises (to include TDYs) in partnerships with DoD elements in support of IC SOG search capabilities
- Operate, integrate, and maintain federated search query and aggregation. Facilitate the development of Government-established community Federated Search standards, in consultation with other IC and DoD components
- Integrate and maintain the Enterprise Catalog(s) to allow organizations with access to the fabrics to register metadata for their products based on IC and DoD standards
- Integrate and maintain managed search services for Department of Defense on SIPRNet and NIPRNet, particularly federated search and enterprise catalog services
- Utilize IC and Defense Discovery Metadata Standard (DDMS) metadata within enterprise content to support the above services
- Operate and maintain metadata repositories and metadata search services
- Operate and maintain IC SOG search web interfaces and collaborate with external community organizations with fabric access to integrate and interface to other search/discovery services
- Provide capabilities for user subscription via feed readers, email, delivery to personal web pages, or any Intelink Instant Messaging accounts
- Consult with providers in optimizing their websites for content discovery and delivery to IC SOG and IC ITE users

Task 3 - The Contractor shall maintain the IC Applications Mall (IC AML) and associated services across the five common Intelink communities of the national security environment on all applicable fabrics. The IC AML provides “stores” where users can discover mission and business capabilities to foster communities and connections across organizational boundaries. The Contractor shall:

- Operate and maintain the hardware, software, network, and information assurance

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infrastructure to ensure confidentiality, integrity, and availability of the IC AML in the IC Cloud Hosting Environment

- Assist Service Desk for IC AML specific technical issues
- Provide Tier 2-3 engineering support to IC AML services
- Operate and maintain AML service capability, health, and welfare, across a load-balanced elastic compute architecture
- Support the Top Secret IC-facing enterprise deployment and Secret and Unclassified fabrics
- Deliver products, quality test, develop features, and maintain releases to improve reliability, security, and rapid deployment cycles in a continuous delivery model
- Provide engineering and support services for command and control infrastructure for IC AML portfolio services as deployed in elastic cloud environment
- Ensure all operations between the client and server are asynchronous in behavior and support thread-safe concurrency for user scaling
- Provide application integration services for rich user interfaces leveraging the IC AML and IC ITE infrastructure
- Implement prototype and proof-of-concept capabilities further aligning and maturing the IC AML architecture
- Write and execute test plans, document discrepancies and test results, and resolve any discrepancies
- Ensure that all capabilities comply with the NIST 800-53 standards for information assurance and be operated with modern continuous delivery techniques
- Provide customer engagement services with NSE programs and users to support their transition to, and adoption of IC AML
- Interact with IC agencies and missions to facilitate representing their missions and applications in the AML
- Generate metrics to include: apps currently active in AML, apps currently active in AML franchised stores, AML user counts, AML availability percentage, customer ticket submissions, number of tickets resolved and number of tickets outstanding

Travel:			
	None		
	Location	Frequency (eg: weekly, monthly, quarterly, upon the request of the Government COR)	Duration (# of days)
X	CONUS	Upon the request of the Government COR	TBD
X	OCONUS	Upon the request of the Government COR	TBD
Government Furnished Property:			
X	None		
<input type="checkbox"/>	Attached list (description, qty, estimated value)		

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CDRL Deliverables:					
Data Item No.	DID Number	DID Title	Due Date	# of Copies	Distribution
A001	DI-ADMN-81250A	Conference Minutes	5 days after each conference	1	T3433
A002	DI-ADMN-81308A	Conference Report	5 days after each conference	2	T3433
A003	DI-ADMN-81373	Presentation Material	5 days before presentation	2	T3433
A006	DI-FNCL-80331A	Funds and Man-Hour Expenditure Report	5 th day of every month	2	T3433
A007	DI-FNCL-90140	Quarterly Accrual Report	2 days after each quarter end	3	BF224, BA334, T3433
A009	DI-MGMT-80368A	Status Report	First Tuesday of every month	2	T3433
A015	DI-NDTI-80809B	Test / Inspection Report	5 days after each test event	2	T3433
B001	DI-DRPR-81679	Engineering Documentation Product Drawings, Modified and Sanitized	Preliminary copy 45 days prior to each scheduled ship date & 15 days after completion of task	4	T3433, BA02
B005	DI-QCIC-80553A	Acceptance Test Plan	5 days after each test event	2	T3433
B007	DI-TMSS-81676A	Subsystem Tech Manual (Sanitized)	15 days after completion of task	2	T3433
B008	DI-TMSS-81677A	System Technical Manual (Sanitized)	15 days after completion of task	2	T3433

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Cost Breakout TBD

Labor Cat	FTE	Total HRS	Hourly Rate

Approving Officials:

1. Contracting Officer's Representative (**PRIMARY COR**):

Print
Name:

SID:

Org:

X

Primary COR/CM

2. Contracting Officer's Representative (**ADMIN COR**):

Print
Name:

SID:

Org:

X

3. Contractor: (Business Manager):

Print

Title

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Name:

:

X

Contractor

4. **Contracting Officer:**

Print

Name:

SID:

Org:

X

Contracting Officer