General Services Administration

Performance Work Statement (PWS)

For

GSA Technology Operations

(GTO)

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Section C: PERFORMANCE WORK STATEMENT (PWS)

1 PWS Overview

The General Service Administration (GSA) Office of Chief Information Officer (OCIO) is seeking to obtain contractor support for GSA users and customers for a wide range of information technology services in over 600 locations and across approximately 21 primary network hubs around the globe. While the goal is for equivalent service for GSA customers regardless of location, the contractor should propose a model solution that provides a reasonable balance between level of support and travel and other associated costs, based on industry standards. The Contractor shall have considerable responsibility for the operational health and well-being of the GSA Enterprise IT portfolio.

This acquisition is only for GSA's IT Enterprise. While GSA is called to support some other groups, such as the Federal Protective Service, and Presidential Transition Team (PTT); and may add support to small federal committees or commissions in the future, GSA is not interested in providing these services on a wide-scale to other agencies.

The GSA Technology Operations (GTO) is part of GSA's comprehensive initiative to continue the consolidation of its IT infrastructure services for better effectiveness, efficiency, and management control. GSA is pursuing a task order to replace its expiring Information Technology (IT) Infrastructure Operations Support task order (GITGO). The Contractor will have to interact with Third Party contractors regarding the resolution of issues and/or provision of these services in the course of supporting this requirement.

GSA anticipates using the services of a Third-Party contractor for Advisory and Assistance (A&A) services in coordinating oversight and monitoring of program office requirements and Contractor performance under this Task Order (TO). The list below summarizes the anticipated scope of the A&A contractor:

- Provide independent and objective overall program level assistance to the government.
- Provide overall project management support of the GTO contract, which includes:
    - Analysis of GTO operations
    - Quality assurance reviews of all deliverables
    - Financial tracking and analysis of invoices
- Assist in maintaining effective surveillance of the program as well as conducting effective performance evaluations.
    - Real time IV&V of IT Service Desk tickets, IT Service Desk operations, and minimal performance standards as indicated in the GTO Performance Requirements Summary and SLAs

The A&A contractor providing program oversight support will be expected to advise, observe, and report, from the viewpoint of GSA. The Contractor is advised that coordination and cooperation with the A&A contractor are an expected condition of performance under this TO.

1.1 Place of Performance

GSA's Office of Government-wide Acquisition Policy is planning to announce a new policy to assist in reducing the amount of space used by contractor employees in Washington, DC Metro Area facilities. In order to meet Zero Environmental footprint goals, ensure a sustainable workplace, and facilitate a mobile workforce, GSA is reducing the amount of real estate space used to house its workforce in the Washington, DC Metro Area. GSA will accomplish this by consolidating the Central Office, the Federal Acquisition Service's (FAS) Washington, DC Metro Area Offices, the Public Building Service's Washington, DC Office, and in the long term, the National

Capital Region's Office into the renovated Headquarters building located at 1800 F Street, NW, Washington, DC. Because of the consolidation, GSA anticipates significant space constraints because the renovated Headquarters building will be unable to house all of GSA's Washington, DC-based employees as well as current GSA on-site contractors. If physical space within Government buildings is required to perform support activities, the government will provide space. Any work that can be done outside a government building should be done as such. The Contractor shall justify all requests for space in a government facility.

Because of the new policy, new contract solicitations will require the Contractor to designate a location other than a GSA facility as the primary place of performance. While initially this policy will only apply to GSA offices in the Washington, DC Metro Area, namely: the Headquarters Building at 1800 F Street NW, the Swing space at One Constitution Square, the National Capital Region Headquarters at 7th & D Streets SW and FAS' Offices in Crystal City and at Willow Wood. Eventually this policy will be extended to the entire agency.

The new policy will only apply to those contractor employees that would normally be assigned such space. A waiver process will be made available that allows the appropriate Head of Contracting Activity to approve exceptions under limited and compelling circumstances. Contractors will still be allowed to provide on-site support periodically but may not permanently encumber physical space in a GSA building. If required, and only for orientation purposes, contract workers that are newly assigned to the contract may be allowed to perform on-site for the first sixty (60) days without obtaining a waiver.

Unless otherwise specified, the work will be performed at the Contractor's facilities. GSA encourages the appropriate use of remote work for Contractor personnel where this does not degrade service or hamper operations. Therefore, the Contractor should plan accordingly and assume that, where duties can be executed effectively and efficiently in contractor furnished space, they should be conducted there. The Contractor should accommodate this in their staffing plan.

1.2 Hours of Operations

GSA is seeking flexible and scalable solutions that provide maximum coverage and availability for 24x7 operations and normal business hours. GSA's normal business hours are between 6 AM and 6 PM local time, Monday through Friday.

1.3 Program Goals

With this requirement GSA is seeking to:

- Obtain contiguous end-to-end service delivery with a single point of contact (cradle-to-grave[1]) for IT support services from deployment through problem resolution and technology replacement.

[1] Cradle-to-Grave is defined as also including interface with third party contracted service providers and industry partners.

- Support a highly mobile workforce and deploy greater coverage at remote sites to increase the use of real-time and team-based collaboration tools.
- Develop a balance between delivering tactical support (operations and maintenance) and strategic support (development, modernization, and enhancement) that achieves operational and cost efficiencies while positioning stakeholders and their respective business lines to fulfill their missions.
- Deploy IT services appropriate to the identified need with the ability to apportion charges to internal clients according to use. (A functioning equitable and transparent service charge back mechanism in place across the enterprise).
- Maintain a secure environment that includes necessary authorization and authentication, which adequately protects privacy information.

GSA's infrastructure strategy for the near future is focused on providing "Anytime, Anywhere, Any Device" (A3) support. Key elements of this focus are:

- Desktop/Server Virtualization
  - ✓ Any Device: Browser Based, Decreased Network Load, Easier Support Model, Reduced Cost
- Cloud Email and Storage
  - ✓ Anytime, Anywhere, Any Device: Google Docs, User Data, Unlimited Capacity
- Network Optimization
  - ✓ Anywhere: Secure, Full Fidelity User Experience in HQ, Regional Office Buildings (ROB), Field Offices, and Internet
- Service Availability
  - ✓ Anytime: Resilient Systems, Data Center Consolidation and Replication, COOP
- Collaboration
  - ✓ Anytime, Anywhere, Any Device: Leverage Corporate Knowledge and Capabilities
- On-boarding/Usability:
  - ✓ How to Make Best Use of Technology Offered
- Authentication
  - ✓ Anywhere, Any Device: Single Sign-on

1.4 Assumptions and Constraints

This section defines the broad assumptions and constraints underlying this PWS, which the Contractor should consider in developing its technical solution. Task specific assumptions and constraints are included within each functional task as applicable. Detailed descriptions of GSA's current information technology platforms, customers, locations, and other technical information, which may inform the Contractors proposed solution, are provided in Attachment B, As-Is Environment, which is an attachment to the Task Order Request (TOR).

1) The Contractor shall use the GSA Enterprise IT Management (EITM) system, described in PWS Section 3.1, in performance of this TO.

2) Government furnished space is limited for on-site Contractor personnel.

3) At Contractor provided facilities, the Contractor shall be responsible for providing all resources required to establish connectivity including required security controls with appropriate GSA systems unless otherwise stipulated in the TOR Section H.5 Government Furnished Property (GFP). Contractor provided facilities processing government data shall have an appropriate Authority To Operate based upon a systems high FIPS 199 and FIPS 200 analysis. For contractor personnel not located in government space, GSA will provide remote access to the GSA network and GFP as specified in the TOR Section H.5.

4) The Government will provide the Contractor with access to its network for the purpose of accessing systems for which the Contractor shall provide information technology infrastructure support. The Contractor shall abide by an interconnection agreement governing the relationship between the Contractor's information technology infrastructure and the Government's information technology infrastructure.

5) Where the infrastructure must be connected to other third party capabilities, the Contractor shall as applicable, cooperate in good faith in the development and implementation of interconnection agreements. Interconnection agreements are required whenever the infrastructure has an automated and interactive connection with another infrastructure. Links, search bots, pushing out files, etc. are not considered automated and interactive connections.

6) OCONUS European Support Personnel – due to Status of Forces Agreement Identification (SOFA) requirements in Europe (Stuttgart, Germany), two GSA Full Time Equivalent (FTE) personnel currently provide local on-site/desk-side information technology support in Europe. GSA would prefer Contractor support for these services.

7) Performance under this TO shall comply with and provide verification that the latest version of all applicable regulations, policies, procedures, and standards are adhered to. These may include, but are not limited to, GSA Manual(s), American National Standards Institute (ANSI) standards, and National Institute of Standards and Technology (NIST) standards, including Federal Information Processing Standards (FIPS).

8) The purchase of hardware, software, telecommunications, and Cloud Computing services are not covered in this requirement.

2 Task Order Management

Task order management shall provide for an effective means of organizing and managing work and work flow and allow for staffing flexibility, resulting in nimble, efficient and cost effective IT. The Contractor shall provide a Task Order Management Plan. The objective of this plan is for the Contractor to describe its organization; assignment of functions, duties, and responsibilities; escalation procedures, applicable management policies and procedures, and reporting for conducting contractually imposed tasks.

1) The plan shall also include lines of authority and responsibility, subcontract management, management of metrics/SLAs, communication, and management techniques for early identification and resolution of problems and response to changes.

2) The plan shall address the Contractor's process to ensure the placement of personnel as quickly as possible and the level of corporate commitment to this GSA requirement. An initial draft Task Order Management Plan shall be included within the Contractor proposal submission.

3) After normal business hours, the Task Order Program Manager or alternate shall be available in accordance with Contractor proposed escalation procedures. In the event of disaster recovery or a Continuity of Operations (COOP) event, the Task Order Program Manager or designee shall be available during normal hours of operation and during periods of no-notice emergencies, including localized acts of nature, accidents, and military or terrorist attacks to plan, direct, and control the overall management and operational functions specified herein.

2.1 Desired Outcomes:

Task order management support objectives are to:

1) Ensure effective project control disciplines using the ITIL framework are applied to ensure timely performance, cost controls, delivery, and integration of all GTO services and tasks.

   a) Performance monitoring to ensure tracking and reporting against specified SLA standards and TO performance requirements

   b) Continuous process improvement to achieve and maintain effective service delivery

   c) Effective planning, deployment, and management of contractor resources, including subcontractors, necessary to support the timely performance of all GTO services and tasks

2) Effective and timely communications to the Government regarding all aspects of project control.

3) High levels of customer satisfaction throughout GSA regarding task performance.

4) Effective enterprise-wide communications to:

   a) Engage with Regional Systems coordinators, business owners, super-users, users, and the OCIO to coordinate the delivery of new products and services

   b) Monitor and display both Service Desk Ticket and enterprise information critical to the customer (for example system outages, applications issues, network performance, etc.)

   c) Explain GSA information technology system functionality and capabilities

   d) Support GSA's efforts to identify and capture costs associated with IT services for a new customer charge back model to accommodate tracking of all GTO costs

2.2 Work Products/Deliverables

Section F.5 Deliverables TOR contains a list of TO specific work products and deliverables. TO reporting requirements consist of work products (W): tangible results of tasks required by GSA and often used in day-to-day activities and for which a formal review/acceptance process is deemed unnecessary and counterproductive to effective management; and formal TO deliverables. Examples of work products are technical reports, white papers, status reports, and system performance data. Work products shall be submitted to the COTR or other designated GSA representative. Formal TO deliverables (D) are designated as such and will require submission to both the CO and the COTR and will be subject to formal acceptance procedures.

Please be advised that a shift to a more real-time reporting of IT support services statistics and data is expected to materially affect the work products, deliverables, and reporting requirements described herein.

2.3 Staffing/Resources

The Contractor shall provide sufficient personnel possessing the skills, knowledge, training, and security clearances (as applicable) to perform the services required by this TO. Changes in staffing may result from unforeseen events (.e.g. major relocations, emergency situations, disaster relief, executive mandates, organizational changes, COOP) or technical enhancements (.e.g. data center management, new products, security unrelated upgrades, service level fluctuations) or special projects such as support of the PTT (Presidential Transition Team).

The Contractor shall ensure that personnel maintain any generally required professional certifications, accreditations, and proficiency relative to their areas of expertise. Training of Contractor personnel to fulfill these requirements shall be performed at the Contractor's expense. The Contractor shall retain documentation of such records.

GSA will not provide or pay for training, conferences, or seminars to be given to contractor personnel in order for them to perform their tasks or stay current with GSA technology advancements, with the exception of GSA-specific and specialized training not obtainable outside of GSA. The contractor is expected to provide trained, knowledgeable personnel according to the requirement of the Task Order. If it is determined during the performance of the task order that training, conferences, or seminars not specified in the task order are required, only the Contracting Officer may approve the training.

2.4 Task Order Management Reviews

The Contractor must conduct and support quarterly Task Order Management Reviews (TOMR) to review the work effort being conducted under this PWS. The Government reserves the right to increase or decrease the frequency of all TOMRs to accommodate program's needs. The Contractor must prepare and submit an agenda and minutes along with any action items assigned. The essential elements and work products of the review are:

1) Status of all tasks being performed or planned within the next three months
2) Key accomplishments and problems encountered for current month and unresolved issues from previous months
3) Service level and Performance metrics -- plan vs. actual for current month and FY to date
4) Staffing and expenditures -- plan vs. actual for current month and FY to date
5) Task Order Administration – status of contracting actions in process
6) Key Issues requiring GSA management attention
7) Productivity recommendations
8) Cost efficiency recommendations

2.5 Meetings

The Contractor must support recurring status meetings, reviews, and conferences with the Government to discuss program progress, system availability, issues, and contractor recommended enhancements; identify potential problems and resolve identified problems in accordance with the PWS and the Task Order Management Plan.

The Contractor must generate and deliver Meeting Agendas, Meeting Minutes, Presentation Materials, and an Action Item List for each meeting, review, and/or conference. The Contractor must notify the Government of its

readiness prior to the start of any meeting, review, and/or conference. Copies of all presentation materials must be provided to all GSA representatives at all meetings.

2.6 Status Reports

The Contractor shall provide a Weekly Status Report by functional task area that shall include a summary level description of work performed, accomplishments made, staffing, deliverables and work products status, and issues needing resolution. At the end of each month, the Contractor shall submit a combined Monthly Status Report that includes data from weeks one through four of the respective month.

The GTO Program Office will hold at minimum, regularly scheduled weekly status meetings/teleconferences to address routine status issues as well as specific priority items or special interest items. The Contractor shall submit Weekly Status Reports at least one (1) business day in advance of regularly scheduled Weekly GTO Program Status Meetings. The Status Report may include the following:

1) Summary of work completed
2) Hours charged by task by phase (as applicable)
3) List of all problem reports
4) Suggested GSA infrastructure enhancements
5) Status of ongoing GSA infrastructure enhancements
6) Status of ongoing GSA asset additions, closings, and modifications
7) Contractor Trip Reports

2.7 Customer Communications

The Contractor shall provide a comprehensive Communications Plan for customer communications in all contingencies. The plan shall include information such as required lead times for routine communications tied to Change Advisory Board processes and require useful information such as a clear definition of affected services or an explanation of benefits (as applicable).

2.8 Performance Management

Performance standards for this TO are presented in the Performance Requirements Summary (PRS), Attachment D of the TOR. The rights of the Government and remedies described in the PRS are in addition to other rights and remedies set forth in the terms and conditions of this TO and the Contract. Specifically, the Government reserves their contractual rights under the applicable inspection clause(s). The absence from this PRS of any performance requirement under this TO shall not detract from its enforceability or limit the rights or remedies of the Government under any other provision of this TO and the Contract.

The Contractor shall measure and report its performance against the standards specified in the PRS, PWS, and service level agreements as applicable. The Contractor may recommend revisions to the standards based on experience gained, contractor performance, and evolving requirements. Performance standard changes will be mutually negotiated between GSA and the Contractor. The Government reserves the right to relieve the Contractor of performance requirements in cases where their performance may be impacted due to circumstances beyond their control.

The Contractor shall establish and maintain a performance management system including an executed Service Level Agreement to ensure that the appropriate metrics are in place to manage, monitor, and report TO

performance and service levels. The Contractor shall ensure that system-wide performance is measured against established metrics, performance levels, and SLAs shall be made available enterprise wide.

The Government is providing minimal acceptable performance levels (APL) by tasks in the PRS. The final negotiated minimal performance levels in the PRS will be considered mandatory; performance that falls below those levels may be subject to penalties.

2.8.1 Quality Management

The Contractor must establish and maintain a documented quality management system capable of assuring successful performance of this TO. The Contractor must provide and maintain a quality control program, which fulfills the requirements of ISO 9001:2008. The Contractor must generate and deliver a Quality System Plan that describes their quality management system. Third party registration to ISO standards is not required nor does such registration relieve the Contractor of the requirement of submitting a QSP.

GSA requires varied Company/Contractor certifications (see Section L of the TOR). The Contractor shall provide on an annual basis a statement updating certifications or certifying that previous certifications are still in effect.

2.8.2 Problem Notification

The Contractor shall notify the Government of all problems that affect service offerings. The Contractor shall submit a written Problem Notification Report within 24 hours of identification of the problem and a Root Cause Report within three business days after the resolution of the problem.

2.9 Records Management

The Contractor must create and maintain files that document the processing of work and other associated information pertaining to tasks performed under this TO in a format suitable for use by GSA.

Examples of files include the following:

1) Copies of all correspondence related to this TO between the Contractor and the Government
2) Documentation providing traceability and rationale for the Contractor's technical program decisions
3) The latest internally controlled version of all specifications, drawings, databases, and software that define or implement the system
4) All configuration management documentation
5) TO work products and deliverables

GSA retains ownership of all files, concerning the processing of work and other associated information pertaining to this TO, the Contractor collects and maintains. In the event of default, or non-performance, GSA will have access to all records to ensure mission support is not interrupted. Upon completion of the TO, the Contractor must turn over all such records to GSA.

2.10 Summary of PM Work Products/Deliverables

Work Products	Deliverables
Task Order Management Review documentation (W)	Task Order Management Plan (D)
Meeting Agendas, Minutes, Presentations, and Action Items(W)	Communication Plan (D)

Work Products	Deliverables
Weekly Status Report (W)	Quality System Plan (D)
Monthly Status Report (W)	
Problem Notification Report (W)	
Root Cause Report (W)	

2.11 Post Award Conference

The Contractor shall attend a Post Award Conference (PAC), within thirty (30) calendar days after TO award, to assure that both Contractor and GSA personal have a clear and mutual understanding of the tasking and its requirements. The designated Contracting Officer will establish the time and place of the conference, prepare the agenda, and notify appropriate Government and Contractor representatives. The Contractor shall prepare a post award conference report capturing all topics discussed.

2.11.1 Work Products/Deliverables

1. Post Award Conference Report (D)

2.12 Transition

2.12.1 Transition-In

The Contractor shall perform all services, tasks, and any other support activities required to transition GITGO steady-state operations from the incumbent contractor. Transition between the GITGO TO and the GTO TO will be conducted in 2 phases: 1) Transition Planning/Onboarding, and 2) Service Transition and Stabilization.

The Contractor shall propose a solution whereby the incoming contractor transitions work from the incumbent contractor and baselines the services as currently provided. Once services are fully transitioned and stabilized, service levels established, and the incumbent contractor transition-out period has ended, the Contractor can begin transformation from the As-Is environment to the Contractor's proposed solution.

The Contractor shall develop a Transition Plan detailing its understanding of the problems related to phase-in of the proposed solution and transition from one TO to another as described in the Section L9.3.1.2 the TOR.

GSA's anticipates a transition period that will range from a minimum of 60 calendar days to a maximum of 120 calendar days.

2.12.1.1 Work Products/Deliverables

1. Transition-In Plan (D)

2.12.2 Transition Out

As requested by the Government, in the event that responsibility for fulfillment of the GSA tasks described in this PWS, either in whole or in part, are transferred to a new contractor or the Government, the Contractor shall participate in transition-out meetings with the PM, project staff, and representatives of the successor contractor and /or Government personnel. The purpose of these meetings will be to review project materials and take preparatory steps to ensure an effective transition in contractor support.

As requested, the Contractor shall develop, document, and monitor the execution of a Transition-Out Plan that may be used to transition tasks and materials described in this PWS to a new contractor or to the Government. At minimum, the plan shall include the following:

1) Inventory of all services and materials required to fully perform the TO requirements

2) Schedule of briefings, including dates, times, and resources allotted, that will be required to fully transition all materials developed to the follow-on contractor

3) Names of individuals who will be responsible for fully briefing their follow-on counterparts.

The plan is to ensure that the follow-on contractor, or the Government, will be provided sufficient information and be fully briefed prior to the current expiration date of the TO; and to provide adequate time for the new contractor to have its personnel completely familiar with the requirements and in place on the turnover date. The plan shall provide the contact information for Contractor individuals who will be assigned to the transition team and identify their roles in the transition.

2.12.2.1 Work Products/Deliverables

1. Transition - Out Plan (D)

3 Technical Services Requirements

3.1 GSA Enterprise IT Management System

The GSA Enterprise IT Management (EITM) system provides management control across the enterprise by integrating and automating the management of IT applications, databases, networks, security, storage and systems across departments and disciplines to realize the full potential of each integrated solution and the business services it supports. The Contractor shall deliver services using the EITM system to include, but not limited to, the following areas:

- Enterprise IT Service Desk Management
- Capacity Management
- Knowledge Management
- Network System Management and Monitoring
- Desktop Management
- Patch Management
- Asset Management
- Configuration Management
- Live Automation Management
- Password Management
- Portfolio Project Management
- Change Management
- Workflow Management
- Security Management
- Accessibility Management
- Service Level Management
- Incident Management
- Problem Management
- Service Quality Management

- Request Fulfillment
- Client Management

The EITM As-Is environment and GSA's EITM Cloud Pilot are provided in the TOR Attachment B, As-Is Environment. GSA has procured additional cloud support services and intends to migrate components of the EITM system to the ServiceNow SaaS solution. GSA envisions the EITM "To-Be" state to be comprised of ServiceNow Service Desk, ServiceNow Asset and Contract Management, ServiceNow Discovery, and ServiceNow Service Catalog and Service Request Management SaaS applications and CA IT Client Management (CA ITCM) and CA Network and Systems Management (CA NSM) applications. CA Unicenter applications that will be replaced by ServiceNow applications include CA Unicenter Service Desk (USD), CA Unienter Asset Portfolio Management (UAPM), and CA Unicenter Service Catalog (USC).

The Contractor must be able to support the EITM system as it exists at the time of TO award. If the EITM migration to the selected cloud-based solution is not completed prior to the start of the TO, GSA may elect to execute the Optional Services CLIN for PWS Section 10.3 Transition to Cloud Support Services.

The Contractor shall be responsible for operation and maintenance of the EITM to include:

- EITM system administration, configuration, form tailoring, business process automation, and third party integration and data import techniques to support the development, test and production environments. This is inclusive of staying current with new releases and/or patches.
- Provide/produce ad hoc reports and create customized reports with layouts that are structures such as rows, columns, tables, labels, data field and graphs across the EITM solution.

3.1.1 Desired Outcomes

1) GSA (OCIO) ability to unify and simplify IT management across the enterprise for greater business results, and comprehensive visibility into the quality, costs, and risks associated with services provided.
2) Improvements and enhancements to the use of the EITM.

3.1.2 Constraints

1) The Contractor shall use the EITM system as part of their solution.
2) The Government will provide the EITM as GFP.

3.1.3 Work Products/Deliverables

1) Monthly/Weekly Status Reports: EITM inputs (W)
2) Statistical and Trend Analysis (W)

3.2 Client/User Services

GSA is seeking support for agency-wide client/user technical support in the use of electronic messaging (Google Cloud), collaborative services (Webex, Google tools, personal and enterprise VTC, SharePoint, Salesforce, and others), and agency-wide directory services and authentication infrastructure. Client Services also, includes desktop application and hardware support services and associated peripheral services. A summary list of basic services is provided below:

- E-mail and Messaging Capabilities
- Electronic Collaboration Capabilities Support
- End User Device Support

- Voice and Video Conferencing Support
- Calling Cards, Toll Free Number and Conference Bridges
- Desktop Services
- Automated software deployment support

3.2.1 Desired Outcomes

It is critically important that the Contractor provides complete life-cycle problem, issue, and request support (aka Cradle-to-Grave) and a Single Point of Contact to the customer. All service level requirements (unless stated explicitly otherwise) will be measured on this premise. For example, if a customer calls in a problem to the help desk and the person at the help desk needs to contact the Enterprise Infrastructure Operations Center (EIOC) to diagnosis the problem and then a data center to resolve the problem, it is all processed under the same Service Desk Ticket. When third-party vendors are included in a repair or installation, the Contractor shall coordinate with the vendor and the Government to consider the impact of the other vendor's efforts. GSA's primary objectives are summarized below:

1) To obtain technical support services across the GSA enterprise for agency-wide basic end-user computing platforms for electronic mail, collaboration services, desktops, mobile devices, and associated peripherals; conference and special event support; audio, video and voice support available at the workstation; device configuration and replacement; technical refresh and customer data migration from one machine to another; and service activities processed in a seamless manner (cradle-to-grave) with a single point of contact with the customer for all activities
2) To obtain comprehensive support for mobile printing on agency-provided printers and basic troubleshooting support for user owned devices
3) Provide automated software deployment to GSA user workstations via a standardized enterprise management solution
4) To take corrective actions to maintain service and quality levels
5) To obtain and maintain standard and emergency processes and procedures

3.2.2 Constraints

1) GSA E-mail/messaging support includes Google Apps Gmail for business and legacy Lotus Notes support,
2) Electronic collaboration capabilities support includes Google Apps, in-house posted Domino, Salesforce, and SharePoint, mobile application support (including GSA approved collaborative tools, and Citrix VDI), and web-conferencing
3) End-User device support shall include hardware support for Government Furnished Equipment (GFE) desktop computers, laptop computers, remote workstations, and all peripheral and handheld devices (printers, networked copiers, scanners, monitors, tablets, Blackberries, soft phones, smart phones, etc.) up to the point where OEM or specific maintenance arrangements (warranties or maintenance contracts with third parties) are required. Preliminary list includes IP soft phones, desktop VTC, GSA provided/approved mobility devices (laptops, smart phones, printers, tablet computers and all appropriate accessories)
4) The Contractor shall dispatch /deliver a replacement GFE unit if the estimated time of resolution exceeds the SLA(s), as directed by the Government.
5) Standard and emergency processes and procedures shall be documented and submitted to the designated GSA authority and the GSA Contracting Officer for approval before implementation

3.2.3 Enterprise-Wide IT Services Dashboard

GSA is seeking enterprise-wide metrics, statistics, and real-time data on key performance indicators regarding the provision of IT services to support performance management objectives and decisions regarding the investment and management of IT resources .The Contractor shall develop, implement, and maintain in a readily accessible and easy to use format the capability to display (report) information critical to the OCIO and GSA's customer base on an enterprise-wide basis including but not limited to system outages, applications issues, call center statistics, network performance, and Service Desk Ticket status .

3.2.4 Work Products/Deliverables

1) GSA Standard Image (Quarterly) (D)
2) Enterprise-Wide IT Services Dashboard (D)

3.3 Enterprise IT Service Desk

The Enterprise IT Service Desk (EITSD) is the single point of contact for customers to report incidents, submit requests, seek advice, and register complaints about the information technology infrastructure, applications, and programs supported in the environment. The EITSD also provides an interface for users to other service management functions, such as change management, problem management, configuration management, and release management.

The Contractor is expected to provide the full provisioning, engineering, operations, and administration of an enterprise-wide service desk solution that has the capacity to assume GSA's EITSD operations utilizing the EITM system. The enterprise service desk solution must provide the following capabilities, at a minimum:

1) Responsive, reliable, and consistent service delivery 24X7X365 regardless of user location.
2) Contractor furnished service desk facilities located in the United States.
3) Contractor furnished facility(ies) meet security conditions to obtain connectivity to GSA.
4) Multiple alternative communications channels, including voice messages, e-mail, collaboration tools, and internet/intranet. In the case of Voice Communications Services, any IVR system must allow for immediate exit from the system and live communication with a Service Desk agent.
5) Demonstrated utilization of ITIL processes.
6) Processes that demonstrate service desk ownership for all service desk contacts from inception to closure, regardless of whether they are closed at the first contact or passed to another service management group for resolution.
7) Demonstrated use of automated processes, remote device and software management technologies, knowledge bases, and self-help solutions that increase first contact resolution at the service desk and minimize incident escalation.
8) Provides a channel for proactively communicating information to customers. This information might include known issues that are likely to cause future problems or service interruptions, forthcoming changes, forthcoming releases of software, maintenance activities, and so on.

The Contractor shall support the end user in a timely and responsive fashion; provide reliable service delivery that result in a high level of customer satisfaction across the GSA Enterprise and consult with other GSA Divisions for Service Desk Support and troubleshooting.

The Contractor shall resolve all Service Desk Tickets within a set time frame for each category of issue as defined in the Service Level Agreements or performance requirements summary. Support includes all aspects of working over the WAN, remote printing, VDI and VTC for the significant portion of the user community who will be Teleworking.

The Contractor shall manage the entire incident resolution process and assume “cradle-to-grave” ownership of end-user issues. This will include acceptance of user calls and emails, ticket creation and tracking, Tier 1 resolution and/or escalation, follow-up with users and Tier 2 resolvers as needed to expedite and confirm resolution, and ticket closure.

The Contractor shall utilize the “parent”, i.e. the initial Service Desk Ticket, in reporting performance and determining number of tickets being processed and counting toward the Contractor’s level of effort for any particular period. The Contractor shall identify, manage, monitor, and report on all “child” tickets, work orders, etc. required in order to resolve the "parent" ticket.

The Contractor shall support GFE to the device level and personal equipment to the connection level, i.e. the Contractor shall make a "best effort" to assist personnel using personal equipment.

Provide Tier 1 Help Desk[2] support for GSA OCIO-hosted applications, to include web and database administration – (e.g., Database Engineer) for national platforms that are supported by a GSA OCIO hosted service; Cloud platforms; consult with other GSA Divisions for Data Centers Support and Troubleshooting. Provide after-hours support for Applications Group.

Provide OCFO Tier 1 support 7:30 – 7:30 ET, Monday through Friday, except federal holidays. Provide extended hours and weekend support during fiscal year-end (last week in Sep. through third week in Oct.)

The Contractor shall support the EITSD shared services environment and provide mechanisms for warm-handoffs to other help desks, managing shared ticket queues, and coordinating activities among the different help desks. These services often involve a separate contact number and support personnel, including Contractor and Government application subject matter experts (SMEs). Additional service fulfillment or support organizations are likely to be added over the course of the TO.

Provide an accessible knowledge base for GSA internal customers to help communicate a basic understanding of problem resolution skills to include self-help features such as: Frequently asked Questions (FAQ Q&A), Common Solutions and How-to Instructions, connectivity instructions for teleworkers, search for Service Desk Application Support, Help Tools (to include chat features) Password Management and ENT / Token Password Resets.

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[2] For the purposes of this PWS, the term “Service Desk” shall apply only to the Enterprise IT Service Desk. The term “Help Desk” shall apply to separate and specific application support functions.

GSA anticipates over the life of the TO the need to incorporate additional application help desk (Regional Staff / Service Offices [3](S/SO) Application Help Desk) integrations into the EITSD. Conversions of additional application help desks will require contractor support and once on-line will likely result in an increase to call loads. Upon notification to convert an additional help desk, the Contractor shall be required to provide an estimate to complete for the projected costs associated with the conversion to bring the service desk into the EITSD (new fields, reports, customer unique requirements, training, etc.). The Contractor is required to track and maintain separate costs associated with all projects. Costs associated with conversion will be handled under the "Special Projects CLIN". Any increase in call activity will be handled through tiered pricing of service desk support services.

The EITSD will work in conjunction with the Enterprise Infrastructure Operations Center (EIOC) to provide redundant coverage of all alarmed systems, e.g. communications links, communications routers, environmental systems, etc. in order to detect and resolve outages. The Contractor shall develop and implement a design that ensures both the EITSD and EIOC receive notification of an alarm simultaneously. In addition, the EIOC and EITSD will provide failover alarm capability, i.e. in the event of failure at one location, the other location shall provide the alarm monitoring capability. An EITSD ticket will be generated upon detection of an alarm.

3.3.1 Desired Outcomes

1) Service Desk Cradle-to-Grave incident and change order ownership
2) Prompt and proficient call response, trained and qualified technical personnel, clear and courteous communications (English), and timely problem resolution, escalation as needed, and closeout
    a) All GSA customers have a single point of contact for each request or incident and resulting Service Desk Ticket
    b) All GSA customers receive appropriate, prompt, and responsive support
3) Support services performed in a manner that incorporates industry best practices for customer service
4) Support services that are responsive to the time-sensitive needs of VIPs and executives, to include prompt referral to Local IT Support service
5) User community easy access to a knowledge base to facilitate self-help and training resources for common information technology problems/requests (self-help features, home internet or connectivity issues)
6) Scalable solution to meet variables in service desk requirements

[3] GSA maintains a distinction between staff office and service offices (i.e. FAS) GSA organizations that provide a service

3.3.2 Constraints

1) Tier 1 and Tier 2 consolidated Enterprise IT Service Desk services (24x7 x 365) in accordance with ITIL best practices
2)
3) Service Desk shall not be located within a GSA-owned operated facility
4) The Contractor shall use the EITM. Certain infrastructure, GSA components, systems and support applications may not be subject to Tier 1 coverage by the consolidated Service Desk (for example, those not covered by the EITM system) and may require referral of Service Desk Tickets to separate Tier 2 support staff
5) Coordinated operations and management with GSA PBS Enterprise Service Center including development of policies, procedures, and products are required to ensure seamless operation in the resolution of requests, incidents, and problems

3.3.3 Work Products/Deliverables

1. Service Desk Statistics (W)
2. Incident Analysis Report (W)
3. Knowledge Database (i.e. FAQ) (D)

3.4 Local Support

Local support services include full life cycle activities associated with provisioning, operational logistics, installation, configuration, break/fix management of the end-user computing device, and LAN at GSA locations throughout the United States, Europe, and Asia.

The Contractor shall provide local on-site and desk-side services to on-site users to resolve incidents, problems, and requests not otherwise resolved by the Enterprise IT Service Desk. This support will normally cover GSA Headquarters (HQ), Regional Offices, Field Site locations, Data Centers, and International sites. Local support responds to incidents, problems, requests and complaints; diagnoses and resolves incident; provides break/fix, asset inventory, spares/parts management, desktop administration, remote access, software distribution, image management, and security services for end-user devices. Specific local support services include:

Desk-side Technical Services - Hardware supported includes PC systems (e.g., desktop, tower, workstation, laptop, tablet, and mobile computing devices), and peripheral devices (e.g., monitors, laptop docking stations, VoIP and video devices, CD / DVD burners, multi-functional devices, printers, scanners, electronic storage devices, media libraries, uninterruptible power supplies [UPS], etc.). Software includes support of operating systems (e.g. Microsoft OS, Apple iOS, Android OS, etc.), office automation and productivity applications, anti-virus products, voice and video software, messaging and collaboration software, connectivity software, and utilities that provide functionality to the above-mentioned hardware resources. Services include:

1. Installs, moves, adds, changes (IMAC)
2. Operational monitoring
3. Problem determination and resolution
4. Tier 2 Technical support
5. Break/fix Services
6. System and office productivity software deployment and management
7. Remote access service support

LAN, File, Print and Local Application Server Support – It includes infrastructure support services from the local LABN router down through and including all the hardware, software and cabling required to support the data, voice and video communications needs of users. Local support also provides infrastructure support for locally installed IT computing devices such as locally installed file/print servers, line-of-business application servers, and local area network (LAN) devices services associated with the provisioning and day-to-day management of the installed file, print and application servers at the local office. Hardware includes all local network attached servers supporting shared-storage file systems, printers, copiers, scanners, fax machines, local storage devices, backup tapes etc. Software includes support of server operating systems and utilities that provide functionality to the above-mentioned hardware resources.

1. Installs, moves, adds, changes (IMAC)
2. Operational monitoring and administration
3. Problem determination and resolution
4. Tier 2 Technical support
5. Server Operations and administration
6. Backup and restore
7. Cable Management
8. Toner management and replenishment

The Contractor is responsible for inventory and supply management of government furnished IT supplies, consumables, and equipment.

The Contractor provides IT technical support for events, conferences, and meetings that require no more than 1 business day of technical support. Events and conferences that require more than 1 business day of technical support will be supported under PWS Section 5.1 Special Event and Conference Support.

GSA requires support be performed in a manner, which incorporates clear and courteous communications, and timely resolution and closeout.

Provide Local IT services that appropriately respond to the time-sensitive needs of VIPs and executives, to include response to Tier 1 Service Desk requests, Tier 2 support, and concierge and/or walk-up support. The Government is contemplating a store front solution where people can bring in their equipment when there are issues and pick up a loaner until they are contacted that their hardware issue is resolved or where they can come and ask questions and get quick answers on “How do I?” type questions; these would not be at all sites.

Provide knowledgeable desk-side assistance to users to help communicate a basic understanding of problem resolution skills and referrals to facilitate self-help and further training assistance.

The Contractor shall dispatch /deliver and ship a replacement GFE unit if the estimated time of resolution exceeds the SLA(s), as directed by the Government.

Provide local support to the following FAS Global Supply Distribution Centers, which require a different staffing model:

1. Western Distribution Center, Sharpe Army Depot, 700 E Roth Road, Building 330, French Camp, CA
2. Eastern Distribution Center, 1900 River Road, Burlington, NJ

3.4.1 Desired Outcomes

1. All GSA customers receive appropriate, prompt and responsive local support services.
2. Equivalent services for GSA customer regardless of location.

3. Achieve a more efficient and cost effective local support service delivery model.
4. Achieve a high-level of end user satisfaction with services provided, demonstrated and documented through customer satisfaction surveys.

3.4.2 Constraints

1. Provide Local Support personnel on-site at all ROBs and HQ (Attachment 3 shows where ROBs are located) from 7:00AM through 5:00PM local time, Monday through Friday except federal holidays
2. Provide best effort remotely for field offices and local users located outside of ROBs and HQ. This includes dispatching technical support personnel to field offices on an authorized basis
3. Provide Local Support after normal business hours via on-call personnel
4. The on-site presence of local support assists with the infrastructure from the local LABN router down through and including all the hardware, software and cabling (computer rooms only) required in supporting the data, voice and video communications needs of customers
5. International OCONUS Support Personnel – Contractors are encouraged to provide a contractor solution for all OCONUS local support:
    a. Europe: Due to Status of Forces Agreement Identification (SOFA) requirements in Europe, two (2) GSA FTEs currently provide local on-site desk side information technology support in Europe.
    b. Asia: The contractor currently provides local on-site desk side information technology support in Asia.

3.4.3 Work Products/Deliverables

1. Weekly/Monthly Status Report: Local Support Statistics (W)

3.4.4 Installs, Moves, Adds and Changes (IMACs) Support

The Contractor shall provide technical support for small and large computer deployments, to include technical refresh (HW) actions; support for distributed computing hardware resources, including networked and non-networked personal computer (PC) systems on the distributed computing environment (DCE); Personal/local printers, scanners and other peripherals; tablet computers and other similar devices as identified in Attachment 22 GSA Technical Standards.

The Contractor is encouraged to define what constitutes an IMAC that is consistent in its proposed methodology. In order to address site end-user(s) requirements, support includes facilities-related services to include cable installation in locations with existing access, termination, testing, maintenance; installs, removes, maintains, consolidates and enhances fiber optic/twisted pair/coaxial cabling to support the enterprise infrastructure; servicing of wiring closets and related contents.

GSA is looking to obtain the maximum allowable scope of services for cabling that can be delivered without construction. Contractors are encouraged to provide a better solution to support cable management and installation requirements than the current solution reflected in the GITGO IOLA for cabling, Attachment 35.

3.4.4.1 Desired Outcomes

1. All enterprise IT infrastructure IMACs are performed in a high quality and cost effective manner
2. All enterprise IT infrastructure IMACs are performed with a minimum of disruption to existing operations and facilities
3. All enterprise IT infrastructure IMACs are performed in compliance with all applicable GSA, national, regional and local codes/certifications

4. Contractor/subcontractor support for cabling services particularly in Regions without cable contractors

3.4.4.2 Constraints

1. Structured cabling work described and defined within this PWS is in support of maintenance, replacement, upgrade, and consolidation of existing equipment; and routine installs, add, moves, and changes in GSA facilities specified in the As-Is. Work that entails modification of other structural elements or otherwise of a non-routine nature shall be considered a "project" and planned, costed and executed as described in this document, Section 5.2.3 Special Project Support
2. The Contractor shall comply will all applicable GSA, national, regional and local codes certifications
3. The Contractor shall monitor and document physical (e.g., equipment) and logical (e.g., IP address) installs, moves, adds, changes, and re-installations, regardless of the number of users, instances and/or systems
4. All cabling in GSA buildings must be designed and installed in accordance (BICSI) standards, for guidance on serial cables, and in conjunction with the GSA Telecommunications Distribution and Design Guide (TDDG), as it relates to Ethernet cabling
5. Contractor shall furnish tools for cable installation and testing

3.4.4.3 Work Products/Deliverables

1. Asset Inventory Updates (W)

3.4.5 Building Monitoring and Control (BMC) Support Services (Existing)

GSA OCIO provides and maintains the network connection points for PBS BMC systems; systems and connection types are provided in TOR Attachment B As-Is Environment. Local Support provides regional infrastructure support for PBS BMC systems.. These services include support of the BMC workstations, laptops, and kiosk workstations; and regional on-site hardware infrastructure support including touch support help to set up/troubleshoot server, switches, and routers, and migrate existing infrastructure. In support of these service, the Contractor may be required to coordinate regional support activities with building management/tenants, building monitoring systems vendors, telecommunications providers, etc.

3.5 Directory Management Services

The Contractor shall provide highly available Directory Management Services (DM) (create, change, delete, user accounts and privileges) that includes password and directory synchronization, single sign-on (SSO) capability, user provisioning capabilities, and electronic authentication for system access and transaction processing. DM Services shall address data normalization and standardization of disparate data stores.

The Contractor shall provide encryption services to include hard disk (full disk) encryption, password encryption and application of new authentication encryption technologies (to include, strong authentication, PKI level encryption with smart cards and/or tokens). This includes controls for supporting access and management services of local input and output resources such as scanners, printers, and files.

The Contractor shall support bi-annual active directory health checks. GSA employs Microsoft to perform AD health check on all Domain Controllers every two years. The Contractor will assist Microsoft in providing access to the data. The Contractor will perform a review and analysis of the results and report their findings.

The Contractor shall support scheduled and ad hoc audit requirements. A Directory Services Audit Report shall be submitted monthly that summarizes all critical Active Directory related functions, services, and security indicators.

3.5.1 Desired Outcomes

1. Provide Active Directory services and management
2. Single/Multifactor sign-on capability
3. Automated identity management improvement through encrypting authentication and automation
4. Ensure accurate and consistent information across all directory stores
5. Password synchronization
6. Enable identity and authentication services, sharing of data inter-office, inter-service, and inter-agency
7. Perceptibly improve GSA's overall security processes and risk levels for authentication and access management
8. Provide light weight and federation related services
9. Tracking/Auditing of all critical Active Directory related functions, services, and security indicators

3.5.2 Constraints

1. GSA Security requirements, controls, and procedures
2. Support of Single sign-on, multifactor sign-on, and the use of CAC cards
3. Flexibility to possibly integrate with other GSA systems as part of Active Directory lifecycle management

3.5.3 Work Products/Deliverables

1. Directory Management Service Records Of Additions, Deletion And Changes (W)
2. Directory Services Ad Hoc Reports (W)
3. Directory Services Audit Report (Monthly) (D)
4. Active Directory Health Check Results (Bi-Annually) (D)

3.6 Server Services

The Contractor shall provide technical, administrative, and operational support services for GSA's Server Management Infrastructure and Data Centers in Kansas City, MO and Forth Worth, TX supporting the full lifecycle of server deployment, operations, and applications systems across GSA. The scope of this lifecycle support includes system installation ("server builds"), configuration, administration, maintenance, upgrade, enhancement, monitoring, backup/restore, and management of GSA's operation and application systems. The Contractor shall also provide this lifecycle support for GSA's server assets located elsewhere in the Enterprise via remote access and/or in conjunction with Local Support resources. GSA is in the midst of a significant effort towards data center consolidation and anticipates performing at least one such consolidation during the life of the TO. The Contractor shall do a MAC project plan to assess possible impacts and develop the plans necessary to support consolidation efforts.

The Capacity Management Report is a preliminary document to the Service Level Report. For all IT Services it shall provide: Details of Service capacities (i.e. Agreed capacities versus actual Measured capacity usage); Details of performance (i.e. Agreed versus Measure); Trend analyses (i.e. Expected increase/ decrease in the demand for Service capacities and Threshold values, whose attainment trigger the start of measures for the expansion of Service capacities); Analysis of the effects upon IT capacities by: MACs/cancellations of IT Services, Forthcoming

Changes, New technologies, External changes(e.g. new federal laws, mandates); and Running and planned measures for the increase of Service capacities or performance.

Services consist of:

1. Server Infrastructure Support
2. File and application servers are present across enterprise with plans to consolidate
3. Assistance in server infrastructure policy development
4. Process and procedures development
5. Security and Remediation
6. Disaster Recovery (DR) and Continuation of Operations (COOP)
7. Multi-platform support
8. Storage Infrastructure Support
9. Backup Infrastructure Support
10. Backup / Restore support for user data
11. Performance analysis and reporting
12. Virtualized Infrastructure Support
13. Project Management for Server Services
14. Patching and AV Management

3.6.1 Server Infrastructure Support

3.6.1.1 Desired Outcomes

1. To improve system monitoring analysis, and system administration of GSA databases, operating systems, and servers
2. Seeking thorough analysis of current monitoring environment to further automate alerting/notification of faults, and possible automated remediation or next steps
3. Development of policies, procedures, and products are required to ensure seamless, effective, and efficient operation and maintenance of all GSA IT infrastructure
4. To maintain current and up-to-date hardware and software inventories, provisioning, deployment, and package management
5. Provide virtualized infrastructure support (Server infrastructure; Desktop infrastructure; Multi-platform; Support for peripheral devices, management and reporting systems and associated software)
6. Assistance in server infrastructure policy development
7. To ensure all appropriate software is current and provide testing of backups and restoration activities and reporting results to the PMO in an agreed upon fashion
8. Adherence to (where applicable) data center green IT practices, including the maintenance of average facility temperature of between 68-75 and relative humidity levels to ensure no static build up (e.g., 40%)
9. Improved Green IT compliance through continuous improvements to attaining and exceeding the PUE rating of 1.8 through green data center practices and monitoring of meter outputs
10. To maintain and improve current server availability
11. Reduce operating costs by utilizing consolidation, virtualization, and capacity planning and performance management concepts and practices
12. To provide/introduce strategies and proposals for redundancy and load balancing of all critical servers/services between the two (2) primary Data Centers in Kansas City, MO and Ft. Worth, TX.

13. To translate business needs and plans into capacity and performance requirements for services and IT infrastructure and to ensure that future capacity and performance needs are fulfilled.
14. To manage, control and predict the performance and capacity of operational services. This includes initiating proactive and reactive action to ensure that the performances and capacities of services meet their agreed targets.
15. To manage, control and predict the performance, utilization and capacity of IT resources and individual IT components.
16. To provide other Service Management processes and GSA Management with information related to service and resource capacity, utilization, cost impacts and performance.

3.6.1.2 Constraints

1) Provide 24X7 server infrastructure support services
2) Adhere to physical, logical, and procedural restrictions required to maintain security
3) The Contractor shall use existing government software to manage the backup cycles
4) GSA has Netzoom diagrams showing rack elevations for all but one of its data centers that can be exported to Visio, pdf and other formats. It does not have a consolidated repository of HVAC diagrams, but many are available from GSA's facilities department in CAD format

3.6.1.3 Work Products/Deliverables

1. Infrastructure Work Flows (D)
2. MAC Project Plans (W)
3. Server Availability Reports (Monthly) (W)
4. Backup Status Reports (Daily/Weekly) (W)
5. Backup Report (Monthly) (W)
6. Backup Restoration Report and Quarterly Test Result Report (Monthly/Quarterly) (W)
7. Provisioning Timeliness Report (Monthly) (W)
8. Security Remediation Report (Monthly, based on SAISO scanning) (W)
9. Capacity Management Report (D)

3.6.2 Data Center Support

The Contractor shall provide operations management, maintenance, and support for the GSA data centers located in Kansas City, Missouri and Forth Worth, Texas. Responsibilities include:

1) Act as the liaison with the facilities maintenance personnel and GSA staff
2) Coordinate all HVAC changes with the government staff
3) Maintain infrastructure IAW GSA Policy, i.e. patch and configuration management
4) Floor space management in all designated data centers
5) Rack space management in all designated data centers
6) Data center environmental management and reporting
7) Responsibility for operation/maintenance/monitoring of intrusion detection devices
8) Responsible for all data center environmental monitoring, management and reporting
9) Conduct energy audits to determine the PUE for each data center and report the audit findings and recommendations to the government
10) Develop a plan to increase power efficiency for each data center
11) Execute a government-approved plan to increase power efficiency for each data center in an attempt to achieve maximum efficiency
12) Monitor outsourced activity as it relates to their contracted services in order to provide a seamless capability

13) Ensure that the Consolidated Data Center power supply will supply DC current to run all hardware under all loading conditions
14) Ensure that the Consolidated Data Center power supply will measure 12v consistently
15) Ensure availability and operability of backup generators required in case of facility wide outage due to inclement weather, power surge, etc.
16) Maintain data center temperatures in accordance with green IT practices
17) Maintain relative humidity at 40% within an agreed upon variance
18) The Contractor shall maintain environmental standards at a minimum according to ASHRAE 2008 Environmental Guidelines for Datacom Equipment
19) Data Center and Rack Elevation diagramming and maintenance

3.6.2.1 Desired Outcomes

1) Data Centers are operated in accordance with all applicable Green IT principles
2) Maintain Data Centers in a manner consistent with the Uptime Institute's Tier III certification level
3) Achieve a 1.8 PUE rating and a continuous improvement program exist to identify, develop and implement improvements designed to improve the PUE rating through green data center practices
4) Meet and remain current with ITIL standards and to incrementally improve by moving toward implementation of ISO 20000 processes.

3.6.2.2 Constraints

1) GSA's best estimate is that we are currently working at 1.7 to 2.5 PUE level., The Kansas City Data Center is metered and functioning at a 1.7 PUE (+/-10%) and the Ft Worth Data Center is not metered and functioning at a 2.5 PUE (+/-35%).
2) Adhere to green IT practices
3) Maintain average facility temperature of 68 – 75 degrees F
4) Maintain humidity levels to ensure no static build up

3.6.2.3 Work Products/Deliverables

1. Updated HVAC Diagrams (to include updated floor space, and rack space diagrams) (W)
2. Data Center Management Report (W)
3. Power Efficiency Improvement Plans (W)
4. Back-Up/Restore Processes, Audits, and Test Results (W)
5. Data Center and Rack Elevation Diagram (Quarterly) (W)

3.7 Networking and Communications Services Support

GSA's voice, video, and data network infrastructure is crucial to the agency achieving business and performance goals and meeting the escalating expectations of business customers and staff for secure, high availability, high reliability, high performing and cost efficient access to services and applications.

The Contractor shall operate, maintain and transform GSA's voice, video and data network infrastructure by providing full engineering lifecycle support with the following in mind:

- The "As-Is" environment will not be the "To-Be" environment. The Contractor shall drive transformation and efficiency during the period of performance for this contract
- Operations and maintenance (O&M) work and development, modernization and enhancement (DM&E) work should not suffer resource contention. The Contractor shall staff O&M work while not impeding its ability to perform successfully on DM&E work

- Workload increases and priority/schedule changes will happen. The Contractor shall adjust staffing resources to accommodate additional work and accelerated schedules
- Service level agreements (SLA's) should be meaningful and measurable. The Contractor shall deliver support in accordance with evolving SLA's indicative of a high level of customer satisfaction

3.7.1 Enterprise Infrastructure Operations Monitoring Support

An overview of GSA's information technology infrastructure is described in the As-Is Environment.

The Contractor shall operate, maintain, and transform an Enterprise Infrastructure Operations Center (EIOC). The Contractor, through the EIOC, shall perform enterprise infrastructure operations monitoring of all information technology infrastructure components including, but not limited to:

1. Network telecommunications circuits
2. Network switching and routing equipment
3. Network security systems (internal*)
4. Information technology infrastructure servers (e.g., file, print, domain name service, etc.)
5. Voice over Internet protocol (VoIP) components
6. Video teleconference (VTC) components
7. Video streaming components
8. Environmental monitoring systems
9. Power management devices (e.g., uninterruptable power supply, etc.)

*NOTE: The Contractor will interface with a separate security operations center (SOC). The SOC will be a third-party contractor responsible for GSA's Internet security fabric.

The Contractor shall design the monitoring solution to be scalable and dynamic to allow for adding components during the contract period of performance such as:

- Building automation systems
- Energy metering systems
- Physical access control systems
- Infrastructure back-office applications

The Contractor shall operate, maintain and transform an EIOC resulting in solutions that achieve the following objectives:

1. Secure – ensure solutions comply with all applicable security specifications
2. Available - operate 24 hours per day, 7 days per week with fully functional continuity of operations solution with no gap in automated service
3. Effective – perform continuous, real-time monitoring of all information technology infrastructure devices responsible for service delivery to end users
4. Responsive – ensure solutions meet expectations in terms of being proper and timely
5. Transparent - timely exchange of information across appropriate levels within entire program - contractors, government and vendors/industry partners
6. Complete – ensure reports/documentation are comprehensive, accurate and up-to-date
7. Efficient – achieve operational and cost efficiencies

3.7.1.1 Constraints:

1. The Government will not furnish any space in support of this requirement. Therefore, the Contractor shall make arrangements for contractor personnel to work at one or more of its locations
2. The Contractor will typically not be required to travel in support of this requirement

3.7.1.2 Work Products/Deliverables

1. NOC-to-EIOC Transition Project Plan (D)

3.7.2 Networking Services Support

An overview of GSA's voice, video and data network infrastructure is described in the As-Is Environment.

The Contractor shall perform networking services support to include:

- full engineering lifecycle support of networking solutions
- diagnose, troubleshoot and repair issues impacting networking services
- enable access by wireless and wired devices to the network infrastructure.
- support security services such as firewalls, DNSSEC, IDS/IPS and SEIM

The Contractor shall retain two staff having top-secret background investigation (TS/SSBI) for the purpose of providing networking security services support expertise.

The Contractor shall operate, maintain and transform GSA's voice, video and data network infrastructure by providing full lifecycle engineering support resulting in solutions that achieve the following objectives:

- Secure – ensure solutions comply with all applicable security specifications
- Effective – ensure positive customer experience by delivering high performing solutions
- Responsive – ensure solutions meet customer expectations in terms of being proper and timely
- Complete – ensure reports/documentation are comprehensive, accurate and up-to-date
- Efficient – achieve operational and cost efficiencies

The Contractor may provide support via local level to the individual end user or end user device. The Contractor will focus primarily on enterprise wide issues. The Contractor will coordinate with contractor local support for "touch support" at the local level.

3.7.2.1 Constraints

1) The Government will furnish little, if any, space in support of this requirement. Therefore, the Contractor shall make arrangements for contractor personnel to work at one or more of its locations
2) The Contractor may be required to travel in support of this requirement
3) The Government will furnish equipment maintenance support (parts delivery only). The Contractor shall install replacement parts

3.7.2.2 Work Products/Deliverables

1. Network Usage Information (W)
2. Network and Communications Transformation Plan (D)

3.7.3 Telecommunications Services Support

The Government has an As-Is inventory of approximately 50,000 voice (VoIP and PSTN) and data (see As-Is Environment, Attachment 18) Circuit Locations. The Government will be migrating most of its voice telecommunications infrastructure to leverage SIP [4]trunking to support VoIP across the enterprise. The Government will still maintain legacy PSTN service in some locations.

The Government has an As-Is inventory of calling cards, toll free numbers and conference bridges (see As-Is Environment, Calling Cards, toll Free Numbers, Conference Bridges).

The Contractor shall perform telecommunications services support to include:

- maintain asset management inventory information about all OCIO-managed telecommunications services infrastructure
- produce reports to include incident and traffic management
- perform vendor/industry partner SLA verification
- reconcile invoices
- facilitate incident escalation with vendor/industry partner
- research requirements and identify specifications to meet end user requirements
- facilitate migrations and implementation of changes until accepted as operational and can be turned over to the EIOC for support

The Government will furnish access to automated inventory management information systems (e.g., TOPS, eMorris, various vendor portals, internal systems, etc.)

The Contractor shall provide full engineering lifecycle support to provision telecommunications services resulting in solutions that achieve the following objectives:

- Secure – ensure solutions comply with all applicable security specifications
- Effective – ensure positive customer experience by delivering high performing solutions
- Responsive – ensure solutions meet customer expectations in terms of being proper and timely
- Complete – ensure reports/documentation are comprehensive, accurate and up-to-date
- Efficient – achieve operational and cost efficiencies

The Contractor typically will not provide support directly to the individual end user or end user device. The Contractor will focus almost exclusively on enterprise wide issues. The Contractor will coordinate with contractor local support for “touch support” at the local level.

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[4] The SIP trunking migration will be performed by a third-party vendor and the GTO contractor will facilitate and support the migration.

3.7.3.1 Constraints

1) The Government will furnish little, if any, space in support of this requirement. Therefore, the Contractor shall make arrangements for contractor personnel to work at one or more of its locations
2) The Contractor may be required to travel in support of this requirement
3) The Government will not delegate the ability to commit government funds for the purpose of placing orders for service

3.7.4 Voice Communications Services Support

An overview of GSA's voice communications services infrastructure is described in the As-Is Environment and its Attachments.

The Contractor shall perform voice communications services support to include:

- produce reports to include: incident and traffic management
- perform vendor/industry partner SLA verification
- facilitate incident escalation with vendor/industry partner
- research requirements and identify specifications to meet end user requirements
- facilitate implementation of changes until accepted as operational and can be turned over to the EIOC for support
- maintain asset management inventory information about all OCIO-managed voice communications services infrastructure

The Contractor shall operate, maintain and transform GSA's voice communications services infrastructure by providing full lifecycle engineering support resulting in solutions that achieve the following objectives:

- Secure – ensure solutions comply with all applicable security specifications
- Effective – ensure positive customer experience by delivering high performing solutions
- Responsive – ensure solutions meet customer expectations in terms of being proper and timely
- Complete – ensure reports/documentation are comprehensive, accurate and up-to-date
- Efficient – achieve operational and cost efficiencies

The Contractor may provide support via local level to the individual end user or end user device. The Contractor will focus almost exclusively on enterprise wide issues. The Contractor will coordinate with contractor local support for "touch support" at the local level.

3.7.4.1 Constraints

1) The Government will furnish little, if any, space in support of this requirement. Therefore, the Contractor shall arrange for contractor personnel to work at one or more of its locations.
2) The Contractor may be required to travel in support of this requirement.

3.7.5 Video Communications Services Support

An overview of GSA's video communications services infrastructure is described in the As-Is Environment.

The Contractor shall perform video communications video services support to include:

- scheduling shared enterprise resources such as a video bridge or video end point in a conference room (end user will reserve room)

- providing real-time (during events) remote troubleshooting assistance to end user support or end user for the purpose of resolving incidents/problems impacting service delivery
- facilitate incident escalation with vendor/industry partner
- research requirements and identify specifications to meet end user requirements
- facilitate implementation of changes until accepted as operational and can be turned over to the EIOC for support
- maintain asset management inventory information about all OCIO-managed video communications services infrastructure

The Contractor shall operate, maintain and transform GSA's video communications services infrastructure by providing full lifecycle engineering support resulting in solutions that achieve the following objectives:

- Secure – ensure solutions comply with all applicable security specifications
- Effective – ensure positive customer experience by delivering high performing solutions
- Responsive – ensure solutions meet customer expectations in terms of being proper and timely
- Complete – ensure reports/documentation are comprehensive, accurate and up-to-date
- Efficient – achieve operational and cost efficiencies

The Contractor typically will not provide support directly to the individual end user or end user device (except as noted above). The Contractor will focus almost exclusively on enterprise wide issues. The Contractor will coordinate with contractor local support for "touch support" at the local level.

3.7.5.1 Constraints

1) The Government will furnish little, if any, space in support of this requirement. Therefore, the Contractor shall arrange for contractor personnel to work at one or more of its locations.
2) The Contractor may be required to travel in support of this requirement.

3.7.6 Online Meeting Services Support

An overview of GSA's online meeting services infrastructure is described in the As-Is Environment under Cisco Unified MeetingPlace.

The Contractor shall perform online meeting services support to include:

- establish, monitor and record online meetings pursuant to customer requirements
- providing real-time (during events) remote troubleshooting assistance to end user support staff or end user for the purpose of resolving issues impacting service delivery
- facilitate incident escalation with vendor/industry partner
- produce reports to include incident and resource management
- research requirements and identify specifications to meet end user requirements
- facilitate implementation of changes until accepted as operational and can be turned over to the EIOC for support
- maintain asset management inventory information about all OCIO-managed online meeting services infrastructure

The Contractor shall operate, maintain and transform GSA's online meeting services infrastructure by providing full lifecycle engineering support resulting in solutions that achieve the following objectives:

- Secure – ensure solutions comply with all applicable security specifications
- Effective – ensure positive customer experience by delivering high performing solutions
- Responsive – ensure solutions meet customer expectations in terms of being proper and timely

- Complete – ensure reports/documentation are comprehensive, accurate and up-to-date
- Efficient – achieve operational and cost efficiencies

The Contractor typically will not provide support directly to the individual end user or end user device (except as noted above). The Contractor will focus almost exclusively on enterprise wide issues. The Contractor will coordinate with contractor local support for "touch support" at the local level.

3.7.6.1 Constraints

1) The Government will furnish little, if any, space in support of this requirement. Therefore, the Contractor shall arrange for contractor personnel to work at one or more of its locations.
2) The Contractor may be required to travel in support of this requirement.

3.7.7 Remote Workforce Staff

GSA seeks full enterprise-wide operational support for its remote access infrastructure including Citrix Xenapp, XenDesktop, and VPN. An overview of GSA's remote access infrastructure is described in the As-Is Environment under Remote Access Technology.

The Contractor shall perform the remote access infrastructure services to include:

- Monitor, operate, maintain and troubleshoot, agency-wide day-to-day Remote Access technologies to include, Citrix Xenapp, Citrix XenDesktop, Citrix Netscaler (ICA proxy, PN Agent and SSL VPN), and IPSec Virtual Private Network (VPN), and their supporting clients/plugins. CPU load, available disk space, as well as downed system services must be tracked and alerts sent out to appropriate staff via email or other agreed upon escalation process when configured thresholds are exceeded
- Provide Level 3 expertise in Remote Access connectivity products/services to the Regional Local Support Staffs, which includes but not limited to administrating and troubleshooting authentication and connectivity issues with Citrix Xenapp, Citrix XenDesktop, Citrix Netscaler, or IPSec/SSL VPN products.
- Provide installation and troubleshooting of the IPSec and SSL VPN Infrastructure.
- Provide and maintain infrastructure documentation to include logical schematics of the IPSec and SSL VPN infrastructure, as well as the Citrix Xenapp/XenDesktop environments.
- Assist in the engineering, planning, design, configuration, installation, maintenance, troubleshooting, monitoring, security, project management, documentation, testing and emerging technologies support of GSA's Mobile Workforce technologies.
- Maintain a Citrix and VPN test lab environment.
- Support the completion of the enterprise Xenapp farm re-architecture project currently underway, from Xenapp 5.x using Windows Server 2003 to Xenapp 6.5 using Windows Server 2008, in a highly distributed environment.

3.7.7.1 Desired Outcomes

1) Enable access to the GSA information infrastructure from anywhere at any time.
2) Evaluate new technologies to provide faster and cost effective networks to access information.
3) Maintain an uptime availability of 99.9% for the Citrix Xenapp, XenDesktop, IPSec and SSL VPN infrastructure.

3.7.7.2 Constraints

1) Monitor the Citrix and VPN system components 24 x 7.

3.8 Asset Management and Inventory Management Support

The Contractor shall provide ITIL-based asset management support that includes hardware and software inventories, provisioning and software deployment (package management), and security (anti-virus and anti-malware) management via a standardized enterprise management solution, service level agreements, service catalogs, warranties and knowledge. Support shall include approved GSA standard software (COTS) and named enterprise-wide business line applications.

1) The Contractor shall provide an Asset Management and Inventory Management Plan and Schedule.
2) The Contractor shall ensure asset management and inventory management support is compliant with GSA policies, federal regulations, and contractual requirements.
3) The Contractor shall perform an annual validation of the asset inventory for completeness and accuracy.
4) GSA establishes appropriate records as part of provisioning and the Contractor shall be responsible for maintaining those records as changes occur.
5) The Contractor shall support the preparation of assets for decommissioning and disposal.
6) The Contractor shall provide complete, current, and auditable asset status reports.

3.8.1 Desired Outcomes

1) Automated tracking, control, and financial management of assets (devices and applications) that comprise the GSA IT infrastructure in accordance with ITIL processes.
2) IT infrastructure asset management that allows GSA to anticipate impacts on IT services that result from a change, and manage the evolving relationship of those assets with customers, departments and locations and external suppliers.
3) Use of install, move, add, change best practices in order to improve assets service levels, and manage service risks and IT resources in a cost-effective manner.
4) Accurate real-time data with an ability to query and obtain asset information to:
   - Identify problem trends for an asset
   - Quantify an asset failure's impact on a business
   - Manage lease and maintenance costs
   - Manage software license and upgrade costs

3.8.2 Constraints:

1) The Contractor shall use the EITM system in performance of asset management and inventory management.
2) Any automated solutions provided by the Contractor must be able to securely interface with and support the EITM system without degradation of EITM functionality.
3) The Contractor shall manage assets in accordance with industry best practices that align with ITIL, such as those consistent with the International Association for IT Asset Managers (IAITAM).
4) Management of asset records for the last four years has been performed according to established procedures. Asset management records older than four years are in an unknown condition.

3.8.3 Work Products/Deliverables

1) Asset Inventory Updates and Reports (W)

2) Asset Management and Inventory Management Plan and Schedule (D)

3.9 Configuration Management

The Contractor shall implement ITIL aligned configuration management policies and procedures and provide cradle to grave configuration management services. This includes verification of configuration records against the IT infrastructure and corrective actions for exceptions found the Contractor shall:

1) Provide a dedicated Configuration Management Process Owner
2) Provide patch management services for all GSA Information Technology equipment to include: management, audit tracking, and reporting to all hardware assets
3) Establish a maintenance cycle based on the most current ITIL version
4) Test all patches prior to release to ensure that the systems maintain the availability standard established by GSA
5) Maintain system documents including logical and physical diagrams; recording of all customized settings on hardware, firmware, or software is required. The documentation shall be sufficient to allow new personnel or a third party to follow the changes made.

3.9.1 Desired Outcomes

1) Account for all IT assets and configurations and obtain accurate information on configurations and a sound basis for incident, problem, change and release management
2) Proper authorization and control over CMDB data
3) Periodic audits and reviews of IT services and their configuration items.
4) Accurate information on IT services and their configuration items
5) Compliance with the GSA Technical Standards Image management services support for GSA's enterprise-wide Standard / Gold images will use industry standard software release life cycles management

3.9.2 Constraints

1) Frequency; semi-annually or following Government request
2) ANSI/EIA-649-A National Consensus Standard for Configuration Management (2004)

3.9.3 Work Products/Deliverables

1) Configuration Management Documentation (W)
2) Patch Management and Response (D)

4 Emerging Technology Integration Support

The Contractor shall, on a continuing basis, keep abreast of IT innovations in technology, processes, and procedures and, when requested by GSA or deemed appropriate by the Contractor or on at least a quarterly basis, report their findings and recommendations to GSA. The Contractor shall provide recommendations regarding the introduction and integration of innovative and new technology trends that would improve and enhance service delivery to GSA stakeholders, management, or customers. This shall include participation in market research and evaluation of potential hardware and software, preparation of cost estimates, and provision of evaluative analysis of products.

The Contractor shall provide support for strategic communications and organizational change efforts conducted by GSA. GSA is in the midst of organizational change at an ever-increasing rate. When the rehabilitation of GSA’s headquarters at 1800 F St in Washington DC is complete only one third of the employees assigned will have actual office space in that facility: the remainder will be Teleworking.

1) Using the GSA OCIO Strategic Plan and in concert with operational challenges and market innovations, the Contractor shall assist in the research and preparation of IT business cases and feasibility studies for new technology implementation that best meets GSA needs, cost, performance and quality objectives
2) The Contractor shall develop communications products including white papers, flyers, and web page articles describing key elements of GTO services
3) The Contractor shall develop, propose, and implement mechanisms and methods for the management of enterprise communications to measure, monitor, and improve the effectiveness of strategic communications in improving daily operations
4) The Contractor shall monitor and report on the impacts on organizational behavior as it relates to implementation of new services and performance of existing services
5) Upon request assist in the development of models for GSA managed services user fees and chargebacks

4.1.1 Desired Outcomes

1) The enterprise IT infrastructure maintains "state-of-the-industry" capability throughout the life of the TO including standard software/application “suites” for supported devices such as those listed in section 3.2.2 Constraints, paragraph 3.
2) New IT infrastructure capabilities are thoroughly researched and tested before being implemented in the enterprise IT infrastructure
3) Organizational behavior changes to fully utilize the enterprise IT infrastructure are well communicated and implemented

4.1.2 Work Products/Deliverables

1) Market Research Reports and Trend Analysis results (W)
2) White Papers and Feasibility Studies (W)
3) Draft IT Business Case Data (W)
4) Technology Recommendations (W)

4.1.3 Enterprise IT LAB Operations and Maintenance

1) The Contractor shall provide technical resources and support for an enterprise IT testing lab. The creation and maintenance of IT lab environment is necessary for internal research and enterprise application development. The lab will enable developers to test in an environment that mirrors the production “live” network or in a simulated remote access mode. The Lab shall support Active Directory (AD), software patch management, remote/telework, and enterprise applications efforts.
2) The lab will be an integrated platform for the testing and research of new technologies and configurations.

4.1.3.1 Desired Outcomes

1) Successfully designed, implemented, operated, and maintained Enterprise IT LAB which provides an environment that supports testing of additional capabilities (devices, networks, applications, configurations/settings)

4.1.3.2 Constraints

1) The Enterprise IT LAB shall be located in a Contractor furnished facility within the DC metro area for easy access by GSA staff.

5 Enterprise IT Infrastructure Support of as Needed Capabilities

5.1 Planned and Unplanned Contingency Support (Surge Support)

There is a category of events that are unpredictable and often driven by external circumstances that are not under GSA control. There are times when the proposed staffing will be insufficient to cope with the level of demand for GTO services. The Contractor shall have in place procedures to cope with increased demands that peak above proposed thresholds.

1) As determined and approved by the Government, in the event of a contingency the Contractor shall provide contingency support on both a planned and unplanned basis to support an increased workload. Contingency support will be for major planned exercises, special events, major moves, and actual crisis operations. When considering staff to serve in this role, the same hiring principles should apply for surge support staff as for personnel proposed under the basic services. The Contractor shall ensure that the appropriate numbers of resources with the requisite skill sets are allocated.
2) The Contractor shall seek Government approval in advance of incurring any costs associated with surge or contingency support for exercises, COOP, DR, major moves, or special events costs. Government approval shall be authorized by the Contracting Officer. Contractor personnel may be required to work more than eight hours during a business day or when operational conditions require continuous staffing 24 hours per day, 7days per week during emergency conditions. The Contractor shall develop and maintain a Surge Support Plan, documenting the strategy to provide the additional support to the Government when required. The Contractor shall assist GSA with an after-action assessment to document lessons learned.
3) The Contractor shall provide short term (usually not to exceed one week) support to overseas locations for emergency operational support that requires hands-on assistance within 24 hours of Government approval. The Contractor shall provide day-to-day operational support for periods of two to six weeks to temporarily replace or supplement government support staff or for special implementation support to overseas sites.

5.1.1 Constraints:

1) Deployment may include areas in the process of disaster recovery and may be for extended periods of time

5.2 Special Event and Project Support

GSA provides support to a variety of events, special projects, and conferences where a key element of the support includes IT infrastructure. Some events and special projects are very predictable, e.g. GSA's annual Expo; and The President's Transition Team (PTT) and The President's Inauguration Committee (PIC) both of which occur every 4 years. Other events and special projects are not as predictable, e.g. participation in or hosting of conferences, though there is a need to maintain the capability to respond to them.

GSA OCIO currently supports the Election Assistance Commission (EAC) for its messaging needs. In addition, once every four years, it is necessary to provide electronic messaging support for the IT support for the Presidential Transition Team (PTT). Ensure an IT infrastructure is in place and ready to host 500 to 700 workers the day after Election Day.

5.2.1 Special Event and Conference Support

The Contractor shall provide event and conference support where on-site IT technical support is required to include: audio/video services, cyber-café, presenter podium equipment, and associated conference/event

presentation peripherals. The Contractor shall provide client support services, which may include desktop, mobile, network, and associated peripheral hardware support as directed.

Events and conferences that require more than 1 business day of technical support will be supported under this task, e.g. GSA Expo, FedFleet Expo, and Outreach Europe. Events and conferences that require no more than 1 business day of technical support shall be provided under PWS Section 3.4 Local Support.

5.2.1.1 Desired Outcomes

1) Events (planned/unplanned and predictable/unpredictable) receive responsive and appropriate IT infrastructure support

5.2.2 Training Support:

The Contractor shall provide training and knowledge transfer services to instruct GSA stakeholders and clients on the use of common information technology that is included in the standard GSA application set.

The Contractor shall develop, implement, and manage formal classroom training, hands-on training, Webinars, Instructional videos, and associated training materials and user guides to support the successful implementation and operation of enterprise IT capabilities.

Training support shall include:

1) IT Training for new employees for login / access/ etc. for applicable applications from the GSA standard applications suite and standard GSA IT infrastructure
2) Training for new applications/platforms as they are added to the standard GSA suite
3) Annual refresher training (e.g. FISMA, remote access, proper use, etc.) for all GSA employees and contractors

5.2.2.1 Desired Outcomes

1) Training provided is effective, efficient and significantly improves the user's ability to utilize the subject capability(ies).
2) Training materials are high quality and fully support the training objectives
3) GSA-accessible knowledge database/portal to capture and maintain on-going knowledge transfer

5.2.2.2 Deliverables/Work products

1) GTO Training Plan (D)

2) Training Media, Materials, and Guides (W)

5.2.3 Special Projects Support

The Contractor shall provide support for various IT Infrastructure special projects as they arise. Projects could include presidential transition activities (PTT, PIC, EAC, etc.); major moves, adds, or changes at an existing site or adding a new site; or infrastructure initiatives to meet external regulatory mandates. Projects of this scale require significant planning and coordination and the Contractor shall provide support throughout the life cycle of the project.

5.2.3.1 Desired Outcomes

1) Large projects are properly planned, developed and implemented on time and under budget
2) Capacity impacts (both Government and Contractor) are identified clearly and early

3) All As-Is documentation/repositories are updated

5.2.3.2 Deliverables/Work products

1) Project Plans (W)
2) Project status reports and updated documentation (W)

6 Project Management

GSA's goal is to provide IT services that provide value to its customer base in an ongoing and cost efficient manner. GSA is seeking to add structure, rigor and to put processes in place to prevent unauthorized changes to the IT infrastructure and enhance discipline to develop and follow formal PMI and ITIL processes in order to lessen risks and deliver predictable results in a repeatable manner. The Contractor shall conduct GTO project management in accordance with the Project Management Institute PM Body of Knowledge (PMBOK - edition at time of award) and the Information Technology Infrastructure Library (ITIL) framework as adopted by GSA for:

- Incident Management
- Problem Management
- Change Management
- Release Management
- Service Asset and Configuration Management

The Contractor shall be ready to support the exploration of increasing compliance with the full ITIL lifecycle, growing GSA's sophistication in IT Management.

6.1 Activity –Based Project Management Reporting

GSA is seeking greater cost accountability and capability to track information technology services, which require project[5] management type support (project planning, execution and tracking). GSA OCIO will be required to report activity-based costing with project-specific descriptions of services provided along with associated costs and delivered benefits. For example, a relocation of a regional office that might involve 100 resident employees and 250 teleworking employees would be considered a "project". Project management would involve the identification, costing, scheduling, and staffing of all activities required to conduct a timely relocation with

[5]" A project is a temporary undertaking to create a unique product or service with a defined start and end point and specific objectives that, when attained, signify completion." While this definition is useful, it does not address the distinction between activities that should be considered routine and within the scope of the FFP elements of the PWS and activities that when considered together are beyond the routine and should have additional planning and resources in order to assure successful completion. The offeror is required to propose a set of definitions that they can demonstrate increase effectiveness or efficiency

minimum disruption to normal business operations. The Contractor shall be required to routinely develop project plans when modifications or enhancements to the IT Infrastructure or other services requiring project planning are required. The need for a project plan shall be determined by the Government based on input from the Contractor and the Government's needs and constraints. Project management type tasks have been historically associated with the following services at an estimated percentage of total costs as noted in the table below:

Table 1 Typical PMO Tasks

TASK	O&M	Projects
PMO	59%	41%
Client Management Services	49%	51%
Helpdesk	90%	10%
Local Support	95%	5%
Network	59%	41%
TOTAL	73%	27%

6.1.1 Desired Outcomes

1) The Contractor shall provide enterprise-wide activity-based project cost reporting by functional and task area on a monthly basis (included with the Monthly Status Report)
2) Obtain timely and accurate project plans, schedules, cost estimates and final costs at completion for each project in a form/format that is acceptable to GSA for projects and major service activities
3) IT projects are delivered on time and on budget while meeting all performance standards.

6.1.2 Work Products/Deliverables

1) Activity-Based Project Management Reports (W)

6.2 Problem Management Support

The Contractor shall provide a Problem Analysis and Resolution Management Plan that describes the processes, procedures and overall approach to be used to conduct problem management and analysis as described in the most current ITIL version. The Problem Management Plan must be incorporated into the GSA approved Contractor Task Order Management Plan.

6.2.1 Desired Outcomes

1) Problems shall be identified in a timely manner through the capture, tracking and analysis of incident data
2) The Contractor shall develop recommendations for problem resolution including development of appropriate analysis result reports, resolution business cases and full life cycle cost estimates

6.2.2 Constraints

This subsection intentionally left blank

6.2.3 Work Products/Deliverables

1) Problem Analysis and Resolution Management Plan (D)
2) Problem Analysis Report (as required) (W)
3) Problem Resolution Business Case Analysis (as required) (W)

6.3 Requirements Management Support

The Contractor shall provide a Requirements Management Plan to manage the GSA enterprise IT requirements. These requirements include current and new:

1) GTO service requirements
2) Enterprise IT infrastructure capabilities (including new technologies)

The Requirements Management Plan must be incorporated into the GSA approved Contractor Task Order Management Plan. The Contractor shall be responsible for maintaining appropriate requirements products including a Requirements Management Repository.

6.3.1 Desired Outcomes

1) The Requirements Repository shall accurately and completely reflect all known GSA enterprise IT infrastructure and GTO Service requirements
2) The Contractor shall develop recommendations for adoption of new requirements including development of appropriate business cases and full life cycle cost estimates

6.3.2 Constraints

This subsection intentionally left blank

6.3.3 Work Products / Deliverables

1) Requirements Management Plan (D)
2) New Requirement Business Case Analysis (W)

7 Enterprise Architecture Support

The Contractor shall provide an Architecture Management Plan to manage the configuration of the enterprise IT architecture and ensure conformance with GSA Enterprise Architecture Policy, GSA Order 2110.2, dated November 26, 2008, and the GSA Information Technology (IT) Standards Profile, GSA Order 2160.1D, dated September 2, 2010. The Architecture Management Plan must be incorporated into the GSA approved Contractor Program Management Plan. The Contractor shall be responsible for maintaining appropriate architecture products depicting the GSA infrastructure architecture. The Contractor shall develop these products in a format that can be integrated into the GSA Enterprise Architecture repository using the GSA standard technology architecture tool (currently, IBM System Architect).

7.1.1 Desired Outcomes

1) The GSA Enterprise Architecture As-Is architecture shall accurately and completely reflect the actual state of the GSA enterprise IT infrastructure
2) The Contractor shall develop in conjunction with the GSA EA office the appropriate products necessary to support the Enterprise Architecture

7.1.2 Constraints

1) The current GSA EA repository is IBM System Architect

7.1.3 Work Products / Deliverables

1) Architecture Management Plan (D)
2) EA Repository Update (W)

8 Security and FISMA Support Services

The Contractor shall provide system security support to maintain and enhance the security fabric of GSA's infrastructure by monitoring and managing security risks. This includes regular updates of the Enterprise IT Infrastructure Security Plan as an overarching plan with an objective of ensuring that all appropriate GSA and Application System's plans, when examined together, provide the appropriate level of coverage of security appropriate the overall GSA IT Infrastructure and government requirements.

1) The Contractor shall provide Interconnection Security Agreements (ISA) and supporting Memorandum of Agreement/Understanding (MOA/U), completed in accordance with NIST 800-47, "Security Guide for Connecting Information Technology Systems", for existing and new interconnections. Per NIST 800-47, an interconnection is the direct connection of two or more IT systems for the purpose of sharing data and other information resources through a pipe, such as ISDN, T1, T3, DS3, VPN, etc. Interconnections agreements shall be submitted as appendices to the System Security Plan.
2) The Contractor shall maintain and update a POA&M for mitigation and improvements on a quarterly basis.
3) The Contractor shall conduct security related tasks using automated methods whenever possible, to minimize security risks, alert GSA to potential issues, and allow for regular scrutiny of operations for any abnormalities.
4) The Contractor shall provide server security services related to hardening and Windows Group Policy administration (GPO), basic intrusion detection (IDS), antivirus, and access control. The Contractor shall also provide notification of security breaches and implement corrective actions to rectify risks and secure resources and information and perform ongoing security diligence and recommendations to improve security monitoring.
5) The Contractor shall coordinate and assist GSA in the necessary activities and in providing the necessary documentation to meet FISMA security requirements and GSA Policies for a Moderate Impact" system. This requirement includes support for the following activities:
    - Authorization and Accreditation Support
    - Risk Management Register Development, Management, and Maintenance
    - System Remediation Support
    - System Hardening Support
    - System Scanning Support
    - System Patching Support
    - Policy Modification Support
    - Process/Procedure Development Support

8.1.1.1 Desired Outcomes

1) Identify security monitoring improvement opportunities for all GSA enterprise IT infrastructure systems.
2) All systems are protected against external and internal security threats
3) All systems have Authority to Operate
4) New systems have Interim Authority to Operate at appropriate time

5) Maintain authentication venues for the enterprise and appropriate business line applications

8.1.1.2 Constraints

1) Any automated solutions provided by the Contractor must be able to effectively and efficiency interface with and support the existing GSA EITM system
2) Security tasks shall comply with the latest version of all applicable regulations, policies, procedures, and standards. These may include, but are not limited to the documents identified in the Table 2 Applicable Security Standards below.

Table 2 Applicable Security Standards

Document ID	Document Title	Date/ Version
GSA Order CIO P 2100.1G	GSA Information Technology (IT) Security Policy	
GSA Order CIO 2100.3A	IT Security Training Requirement For Agency and Contractor Employees with Significant Security Responsibilities	
GSA Order CIO P 2181.1	GSA HSPD-12 Personal Identity Verification and Credentialing Handbook	October 20, 2008
GSA Order CIO 2104.1	GSA Information Technology (IT) General Rules of Behavior	July 3, 2003
GSA Order CPO 1878.1	GSA Privacy Act Program	October 27, 2003.
GSA IT Security Procedural Guide 04-26	FISMA Implementation	
GSA IT Security Procedural Guide 06-29	Contingency Plan Testing	
GSA IT Security Procedural Guide 06-30	Managing Enterprise Risk	
GSA IT Security Procedural Guide 08-39	FY 2009 IT Security Program Management Implementation Plan.	
GSA IT Security Procedural Guide 09-44	Plan of Action and Milestones (POA&M)	
	Federal Information Security Management Act (FISMA) of 2002.	
	Clinger-Cohen Act of 1996 also known as the “Information Technology Management Reform Act of 1996.	
	Privacy Act of 1974 (5 U.S.C. § 552a).	
Homeland Security Presidential Directive (HSPD-12)	Policy for a Common Identification Standard for Federal Employees and Contractors	August 27, 2004
Office of Management and Budget (OMB) Circular A-130	Management of Federal Information Resources”, and Appendix III, “Security of Federal Automated Information Systems”, as amended.	
OMB Memorandum M-04-04	“E-Authentication Guidance for Federal Agencies	
FIPS PUB 199,	Standards for Security Categorization of Federal Information and Information Systems.	February 2004
FIPS PUB 200,	Minimum Security Requirements for Federal Information and Information Systems	

Document ID	Document Title	Date/ Version
FIPS PUB 140-2,	Security Requirements for Cryptographic Modules	
NIST Special Publication 800-18 Rev 1,	Guide for Developing Security Plans for Federal Information Systems	
NIST Special Publication 800-30	Risk Management Guide for Information Technology Security Risk Assessment Procedures for Information Technology Systems	July 2002
NIST Special Publication 800-34	Contingency Planning Guide for Information Technology Systems	
NIST SP 800-37, Revision 1	Guide for the Security Certification and Accreditation of Federal Information Systems.	February 2010
NIST SP 800-39	Managing Information Security Risk: Organization, Mission, and Information System View	March 2011
NIST SP 800-46 Revision 1	Guide to Enterprise Telework and Remote Access Security	June 2009
NIST Special Publication 800-47	Security Guide for Interconnecting Information Technology Systems	
NIST Special Publication 800-53 Revision 3	Recommended Security Controls for Federal Information Systems.	August 2009
NIST Special Publication 800-53A rev 1	Guide for Assessing the Security Controls in Federal Information Systems.	June 2010

8.1.1.3 Work Products/Deliverables

1) IT Security Plan (D) as required by 539.7002 of the GSA Acquisition Manual[6]
2) Information System Interconnection Agreements (Reference: NIST 800-53 control CA-3) (W)
3) Plan of Action and Milestones (POA&M's)(W)
4) Patch Management/Virus Release Statistics (W)

9 Continuity of Operations and Disaster Recovery Support

The primary objective of this task is to improve and maintain GSA's OCIO's readiness response to planned and unplanned contingencies through exercises support and a viable Continuity of Operations (COOP) and Disaster Recovery (DR) Program for critical infrastructure and network security operations. Presidential Decision Directive 67 requires that all federal departments and agencies have a viable COOP capability that ensures the performance of their essential functions during any emergency or situation that may disrupt normal operations

[6] See https://www.acquisition.gov/gsam/current/pdf/GSAM.pdf

and leave office facilities damaged or inaccessible. The Contractor shall manage and maintain the GSA OCIO COOP and DR sites to include:

1) Ensuring that all support staff functions are designed such that no critical function poses a single point of failure.
2) Supporting tests, pre-incident training, and exercises in order to demonstrate and improve the agency's ability to execute the plan.
3) Providing periodic training sessions and training aides to prepare employees to use the specific technology and procedures during the COOP exercise.
4) Participating in response team deployments for on-site support requirements on an as needed basis.
5) Assisting GSA to in preparations necessary for recovery to an operational status and providing restoration services after each security event or incident as applicable.
6) Providing a communications capability that permits management to coordinate recovery tasks across each of GSA's critical departments and the supporting functions for each of those departments.
7) Researching, evaluating, and proposing the IT infrastructure at the COOP sites(s) on an ongoing basis.
8) Engineering data redundancy systems to ensure that critical files are available (as defined by the COOP Plan).
9) Assisting the government in designing and coordinating installation of necessary site telecommunications that provide multiple, highly redundant communications links as defined by the COOP Plan requirement.

In situations where impending or predictable events are anticipated (such as weather emergencies or transit strikes) GSA may direct and the Contractor shall place employees in temporary quarters near GSA sites so that operations can continue. The normal expenses and limitations for housing and meals will apply and will be reimbursed by GSA.

9.1.1.1 Desired Outcomes: COOP

1) Maintain a high level of readiness.
2) Be capable of implementation, both with and without warning.
3) Take maximum advantage of existing agency field infrastructures.
4) Be operational no later than 12 hours after activation.
5) Maintain sustained operations for up to 30 days.
6) Provide annual individual and team training of GSA COOP contingency staffs and emergency personnel to ensure currency of knowledge and integration of skills necessary to implement COOP plans and carry out essential functions.
7) Execute annual internal GSA testing and exercising of COOP plans and procedures to ensure the ability to perform essential functions and operate from designated alternate facilities.
8) Perform quarterly testing of alert and notification procedures and systems for any type of emergency.

9.1.1.2 Desired Outcomes: DR

1) Ensure the continuous performance of the agency's essential functions/operations during an emergency.
2) Protect essential facilities, equipment, records, and other assets.
3) Reduce or mitigate disruptions to operations.
4) Reduce loss of life, minimize damage and losses.

5) Achieve a timely and orderly recovery from an emergency and resumption of full service to reduce any complexity, confusion, or exposure to error that may occur

9.1.1.3 .Constraints

1) Adhere to Agency COOP Plans.

9.1.1.4 Work Products/Deliverables

1) Contractor Deployment Roster (D)
2) Emergency Response Team Process and Procedures (D)
3) Testing of Alert & Notification Procedures and Systems (results) (Quarterly) (D)
4) Annual COOP & DR Training Materials and Training (D)
5) COOP and DR Activation Reports (W)

10 Optional Services

10.1 PBS Data Center Operations and Maintenance

GSA is considering including both the PBS Enterprise Services Data Center (ESC) located in Chantilly, VA and the PBS Regional Application Data Centers in the scope of this acquisition depending on the value provided by the GTO offering versus existing support. This is defined an optional service that the Government may exercise.

The Contractor's role shall be to operate, administer, and maintain the PBS ESC and the PBS Regional Applications Data Centers (located in each GSA region). PBS Regional Application Server and PBS ESC server requirements are as follows:

1) The Contractor shall provide technical, administrative, and operational support services for GSA's Server Management Infrastructure supporting the full lifecycle of server deployment, operations and applications systems across GSA IAW GSA Policy, i.e. patch and configuration management. The scope of this lifecycle support includes system installation ("server builds"), configuration, administration, maintenance, upgrade, enhancement, monitoring, backup/restore, patching, and management of GSA's Operation and application systems
2) The Contractor shall monitor and manage an enterprise wide automated backup / restoral service including the distribution and maintenance of appropriate server software, connectivity, and backup repositories. Maintenance includes ensuring all appropriate software is current, testing of backups and reporting results to the PMO in an agreed upon fashion
3) The Contractor shall establish and periodically test contingency plans in the event of backup failure. Management includes the periodic auditing of backups and reporting results to PMO in an agreed upon manner
4) The Contractor shall notify GSA staff when backups run beyond the core hours of operation
5) The Contractor shall maintain all media archiving processes established by GSA. The Contractor shall use existing government software to manage the backup cycles as stated by GSA. The Contractor shall maintain all media archiving processes established by GSA
6) The Contractor shall provide application support (application trouble shooting, installation, patches)
7) The Contractor shall provide building monitoring support

10.1.1 Desired Outcomes

1) Existing service and quality levels continue to be met: Tier 3 Facility rating maintained

2) Contracted support services are maintained to assist in management functions that provide system or network fault indication, performance monitoring, security management, diagnostic functions, configuration and user provisioning
3) A PUE rating of 1.8 is attained and a continuous improvement program exist to identify, develop and implement improvements designed to improve the PUE rating through green data center practices
4) Green Data Center practices are effectively utilized

10.1.2 Constraints

1) The Chantilly Data Center is metered and functioning at a 1.8 PUE.
2) The PBS ESC Data Center has specific responsibilities that are unique to the ESC:
3) Support the Office of General Counsel Servers. Includes the Office of Government wide Policy PKI infrastructure (No network connectivity provided)
4) Support the Office of Government wide Policy PKI infrastructure policy

10.2 Building Monitoring and Control (BMC) Support Services

GSA is expecting to increase the application of "smart building" technology. In Year-1 of the TO approximately 400 buildings are expected to move onto the GSA network. By Year-5, the number of total buildings on the GSA network is expected to increase to approximately 1,100; the future state projections are provided in TOR Attachment B As-Is Environment. As the number of smart buildings on the network increases, GSA may require additional BMC support services, at the Government's option, to operate and maintain the BMC environment.

The Contractor's role shall be to provide the following operations and maintenance support for building monitoring and control IT infrastructure to include:

1) Hardware Support (Dell Servers, NetApp Storage) -Maintain and monitor all Hardware components
2) Operating System Support (Windows Server 2003/2008) - Install, maintain, administer, and troubleshoot all Operating Systems and its components
3) Database Management (SQL, Oracle, Domino, MySQL) - Install, maintain, administer, and troubleshoot all Database Systems and its components Server and database security hardening - Provide Security compliance in all areas of Operations - Infrastructure, OS, Database, Applications
4) Patching - Regular and out-of-band patching of Operating systems and Database Systems
5) Monitoring - Monitor availability and performance of OS, Databases, and Applications
6) GSS FISMA compliance - Provide security compliance in all areas of Operations - Infrastructure, OS, Database, and Applications
7) Continuous monitoring in compliance with GSA IT Security policy - Provide security compliance in all areas of Operations
8) The Contractor shall coordinate with all appropriate stakeholders, e.g. building management/tenants, building monitoring systems vendors, telecommunications providers, etc. to help ensure smooth and effective support of GSA personnel and tenants
9) The Contractor shall push critical patches and security updates to BMC production servers based on a regular schedule as agreed to by the COTR. Patches for legacy applications need to be thoroughly analyzed and tested before being put into production

10.2.1 Desired Outcomes

1) Provide responsive and reliable BMC support
2) Continuously measure, manage, track, and analyze a building portfolio's entire environmental footprint
3) Single point of contact that manages all aspects of an incident report or service request

10.2.2 Constraints

1) Proprietary systems will continue to be managed outside of the scope of GTO

10.3 Transition to Cloud Support Services

GSA has procured additional cloud support services and intends to transition components of the EITM system to the selected cloud-based solution. GSA envisions the EITM "To-Be" state to be comprised of ServiceNow Service Desk, ServiceNow Asset and Contract Management, ServiceNow Discovery, and ServiceNow Service Catalog and Service Request Management SaaS applications integrated with existing CA IT Client Management (CA ITCM) and CA Network and Systems Management (CA NSM) applications. CA Unicenter applications that will be replaced by ServiceNow applications include CA Unicenter Service Desk (USD), CA Unienter Asset Portfolio Management (UAPM), and CA Unicenter Service Catalog (USC).

EITM transition planning and implementation is projected to occur between March and December 2012. If the EITM transition is not completed prior to the start of the GTO TO, GSA may require services to support the transition of selected EITM applications to the selected cloud-based solution.

The scope of cloud transition support services encompasses all services required to transition the selected EITM applications to the cloud-based solution including the following tasks:

1) Complete the configuration and migration of the CA Unicenter Service Desk, CA Service Catalog and CA Unicenter Asset Portfolio Management to the ServiceNow SaaS Solution.
2) Configuration and deployment of the Employee Self Service.
3) Configuration and deployment of ServiceNow Discovery Mid-Server.
4) Configuration and deployment of Problem Management for various GSA Help Desk groups.
5) Configuration and deployment of Knowledge Management for various GSA Help Desk groups.
6) Change Management workflows and configuration and deployment of Change Management for various GSA Help Desk Groups.
7) Deployment of Asset/Configuration Management throughout the relevant ServiceNow applications.
8) Integration of NSM 11.3.4 with production systems throughout the enterprise and with the ServiceNow applications
9) Integration of ITCM with production with the ServiceNow applications
10) Move the current EITM server framework from Chicago, Illinois (primary) and San Francisco, California (failover), to Kansas City, Missouri (primary) and Fort Worth, Texas (failover). This also entails completing the virtualization project in development and testing the move of the development. Once development is successful, the process is completed in the production environment.

10.3.1 Desired Outcomes

1) Seamless transition to cloud service with minimal disruption

10.3.2 Work Products/Deliverables

1) Cloud Services Project Implementation Plan (D)