

DRAFT
Attachment 2

STATEMENT OF WORK
FOR
BASE-LEVEL SOFTWARE SUPPORT SERVICES

PREPARED BY
96 COMMUNICATIONS GROUP
EGLIN AIR FORCE BASE, FL

27 June 2002

DRAFT

SECTION C-1

1.0 DESCRIPTION OF SERVICES.

1.1 OVERVIEW. The 96th Communications Group (SC) is chartered with providing life-cycle management of all assigned communications-computer systems. This responsibility includes providing a vehicle for obtaining software support for these systems, which are located at Eglin Air Force Base, Florida, and its associated sites.

1.2 SERVICES. The contractor shall provide software support services for all software requirements. These services include duties required in the software and/or bundled maintenance, integration, and general support to meet hanging off-the-shelf software, documentation, and licensing issues in a multi-vendor, distributed network environment.

1.3 TRACKING. The contractor shall provide tracking and distribution of the vendor documentation, software updates, and licenses for all site users. The contractor shall provide all parts and labor associated with these functions.

1.4 SUPPORT. Support shall be provided directly to the site user and will be divided into two major areas of importance Software and/or Bundled Maintenance, and Software Integration.

1.5 ORGANIZATION. The contractor shall provide an organization that is oriented toward and capable of providing the software support required to fulfill the terms of this SOW. The contractor shall provide a contract manager who must be an experienced and responsible engineer in liaison activity with management level personnel within the technical activities of the DOD.

1.5.1 Integration/Maintenance Analyst. The contractor shall provide technical support and possess the scientific experience and training as outlined by paragraph 1.7.3 of this SOW. Contractor direct interfacing with site users and the Contraction Officer Technical Representative (COTR) shall be required. The contractor's primary function shall include fulfilling the integration and maintenance efforts described in paragraphs 1.6 and 1.7 of this SOW.

1.6 SOFTWARE AND/OR BUNDLED MAINTENANCE.

1.6.1 Overview. The contractor shall interface with commercial software vendors to provide the government with recommendations for best cost and value for existing software support requirements. This shall include vendor modifications, upgrades, and product improvements to existing software as required.

1.6.2 Maintenance Support. The contractor shall insure that vendor documentation, media upgrades and licensing shall be provided directly to the site user for current version/levels of software being supported.

1.6.2.1 To ensure current licenses do not expire, the contractor shall track expiration dates of licenses and coordinate with users to determine if licenses are still required.

1.6.2.2 The contractor shall provide any hardware devices that may be required for software distribution techniques.

1.6.2.3 The contractor shall initiate required actions with suppliers based on user requests for additions and modifications within 3 business days of receipt of request.

1.6.2.4 The contractor shall maintain and retain for the government, one of the following for contract cost verification and audit of items maintained:

- a) Commercial price list
- b) GSA price list

c) Direct vendor quote

1.6.2.5 The contractor shall keep track of payments made to vendors for software and/or bundled maintenance support provided.

1.6.3 Inventory. The contractor shall maintain a "Maintenance Inventory" list for the purpose of baselining the government's maintenance requirements and specific line item pricing for maintained products. This inventory list shall be maintained by the contractor and jointly agreed upon by the COTR and the contractor monthly. (DI-MCCR-80700)

1.6.3.1 Inventory adjustments. The contractor shall identify software and/or bundled maintenance inventory changes (i.e. additions, deletions, and baseline changes) for the coming months. The Government reserves the right to upgrade, add, remove, or replace software items before the contractor takes any action to modify the Software and/or Bundled Maintenance Inventory. (DI-CMAN-80895)

1.6.3.1.1 Inventory additions. Adding maintenance items to the Software and/or Bundled Maintenance Inventory list shall be accomplished as follows:

- a) Like items/products shall be added at the annual recurring price established.
- b) New items/products that do not have prices established will be added to the Software and/or Bundled Maintenance Inventory list only after negotiation between the contractor and COTR has been completed.
- c) The contractor shall provide a monthly list showing proposed additions to be negotiated for the coming month. The government reserves the final decision on any proposed additions to the inventory.

1.6.3.1.2 Inventory deletions. Deleting maintenance items to the Software and/or Bundled Maintenance Inventory list shall be accomplished as follows:

- a) Like items/products shall be deleted at the current prorated price.
- b) The contractor shall provide a monthly report showing proposed near-term inventory deletions. The government reserves the final decision on any proposed deletions to the inventory.
- c) The contractor shall attach necessary government paperwork in support of customer software renewals to the monthly report.

1.6.3.1.3 Inventory baseline changes. Baseline changes that vary from the negotiated price shall be handled the same as the Inventory Addition or Deletion items.

1.6.4 Database. The contractor shall maintain a government owned database that contains the software and/or bundled maintenance inventory list and related service information. The contractor shall provide a current and accurate listing of the inventory database electronically to the government once a month. Delivery shall be made within 2 days after the first full calendar month after contract award and shall continue monthly thereafter. The contractor shall provide both hardware and software required to maintain this database.

1.6.4.1 The contractor shall provide sufficient data for the COTR to bill site users.

1.6.4.2 The contractor shall provide a current listing of the inventory database electronically to the government once a month. The database should be in a format loadable by other government databases. Most government inventory systems consider a serial number in the tracking of data.

1.6.4.3 The contractor shall provide all proof of purchase documentation to the government if requested.

1.6.5 Discounts. The contractor shall record and pass on all supplier discounts to the government.

1.7. SOFTWARE INTEGRATION.

1.7.1 Overview. The contractor shall provide software integration services for small computers, scientific and engineering workstations, mainframe and supercomputer systems. These integration services shall include analyzing specific software requirements and identifying sources of off-the-shelf software packages that satisfy these requirements. The contractor shall provide assistance in identifying short term and long term quantity requirements of software packages and identifying the best quantity price over the required time frame.

1.7.2 Support. The contractor shall provide direct vendor support as required for any software integration requirement. This support includes providing site users with off-the-shelf vendor support for telephone temporary on-site support, and vendor training. This support also shall include obtaining temporary evaluation licenses, fulfilling any hardware requirements in direct support of the integration requirements. Integration support shall also include government-approved training/travel for the contractor.

1.7.3. Experience.

- a) Secret Security Clearance.
- b) Minimum 1year experience with network communication, data basing, and systems management.
- c) A minimum of a Bachelor of Science or Bachelor of Arts degree in Computer Science or a related field.

1.8 DEFINITIONS.

1.8.1 COTR – Contraction Officer Technical Representative. Individual nominated by 96 Communications Group to manage the contract for the government.

1.8.2 Holidays – All Government holidays shall be observed.

1.8.3 Integration – Selecting the best solution for the customer, implementing it into their environment so that it achieves maximum success and then maintaining it for the customer.

1.8.4 Site user - Government organizational representatives who have maintenance and/or software integrations requirements covered by this contract.

1.8.5 C4RD - Command, Control, Communications and Computer Requirement Document (AFDTC Form 8) - This document is used to state computer requirements, justification, proposed solutions, and costing. For the purpose of this contract, a C4RD or equivalent government approved form may be used.

1.8.6 Bundled Maintenance – Combination of software and hardware maintenance from the original equipment manufacturer for the purpose of reducing overall expense.

1.9 AIR FORCE PROCESS FLOW.

1.9.1 Scope. The contractor shall scope the requirement outlined on the C4RD for proper software integration into the site and provide proposed technical and cost solution/alternatives as required in Part II of the C4RD. The contractor shall provide the top three solution/alternatives.

1.9.2 Deliveries. The contractor shall be responsible for preparing and delivery of necessary government paperwork for government procurement action. Deviation from the C4RD shall not occur unless authorized by one technical representative of the contracting officer.

1.9.3 Maintenance Support Flow.

- a) The contractor shall maintain a database that contains a master inventory list of maintained services. The database shall be provided electronically to the government in a format that can be loaded into other government databases once a month.
- b) The contractor shall be responsible to report monthly status and cost to the COTR detailing the additions, deletions, and baseline changes that will occur to the maintained inventory list for the coming months. The government will make final decisions concerning the reconciliation report before changes are made to the maintained inventory list.
- c) The contractor shall work with the site user and COTR as current software services are periodically renewed, or items need to be added or removed from the maintenance inventory lists.
- d) The contractor shall submit details of cost incurred from vendors on the monthly expenditure report for reimbursement.

1.9.4 Integration Support/C4RD Flow.

- a) The site user has a software service requirement and has preliminary discussions with the contractor for reasonableness of that requirement based on existing data.
- b) The site user creates a C4RD detailing requirements which are submitted to the contractor for study and identification of alternatives/solutions.
- c) The contractor works with the site user and COTR in completing the Technical Solution and Costing sections of the C4RD (PART II) with a minimum of 3 solutions to submit for approval.
- d) The C4RD is submitted to 96 CG/SCX (Computer Systems Requirement Board) for technical evaluation and validation/approval/disapproval as appropriate.
- e) The contractor working under COTR direction then proceeds with the creating and submission of paperwork required for government procurement.
- f) The contractor is responsible for tracking the status of the order from initial C4RD requirement to site user delivery of the required item(s).
- g) The contractor is then responsible to place the item(s) on maintenance inventory and track the reoccurring maintenance of the item(s) as described in paragraph 1.6.3.1 of this SOW.
- h) The contractor shall provide 96 CG/SCX a copy of the approved C4RD and "contractor request for payment" for certification of any reimbursable expense occurred in providing integration support as described in paragraph 1.8.4 of this SOW.

SECTION C-2
SERVICE DELIVERY SUMMARY

PERFORMANCE OBJECTIVE	SOW Para.	PERFORMANCE THRESHOLD
The contractor shall track expiration dates of licenses and coordinate with users to determine if licenses are still required.	1.6.2.1	0 required licenses expire during the year.
The contractor shall initiate required actions with suppliers based on user requests for additions and modifications within 3 business days of receipt of request.	1.6.2.3	0 per month if 1 – 15 requests 1 per month if 16 – 30 requests 2 per month if 31 – 40 requests 3 per month if 41 – 50 requests 4 per month if > 51 requests
The contractor shall provide a current and accurate listing of the inventory database electronically to the government once a month. Delivery shall be made within 2 business days after the first full calendar month after contract award and shall continue monthly thereafter.	1.6.4	1 listing may be late per base or option year. Any late listings shall be submitted no later than 2 business days after required delivery date.
The contractor shall provide sufficient data for the COTR to bill site users.	1.6.4.1	With no more than 2 clarifications required per month
The contractor shall maintain records of all proof of purchase documentation.	1.6.4.3	100% of the time
The contractor shall record and pass on all supplier discounts to the government.	1.6.5	100% of the time
The contractor shall adhere to Air Force software purchasing procedures.	1.9	0 unauthorized purchases per month 2 failures to follow administrative procedures per 40 actions

SECTION C-3

RESERVED

SECTION C-4

4.1 GENERAL INFORMATION

4.1.1 The 96th Communications Group (96 CG) must be provided certification of the contractor personnel security clearance in accordance with para 6-101 and 6-104 of DOD 5520.22-M.

4.1.2 If located on Eglin AFB, the contractor shall follow the procedures outlined in the contractor's "Contractor Visitor Group Agreement."