

## ATTACHMENT J-9

### Sample Task Order (STO) #2 - Sample Task Order for Continuity of Operations (COOP) Services

#### 1.0 Introduction

The ABC civilian Agency currently operates over 160 sites worldwide to provide supplies for the US Government. The ABC Agency's mission is dependent upon its global AAA Carrier infrastructure to support vital business functions such as point of sales (POS), debit and credit card transaction authorizations, just in time product ordering, shipping, receiving, invoicing and billing, e-mail and payroll and personnel management.

This Sample Task addresses the general parameters and requirements to provide the necessary satellite services for the creation of a data backup network for key sites. For each remote Agency location, the client-based solution will be loaded on Government furnished equipment (GFE) PC running Microsoft Windows XP. The Contractor shall provide assistance to Government personnel in loading, configuring and making operational the client software on the GFE.

The GAO recently audited the ABC Agency and found that critical data backup capabilities are not implemented at 30 key sites located within the Americas. The Director of ABC Agency received a Congressional Mandate to implement a COMSATCOM COOP capability for these 30 key sites.

The ABC Agency currently intends to provide an overlay network for its existing terrestrial Broadband network to selected key remote locations. The satellite network shall consist of the best value option for the Sample Task Order that meets the requirements. Any band of commercially available satellite spectrum may be utilized. If subcontractors are to be used, the Contractor shall provide in writing a Subcontractor Plan for the solution to the Sample Task.

#### 2.0 Technical Requirements

The overall structure of the overlay consists of remote VSAT locations located within but not limited to at least 20 state capital locations in CONUS and 10 capital cities in South and Central America.

Initial CONUS Remote Site Locations			
Sacramento, CA	Helena, MT	Madison, WI	Carson City, NV
Olympia, WA	Bismark, ND	Lansing, MI	Santa Fe, NM
Salem, OR	Pierre, SD	Augusta, ME	Phoenix, AZ
Boise, ID	Des Moines, IA	Montgomery, AL	Lincoln, NE
Cheyenne, WY	Topeka, KS	Jackson, MS	Oklahoma City, OK

Initial OCONUS Remote Site Locations			
Mexico City, Mexico	Panama City, Panama	Bogota, Columbia	Buenos Aires, Argentina
Quito, Ecuador	Lima, Peru	Brasilia, Brazil	Montevideo, Uruguay
San Jose, Costa Rica	Santiago, Chile		

The Contractor shall provide turnkey VSAT transmission capability that includes all necessary software, hardware, service and maintenance support to all remote locations. The transmission capability shall provide the capability for each remote site to back up 2 to 4GBytes each evening between the hours of 6pm and 6am local time at each remote site. The VSAT per terminal availability shall meet or exceed 99.7 per cent per site with a bit error rate less than  $10^{-7}$  bits.

The Contractor shall provide a method for the Government to identify the file(s) to be transferred each day, and the Contractor-provided system shall schedule and transfer the identified files. At all sites, the Government shall provide GFE PC running Microsoft Windows XP.

The Contractor shall provide assistance to Government personnel in installing, configuring and making operational any software on the GFE needed to implement the transfer mechanism.

The Contractor shall identify and utilize a shared hub site located in CONUS. The Contractor shall install redundant leased lines between the shared hub site and the ABC Agency headquarters located in Atlanta, GA. The system must provide full redundancy and auto-switching of network components at the central hub site. Redundancy is not required at any remote VSAT location. The Contractor shall provide a portability plan to address shifting service to a dedicated hub at an alternate CONUS Government facility at some indeterminate time in the future.

To provide backup in the case of catastrophic equipment failure or for a critical emergency situation in an unserved area, a single flyaway system that can be dispatched and delivered within a 48 hour period to provide COOP services shall be included in the Contractors solution. The flyaway kit shall not require a trained service technician for setup, commissioning, or operation. Once shipped to site, the flyaway system shall have an average time to deploy of < 20 minutes.

Interface requirements at all VSAT terminals shall be compatible with 100baseT Ethernet and be capable of operating in a 10baseT environment. The Contractor shall provide the required connection cable compatible with both the Contractor equipment and the Agency equipment.

The Contractor shall demonstrate the ability to comply with the Federal Information Security Management Act of 2002 as implemented by Federal Information Processing Standards Publication 200 (FIPS 200), "*Minimum Security Requirements for Federal Information and Information Systems and Organizations*" for a moderate impact

information system, specifically addressing the following controls: AC-17, CA-2 and CA-7. Regarding AC-17, the Agency specification for Control Enhancement (5) is that monitoring for unauthorized remote connections is performed continuously, and the specification for Control Enhancement (7) is that accessing all Security Functions employ Two Factor Authentication. Regarding CA-2, a security assessment plan is not required prior to contract award. The Agency specification for assessment of security controls in the information system is that they must be assessed annually. Regarding CA-7, the Agency specification for reporting the security state of the information system is Monthly. The Sample Task Order solution shall meet the requirements assigned against a moderate impact information system that is described in the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53. The Contractor shall demonstrate the ability to comply with the Committee on National Security Systems Policy (CNSSP) 12, to the maximum extent practicable. See attachment J-3 for additional details on Information Assurance.

### **3.0 Contractor Sample Task Solution Response**

**3.1 Project Plan:** Project Plan procedures are required for this initiative. As part of your plan, provide a description of the Systems, Procedures and Performance Metrics which you propose to put in place to assure successful and timely completion of the Task, procedures explaining how subcontractors will be managed (if applicable), description of how costs will be controlled, and plan to ensure timely submission of invoices. Include a description of the process(es) which you as the prime contractor will use to interface with the appropriate Government Representative(s), select/partition work among your subcontractors (if applicable), monitor/control cost and the work of your subcontractors (if applicable) and assure timely/complete submission of Task Order Invoices. The project plan shall address all risks and resultant mitigation plans associated with your solution. The Contractor shall include a schedule as part of the project plan.

**3.2 Communications Infrastructure Description:** Develop and implement the requisite communications infrastructure to support the ABC Agency mission. Identify chosen systems and explain rationale for selection, including lifecycle cost considerations, incorporating lessons learned when possible. Provide a detailed architecture and explain operation of all required interfaces. The Contractor shall provide link budgets, as applicable. A network operations center (NOC) shall be employed to manage connectivity and network assets for the period of performance. The NOC will provide direct interface and reports to ABC Agency. Offeror's solution shall provide recommendations on reliability, availability, maintainability, security, NetOps and interoperability. The contractor shall explain what system information will be provided to the Government and how it will be provided.

**3.3 Engineering Support:** The Contractor shall clearly explain their recommendation for bandwidth, stating assumptions. The Contractor shall engineer the ABC Agency communications architecture, including capacity planning and preparing and developing designs, plans, and reports. The Contractor shall explain what system information will be provided to the Government and how it will be provided. The Contractor shall

implement configuration management, prepare engineering documents and reference manuals, and provide engineering and testing services for the ABC Agency communications infrastructure.

3.4 Sustainment Plan: Contractor shall implement and execute logistics, fielding, training, and O&M support.

3.4.1 Integrated Logistics Support The Contractor shall develop and implement a maintenance and supply concept necessary to insure the order, receipt, delivery and accountability of systems required materials necessary to support delivery of the project within the schedule and budget identified by the Government. Logistics support shall include all hardware/software elements and ancillary items necessary for maintaining an operational schedule. The offeror shall use available commercial materials to the maximum extent possible.

3.4.2 Training - The Contractor shall explain the necessary installation and operations and maintenance training plans and courses. The offeror shall present the training classes at the main ABC Agency facility in Atlanta, GA.

3.4.3 Installation - The Contractor shall identify, develop and supply necessary installation documentation for the Government.

3.4.4 Operations and Maintenance - The Contractor shall provide qualified technical support for the duration of the task's period of performance. The Contractor shall identify and supply appropriate operations documentation. Maintenance support shall include the replacement of defective components, upgrades to include COTS technology insertion, and any software updates, as required. Operations support includes 24/7 NOC support.

3.4.5 EMI/RFI Identification and Resolution - The Contractor shall address the ability to identify and resolve EMI/RFI issues. The Contractor shall explain how EMI/RFI identification and resolution will be communicated to the Government. The Government prefers that the Contractor have access to a media and voice communications capability capable of protecting "Sensitive, but Unclassified" data.

3.4.6 Flexibility/Optimization - The Contractor shall provide a plan to address system flexibility and optimization, accommodating potential future needs to support either new sites or higher per-site data transfer needs or spectral optimization to minimize bandwidth needs.

3.4.7 Network Monitoring - The Contractor shall establish, and provide the USG access to, a common NetOps web portal to present the health of the entire solution in a consolidated view using data from multiple sources. The USG

prefers the capability to receive alarms (e.g., interference, anomalies) in an automated way, vice a trouble ticket from an operations center.

3.4.7.1 NetOps metrics shall be collected, at a minimum, on the following network segments:

3.4.7.1.1 Gateway (e.g., Hub throughput, link latency, bit error rate, packet delay variation/jitter, service specific quality of service (QoS), packet loss, transmit power level, receive power level, signal-to-noise ratio (Eb/No), link status; Gateway Terminal high power amplifier (HPA) status, Low Noise Amplifier (LNA) status, converter status, up convert (U/C) attenuator);

3.4.7.1.2 Satellite (e.g., anomalies likely to disrupt service, interference data, spectrum data); and

3.4.7.1.3 Remote (e.g., Remote Terminal HPA status, LNA status, converter status, U/C attenuator; Remote Modem transmit power level, receive power level, Eb/No, link status, throughput, link latency, bit error rate, jitter, service specific QoS, packet loss).

3.4.7.2 The Contractor shall recommend the NetOps metrics to be collected for each network segment and explain their rationale for including those metrics. The Contractor shall specify the frequency of delivery, retrieval method, data units (e.g., kbps, dB) and format (e.g., XML, SNMP trap) of each NetOps metric selected.

3.5 Timeline: The system shall be delivered 90 days or less from date of contract award.

3.6 Priced Line Items: At a minimum, pricing is required for the following line items. The Contractor shall note if certain line items are not separately priced. All prices shall be fixed price.

3.6.1 Commercial satellite communications infrastructure (including satellite bandwidth and terrestrial connections) per unit cost – North America per month

3.6.2 Commercial satellite communications infrastructure (including satellite bandwidth and terrestrial connections) per unit cost – North America per year

3.6.3 Commercial satellite communications infrastructure (including satellite bandwidth and terrestrial connections) per unit cost – South America per month

3.6.4 Commercial satellite communications infrastructure (including satellite bandwidth and terrestrial connections) per unit cost – South America per year

3.6.5 Network Operations Center (NOC) operations cost

3.6.6 Gateway Site terminal cost

3.6.7 Remote Site terminals cost per unit

3.6.8 Engineering Support cost per month

3.6.9 Sustainment support cost per month

3.6.10 Travel can be charged as ODC and is not required as part of the STO pricing

(END OF ATTACHMENT J-9)