



RFP- AG-32KW-S-10-0082, Amendment 3  
 Information Technology Support Management Services

**ATTACHMENT 4  
 AG-32KW-C-10-0008**

REVISED STATEMENT OF WORK (SOW)  
 FOR  
**ANIMAL PLANT HEALTH AND INSPECTION SERVICE (APHIS)**

**Task Title:** Information Technology Management Support Services

**Contracting Officer (CO):** **HERBERT SUBER**  
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 USDA/APHIS/IT/CONTRACTS  
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**Contracting Officer Technical Representative (COTR):**

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**Performance Period:** Base Year Plus Four Option Years from date of award



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### **BACKGROUND**

The Animal & Plant Health Inspection Service (APHIS), Marketing & Regulatory Programs, Business Services (MRP-BS), Information Technology Division (ITD), Technology Management Branch (TMB), Telecommunications Networking Team ensures that the telecommunications infrastructure for APHIS meets or exceeds the requirements of APHIS customers. While telecommunication services include data, video, and voice technologies, the primary focus of the Networking Team is providing the technology required to support data transmission for APHIS Program Initiatives. This includes Wide Area Networking (WAN), Local Area Networking (LAN) and IP telephony responsibilities for APHIS locations around the world. APHIS has converged networks at some sites where Voice, Video and data is run on the same network.

The Animal and Plant Health Inspection Service (APHIS) is responsible for protecting and promoting U.S. Agricultural Health, administering the Animal Welfare Act, and carrying out wildlife damage management activities.

The APHIS mission is an integral part of U.S. Department of Agriculture's (USDA) efforts to provide the Nation with safe and affordable food. Without APHIS protecting America's animal and plant resources from agricultural pests and diseases, threats to our food supply and to our nation's economy would be enormous.

APHIS has experienced a tremendous growth in the amount and usage of Information Technology resources in support of its mission. Services such as e-mail, electronic government and the APHIS Website presence have become integral components of program delivery. The services are expected to be more available and more reliable than ever before.

### **OBJECTIVES**

The objective of this contract is to obtain the necessary resources needed to meet the ever increasing IT needs of customers. APHIS IT has requirements for a wide range of IT needs based on Software, Hardware, Systems and Support Services. These tasks involved are specific to Video, Network Security, Telecommunications Administrations, Voice over IP Telephony, and Network Engineering. When the project is completed, the objectives of the task orders will meet the customers' needs in a satisfactory manner.

### **TASK TO BE PERFORMED**

#### **IT Process Support and Deliverables**

1. Design technical solutions supporting APHIS' network infrastructure. This includes development of alternatives for new or upgraded hardware, software, system or service by doing a cost/benefit analysis of alternatives, and the development of documentation for presentation to management and technical personnel that clearly and accurately describes the alternatives.



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2. Coordinates and performs pre-installation and installation of hardware, software, systems or services associated with the implementation of an approved design or plan.
3. Maintain the availability of the APHIS hardware, software, systems or services on a day-to-day basis. This includes monitoring and tracking availability, and performance. Works with APHIS staff and or vendors to resolve issues.
4. Communicates and coordinates assistance from other IT staff members, vendors, and service providers to resolve problems as needed.
5. Monitors, analyzes, and communicates hardware, software, systems or services performance impacts with Department, other USDA Agencies, State and Local Governments, Local Exchange Carriers, equipment and service vendors to minimize the risk of adverse impacts to any of the involved organizations.
6. Tests and recommends new hardware, software, systems or services to meet program needs, develops specifications for IT acquisitions, and assesses impacts of new technologies on the APHIS infrastructure.
7. Communicates to the team the assignment, project, problem to be solved, actionable events, milestones, and/or program issues under review, and deadlines and timeframes for completion.
8. Documents and prepares reports; maintain records of work accomplishments; and administrative information.
9. Plans and coordinates resources to gather needed information to provide to the Government in making decisions on major work problems and new issues.

**DELIVERABLES**

**CLINS 1001, 2001, 3001, 4001, 5001 - VoIP Engineering Services**

The contractors will participate in the development of VoIP designs, implementation tasks associated with the approved designs and Tier 4 troubleshooting activities as required to keep the VoIP systems operational at all times (24 x 7). The contractor utilizes state of the art VoIP tools and practices to monitor the availability, performance, and security of the VoIP systems. The contractor is involved in all aspects of VoIP technologies including Internet access; desktop phones; remote access services, VoIP management; secure configuration and troubleshooting of VoIP resources such as VOIP Voicemail Servers, IP Voice Gateways, variety of IP Phone sets, Secure Shell Links (SSL). Work involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems VoIP programs, policies, procedures, and tools. Performs coordination of telecommunications VoIP services provided to APHIS by the Department, other USDA Agencies, State and Local Governments, Local Exchange Carriers, telecommunications equipment and service vendors, and the Department's FTS-2001 contract



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**provider.** The level of expertise of the engineer providing this service must be at or above the Cisco Certified Voice Professional (CCVP) certification in order to properly accomplish these tasks.

Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
920 Main Campus Drive  
Raleigh, NC 27606

**CLINS 1002, 2002, 3002, 4002, 5002 - Network Engineering Services**

The contractor will participate in the development of Network designs, implementation tasks associated with the approved designs, and Tier 4 troubleshooting activities as required to keep the networks operational at all times (24 x 7). The contractor utilizes state of the art network tools and practices to monitor the availability, performance, and security of the network. The contractor is involved in all aspects of network technologies including Internet access; remote access services, network management; secure configuration and Tier 4 troubleshooting of network resources such as routers, switches, firewalls, CSU/DSU's and associated devices that are part of APHIS's Wide Area and Local area Networks. Work involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems network programs, policies, procedures, and tools. Performs coordination of telecommunications network services provided to APHIS by the Department, other USDA Agencies, State and Local Governments, Local Exchange Carriers, telecommunications equipment and service vendors, and the Department's contract carrier. The APHIS Enterprise WAN is made of 430 Cisco Routers and 670 Cisco Switches installed in various offices throughout the United States. There are also sites around the world located in US Embassy's. The Contractor shall possess a Cisco Certified Network Professional (CCNP) certification.

Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526
2. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
920 Main Campus Drive  
Raleigh, NC 27606
3. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
4700 River Road  
Riverdale, MD 20737



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**CLINS 1003, 2003, 3003, 4003, 5003 - Telecommunications Administrative Support (Ordering and Billing)**

The contractor will be responsible for all of the Telecommunications Services. Services include voice and data circuits, video conference services and wireless services. The contractor will provide telecommunications billing reports for agency program managers and administrative officials, their COTR, and other management officials. Performs coordination of telecommunications services provided to APHIS by the Department, other USDA Agencies, State and Local Governments, Local Exchange Carriers, telecommunications video equipment and service vendors, and the Department's FTS-2001 contract provider. Coordinate and oversee activities related to the facility communications needs for the headquarters offices located in the Washington DC metropolitan area. This would include user support in the form of direct assistance or coordination with appropriate in-house and vendor representatives. The contractor develops procedures for establishing, operating, and assessing the effectiveness of telecommunications service charges to prevent waste, loss, unauthorized use, or misappropriation of assets.

Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526
2. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
4700 River Road  
Riverdale, MD 20737
3. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
100 North 6th Street, Butler Square West, 6th Floor  
Minneapolis, MN 55403

**CLINS 1004, 2004, 3004, 4004, 5004 – Systems Operational Support**

The contractor will oversee the day-to-day operations of all Enterprise Systems and components that comprise APHIS Systems infrastructure. The Contractor shall be responsible for providing support in the proactive monitoring of Enterprise Systems in the APHIS computer centers that support all APHIS remote offices throughout the United States. The contractor will be responsible for the documentation of existing standard operating procedures. Contractor will monitor, maintain and support said systems. Contractor will provide day-to-day support for customers on the Enterprise System devices, applications and troubleshoot issues associated with Enterprise Systems. This includes but is not limited to Windows, Unix, Linux and Solaris Based Servers, Storage Area Network Devices, e-mail, and associated applications. These systems are located at the four APHIS Data Centers (Fort Collins, CO – Riverdale, MD – Raleigh, NC – and Minneapolis, MN).



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Work to be performed at the following location:

United States Department of Agriculture  
Animal & Plant Health Inspection Services  
4700 River Road, Riverdale, MD 20737

**CLINS 1005, 2005, 3005, 4005, 5005 – Systems Engineering Services**

The contractor will participate in the development of system designs, implementation tasks associated with the approved designs, and maintenance of system devices, and Tier 4 troubleshooting activities as required to keep the systems operational at all times (24 x 7). The contractor utilizes state of the art system management tools and practices to monitor the availability, performance, and security of the system devices. The contractor is involved in all aspects of system's technologies including Server platforms; MS Active Directory; Domain Policy, AIX; secure configuration and troubleshooting of System resources. Work involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools. Contractor will provide day-to-day support for customers on the Enterprise System devices, applications and troubleshoot issues associated with Enterprise Systems. This includes but is not limited to Windows, Unix, Linux and Solaris Based Servers, Storage Area Network Devices, e-mail, and associated applications. These systems are located at the four APHIS Data Centers (Fort Collins, CO – Riverdale, MD – Raleigh, NC – and Minneapolis, MN).

**Skill Sets Required**

- The contractor shall be a Microsoft Certified Professional Accreditation or equivalent required, Microsoft Certified Systems Engineer Accreditation or equivalent preferred.
- 3 Years Experience in Administering and Maintaining a Microsoft Active Directory Environment
- 3 Years Experience in diagnosing and repairing server based hardware issues.
- 3 Years Experience in Installation, Configuration, Administration and Maintenance of Windows Based Server hardware
- Unix/AIX/Linux OS knowledge preferred
- Working knowledge of Tape Back up and SAN solutions, configuration, administration and troubleshooting
- Working knowledge of a Lotus Notes Environment
- Working knowledge of Oracle and SQL Server configuration, maintenance, and troubleshooting.

Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526



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2. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526
3. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
920 Main Campus Drive  
Raleigh, NC 27606

**CLINS 1006, 2006, 3006, 4006, 5006 - Video Conference Engineering Services**

The contractor will participate in the development of Video Conferencing designs, implementation tasks associated with the approved designs, and maintenance of Video Conferencing devices, and Tier 4 troubleshooting activities as required to keep the devices operational at all times (24 x 7). The contractor utilizes state of the art Video Conference management tools and practices to monitor the availability, performance, and security of the video devices. The contractor is involved in all aspects of Video Conferencing technologies including video gateways; video bridges; video end-points, video conferencing management; secure configuration and troubleshooting of video conferencing resources such as Gateways, Primary Rate Interface (PRI), ISDN interfaces, video codes, streaming video and multimedia hardware. Work involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools. Performs coordination of telecommunications video services provided to APHIS by the Department, other USDA Agencies, State and Local Governments, Local Exchange Carriers, telecommunications video equipment and service vendors, and the Department's FTS-2001 contract provider. APHIS currently has 90 Tandberg Video devices deployed throughout the United States. All devices are IP Based.

Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526

**CLINS 1007, 2007, 3007, 4007, 5007 - Network Security Engineering Services**

The contractor will be responsible for the planning and implementing all Network Security components that comprise the APHIS' telecommunications Network Security infrastructure. The contractor will participate in the development of Network Security designs, implementation tasks associated with the approved designs, and Tier 4 troubleshooting activities as required to keep the networks operational at all times (24 x 7). The contractor utilizes state of the art network security tools and practices to monitor the availability, performance, and security of the network. The contractor is involved in all aspects of network security technologies including Internet access; desktop security; remote access services, network management; secure configuration and troubleshooting of security resources such as Intrusion Detection/Prevention Sensors



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(IDS/Prevention), Firewalls, Virtual Private Networks (VPN), Secure Shell Links (SSL). Work involves planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools. Performs coordination of telecommunications security services provided to APHIS by the Department, other USDA Agencies, State and Local Governments, Local Exchange Carriers, telecommunications equipment and service vendors, and the Department's FTS-2001 contract provider. The level of expertise of the engineer providing this service must be at or above the Cisco Certified Security Professional (CCSP) certification in order to properly accomplish these tasks.

Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526

**CLINS 1008, 2008, 3008, 4008, 5008 – Advanced Network Engineering Services**

The contractor will be responsible for the development of advanced Network designs, implementation tasks associated with the approved designs, and Tier 4 troubleshooting activities as required to keep the networks operational at all times (24 x 7). The contractor recommends state of the art network tools and practices to monitor the availability, performance, and security of the network. The contractor is involved in all aspects of advanced network technologies including Internet access; desktop security; remote access services, network management; secure configuration and troubleshooting of network resources such as routers, switches, firewalls, CSU/DSU's and associated devices that are part of APHIS's Wide Area and Local area Networks. Work involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, and enhancement of information systems network programs, policies, procedures, and tools. Performs coordination of telecommunications network services provided to APHIS by the Department, other USDA Agencies, State and Local Governments, Local Exchange Carriers, telecommunications equipment and service vendors, and the Department's FTS-2001 contract provider. The contractor is the resident Network Expert for all WAN/LAN designs. The Contractor shall possess a Cisco Certified Internet Expert (CCIE) certificate for Routing and Switching.

Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526

**CLINS 1009, 2009, 3009, 4009, 5009 – Network Operational Support**

The contractors will oversee day-to-day operations of all Network components that comprise APHIS telecommunications Network infrastructure. The contractor shall be responsible for providing support in the proactive monitoring of enterprise Network systems in the APHIS computer centers and all APHIS remote offices throughout the United States. The contractor will be responsible for the documentation of existing standard operating procedures. Contractor will monitor, maintain and support said systems. Contractor will provide day-to-day support for



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customers on the use of Network devices and troubleshoot issues associated with Network problems. The Network comprises of a variety of Cisco Router and Switches. There are 430 routers and 670 switches deployed throughout the United States and some International locations. The Contractor shall possess a Cisco Certified Network Associate (CCNA) certificate in order to perform these tasks.

Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526
2. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
920 Main Campus Drive  
Raleigh, NC 27606
3. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
4700 River Road  
Riverdale, MD 20737
4. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
1800 Dayton Ave.  
Ames, IA 50010

**CLINS 1010, 2010, 3010, 4010, 5010 - Voice over Internet Protocol (VoIP) Operational Support**

The contractor will oversee day-to-day operations of all VoIP components that comprise APHIS telecommunications VoIP infrastructure. The VoIP Network Support Specialists shall be responsible for providing support in the proactive monitoring of VoIP enterprise systems in the APHIS computer centers and all APHIS remote offices throughout the United States. The contractor will be responsible for the documentation of existing standard operating procedures. Contractor will monitor, maintain and support said systems. Contractor will provide day-to-day support for customers on the use of VoIP devices and applications and troubleshoot issues associated with VoIP. The VoIP Infrastructure is a Cisco Based Solution with clusters located at 5 APHIS Data Centers (Fort Collins, CO - Riverdale, MD - Minneapolis, MN - Ames, IA and Raleigh, NC). There are 75 remote sites that tie into the main clusters via dedicated circuits. There are currently 4000 VoIP phones deployed. The Contractor shall possess a Cisco Certified Network Associate (CCNA) Voice certificate in order to perform these tasks.



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Work to be performed at the following locations:

1. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
2150 Centre Ave. Bldg B  
Fort Collins, CO 80526
2. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
920 Main Campus Drive  
Raleigh, NC 27606
3. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
4700 River Road  
Riverdale, MD 20737
4. United States Department of Agriculture  
Animal & Plant Health Inspection Services  
1800 Dayton Ave.  
Ames, IA 50010

**CLINS 1011, 2011, 3011, 4011, 5011 – Remote Site Installation**

The contractor will be responsible for the installation and configuration of remote site equipment at APHIS. These remote office installations will include providing project management for each remote office engagement from start to finish which will include on-site solution implementation, end user training on new IP Telephony solution, and on-site support after a cut-over. The contractor shall perform the following tasks for remote router and switching installation including, mounting the hardware in customer provided racks, verify successful equipment power up troubleshooting as required, verify connectivity to customer LAN, WAN and VoIP circuits and verify trunking to access layer equipment. Contractor shall place IP phones in all required locations, connect to appropriate network jack and verify successful power-up and connectivity to new LAN switching devices. The contractor shall provide cut-over support to include moving WAN link from old equipment to the new routing equipment and verifying network connectivity back to respective data center, moving all LAN switch cabling from old equipment to the new equipment and verifying voice and data network connectivity. The contractor shall provide end user training using an APHIS provided training plan on the new IP phone features to include, but not limited to basic operations for call pickup, call transfer, call conference, voice mail setup and operation, using the directory services, all button uses including directories, settings, services, messages and general navigating of phone features. The contractor shall provide on-site support after the cutover to provide problem resolution to end users, network and operational issues as they occur during regular office hours.

**REQUIRED CERTIFICATION:** The Contractor shall possess a Cisco Certified Network Associate (CCNA) certificate.



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**Work to be performed at the following locations:**

1. All 50 states
2. Remote offices around the world

**Domestic Locations:**

United States and its Territories (CONUS, Hawaii, Alaska, Puerto Rico)

**International Locations (subject to change):**

City	Province/Country
Buenos Aires	Argentina
Canberra	Australia
Vienna	Austria
Brussels	Belgium
Belmopan	Belize
Santa Cruz	Bolivia
Brasilia	Brazil
Rio de Janeiro	Brazil
Sao Paulo	Brazil
Rangoon	Burma
Phnom Penh	Cambodia
Ottawa	Canada
Santiago	Chile
Beijing	China
Bogota	Colombia
San Jose	Costa Rica
Santo Domingo	Dominican Republic
Quito	Ecuador
Cairo	Egypt
Paris	France
Mannheim	Germany
Tiyan, Barrigada	Guam
Guatemala City	Guatemala
Port-au-Prince	Haiti

City	Province/Country
Nairobi	Kenya
Seoul	Korea
Vientiane	Laos
Chihuahua	Mexico
Ensenada	Mexico
Guadalajara	Mexico
Matamoros	Mexico
Mexicali	Mexico
Mexico City	Mexico
Nuevo Leon	Mexico
Reynosa	Mexico
Sinaloa	Mexico
Tamaulipas	Mexico
Tapachula	Mexico
Tijuana	Mexico
Tuxtla Gutierrez	Mexico
Lisse	Netherlands (The)
Managua	Nicaragua
Panama City	Panama
Lima	Peru
Manila	Philippines
Dakar	Senegal
Cape Town	South Africa
Pretoria	South Africa



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Tegucigalpa	Honduras
New Delhi	India
Jakarta	Indonesia
Rome	Italy
Jamaica	Jamaica
Tokyo	Japan

Taipei	Taiwan
Bangkok	Thailand
Port of Spain	Trinidad & Tobago
Montevideo	Uruguay
Caracas	Venezuela
Saint Thomas	Virgin Islands

**CLINS 1012, 2012, 3012, 4012, 5012- Project Management**

A kick-off meeting will be held at the beginning of the base year and at the beginning of any option years awarded. The Contractor shall deliver a MS Project Plan that includes all resources and milestones for the requirement.

The contractor is responsible for providing the Government Project Manager with a partnership management strategy, inclusive of partnership agreements, for each sub-contracting partnership that the contractor engages in for the purpose of executing the project.

The Contractor is responsible for assigning a Project Manager to each initiative to ensure the timely accomplishment of the deliverable and provide the Contracting Officer Technical Representative (COTR) and Contracting Officer (CO) with biweekly progress reports. At a minimum, the progress reports shall include a Risk Management Report as specified in performance requirements, a description of problems encountered, proposed solutions, and the impact on resources. Progress reports are due by noon of the second Tuesday. The Contractor's Project Management responsibilities shall also include the following:

1. Develop and maintain a formal and informal communication plan.
2. Develop and maintain Complete Document Management to all decision management documents and updated design and specification documents.
3. Develop and maintain configuration management for the duration of the project.
4. Develop and maintain a complete Project Plan that includes updated project timeline, WBS, project participants list, migration plans, etc.
5. Manage all activities associated with the project and provide both detailed project and executive level milestone reports.
6. Conduct all project status meeting.

**CLINS 1013, 2013, 3013, 4013, 5013 - Emergency and After Hour Support**

If overtime/extended hours are required on the task, contractor personnel must obtain authorization from the COTR, or his designee, prior to anyone working overtime. Under no circumstances shall the contractor personnel exceed additional hours beyond the approved time.

**CLINS 1014, 2014, 3014, 4014, 5014 - Travel**

Travel may be required CONUS or OCONUS to fulfill the requirements of this contract.



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Work is generally performed in the office. Infrequently, the contractor may travel to other locations. The contractor may visit other field sites at any season. The work requires normal safety precautions.

In the event travel is required, contractor employee travel and per diem expenses are subject to the Government travel management policy and Federal Travel Regulations and reimbursable in accordance with current allowances. The COTR must approve all travel in advance. The contractor will be required to provide receipts (i.e. hotel, airline, car rental, etc.) for all travel required in the performance of this contract. Contractor employee travel and per diem expenses are subject to the Government Travel Management Policy and Federal Travel Regulations.

**TYPE OF CONTRACT**

This is a firm-fixed price (FFP) contract. A task order will issued for the Base Year and for any Option Years that are awarded.

**PERIOD OF PERFORMANCE**

Base Year Plus Four Option Years from date of award

**FORMAT FOR ALL DOCUMENTATION DELIVERED**

At a minimum, all written documentation shall be submitted electronically in Microsoft Word 2003 (or higher), along with three hard copies. Other Microsoft products can be used as necessary (e.g., MS Excel, MS PowerPoint, etc.) The milestones and schedules shall be submitted electronically in Microsoft Project 2000 (or higher), along with three hard copies. Graphic design documents, such as flowcharts, entity relationship diagrams and UML diagrams shall be submitted electronically in Microsoft Visio 2000 or higher format.

The Contractor shall be responsible for properly protecting equipment and all Government data and information used, gathered or developed under this contract and by treating this information as sensitive.

**PERFORMANCE REQUIREMENTS**

All work products, including meeting notes, presentation materials, source code, documentation, and licensed software and hardware purchased with Government funds in support of this contract will become the sole property of the Government.

**a. Background Investigations/Suitability Requirements**

The Contractor shall provide only fully qualified personnel for the work performed under this contract and are required to have the appropriate **background investigation known as a National Agency Check with written Inquiry and Credit (NACIC)**. U.S. citizenship is required for all personnel working on this contract.



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**b. Protection of Information**

The component parts of this effort and reports are expected to contain highly sensitive information that could act as a guide for hostile entities to cause harm to the Department's critical infrastructure. Any such information made available in any format shall be used only for the purpose of carrying out the provisions of this agreement. Such information shall not be divulged or made known in any manner to any person. The Contractor shall immediately notify the COTR and the Program Manager upon discovery of any inadvertent disclosures of information. The Contractor shall not retain any information regarding vulnerabilities, to include summaries, the actual vulnerability report, etc., at the end of the contract. All information arising from this contract, both hard copy and electronic, shall be returned to the Government at the end of the contract.

**c. Non-Disclosure of Information**

The Contractor shall not disclose sensitive or proprietary information of, or in the possession of, the United States Department of Agriculture or any of its operating units, Contractors or business partners to unauthorized persons. The Contractor will be subject to any and all penalties imposed by law for unlawful disclosure of Department information.

**d. Security of Remote Connectivity**

Contractor equipment that is used to remotely connect to the USDA network must have current anti-virus and/or firewall protection and be properly safeguarded to avoid access to the USDA systems by unauthorized persons. Remote access shall be coordinated with the USDA or designated representative and in accordance with the appropriate directive(s).

The contractor must submit a Risk Assessment Report that is required as part of the deliverables specified in the Requirement Specification, System Design, and Implementation phases of this project. At a minimum, the risk assessments must include risk identification, risk probability and a proposed risk mitigation strategy for each risk identified.

The contractor shall provide the deliverables in the Statement of Work to the Contracting Officer Technical Representative. Upon evaluation of all deliverables, the Government shall complete the form in Attachment 2 and submit it to the Contractor. The form shall serve as notification of the Government's acceptance. The Contractor shall attach the 'acceptance' form to invoices in order to receive payment.

**SECTION 508 OF THE REHABILITATION ACT OF 1973 (29 U.S.C 794D)**

Acquisitions of EIT (Electronic and Information Technology) supplies and services must meet the applicable accessibility standards of CFR part 1194.



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**ACCEPTANCE CRITERIA**

APHIS will have fifteen working days after delivery to provide written comments on deliverables. The contractor will have fifteen working days to provide a revised deliverable based upon the APHIS comments. APHIS will then have ten working days to accept the revised deliverable.

APHIS will rank each phase after the contractor says the phase is completed. A phase will not be considered completed by APHIS until the phase is proved to be at the acceptance level. If the phase is deemed unacceptable by APHIS, the contractor will make all necessary changes to meet the acceptance level. Once the contractor has made the change, the contractor may resubmit the phase for approval by the COTR.

**Performance Metrics**

***CLINS 1001, 2001, 3001, 4001, 5001- VoIP Engineering Services***

<b>APHIS Business Requirement</b>	<b>Deliverable</b>	<b>Performance Measure</b>	<b>Monitoring Method</b>
Design, Plan and document new alternative solutions for VoIP services and upgrades including documentation on designs, presentations detailing solutions for program and IT Mgmt	Provide detailed documentation on all the new enhancements to current VoIP systems including features, installation notes and testing and deployment strategies	Provide detailed information at weekly staff meetings and formal meetings with programs and IT Mgmt on all new VoIP features, road maps for releases and deployment options.	All new VoIP releases will be properly designed, planned and implemented using vendor best practices, suggested utilities and methods of upgrade paths accomplished within designated maintenance windows.
Provide Pre-installation and installation support of all VoIP products	Install new VoIP software upgrades and additional VoIP software/hardware	Provide support in all VoIP software/hardware upgrades and new	Monitor upgrades to assure they go as planned



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in accordance with APHIS configuration Mgmt and other agency policies to ensure accuracy and completeness	products per design utilizing proper planning and implementation guidelines per APHIS	products on time, in coordination with Programs and IT Mgmt.	within designated maintenance window.
Test and recommend new VoIP telecommunication technologies to meet program needs. Also provides recommended specifications for IT acquisitions, and assesses impacts of new technologies against the APHIS VoIP telecommunications infrastructure.	Provide test results of the new VoIP software releases or updates including the impact to current infrastructure, current features available and any software dependencies.	Provide test results of the new VoIP software releases or updates including the impact to current infrastructure, current features available and any software dependencies to customer.	Test results verified by vendor and other members of the team including APHIS COTR.  Provided within 3 days of agreed upon date.
Performs hardware and software maintenance on enterprise servers including, applying operating system patches.	Keep all APHIS VoIP enterprise servers up to date on OS patches and application software utilizing recommended vendor procedures.	Perform all upgrades according to APHIS configuration Mgmt procedures and recommended vendor procedures.	Provide quarterly update log with all current patch levels.
Works with vendors to resolve software and hardware problems including coordination of the replacement of defective parts as necessary	Provide Tier 3 support for VoIP system problem resolution for all software and hardware components.	All Tier 3 problem resolution efforts are coordinated and documented through communication with ATAC.	ATAC case review.
Works with senior TMB personnel to prepare new servers for deployment	Provide leadership to senior TMB people for expertise on preparing new	Demonstrate new technology for the Networks lead for APHIS and verify	Provide documentation on OS, patches and application



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and/or testing, including Installing base operating system, Applying security patches/policy and Updating server inventory	servers for deployment and/or testing, including Installing base operating system, Applying security patches/policy and Updating server inventory	that all feature parity and capabilities currently provided exist on new software.	software revisions for each new server.
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*CLINS 1002, 2002, 3002, 4002, 5002 – Network Engineering Services*

<b>APHIS Business Requirement</b>	<b>Deliverable</b>	<b>Performance Measure</b>	<b>Monitoring Method</b>
Designing technical solutions supporting APHIS' network / network infrastructure. Contractor personnel shall work with program and IT management teams to understand business requirements for and may provide recommendations for solutions in the development of related technical processes or procedures.	<p>“Needs Assessment” on current network once a year.</p> <p>Development of alternatives or upgrades of new services or hardware Provide cost/benefit analysis document.</p> <p>Development of documentation for presentation to management and technical personnel that clearly and accurately describes the alternatives.</p>	<p>Complete “Needs Assessment” on current network once a year.</p> <p>To include development of alternatives or upgrades of new services or hardware Complete cost/benefit analysis document.</p> <p>Complete documentation for presentation to management and technical personnel that clearly and accurately describes the alternatives.</p>	Document provided within 5 business days of due date.
Coordinate and performs pre-installation and installation tasks associated with the implementation of	Development of a “Project Plan” to track and procure necessary components and services are completed in a timely manner.	Completed “Project Plan” includes Complete configuration tasks for various network components.	Document provided within 5 business days of due date.


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approved network designs.	Performs all configuration tasks for various network components.		
Develops procedures to track and procure necessary components.	Contractor will comply with Gov't regulations and procedures to track equipment inventory and assist in the procurement process for necessary network components.	Equipment inventory complete and up to date on Gov't CMR document.	Report furnished to Gov't by due date agreed upon by the COTR
Performs all configuration tasks for various network components and follows established guidelines and standards developed to ensure completeness and accuracy.	Provide new optimized and reliable network configurations in accordance with APHIS established guidelines and standards.	Coordination of all configuration tasks will be in accordance with documented procedures for implementing new technologies in a production environment.	Configuration Management will have new configurations showing changes made to existing or new equipment.
Test and recommend new network technologies to meet program needs. Also provides recommended specifications for IT acquisitions, and assesses impacts of new technologies against the APHIS network infrastructure.	Develop "Needs Assessment" document and "Testing Plan" that contains recommendations of new technologies for the APHIS network infrastructure.	Completed "Needs Assessment" document and Completed "Testing Plan" includes recommendations of new technologies for the APHIS network infrastructure.	Documents provided within 5 business days of due date.



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*CLINS 1003, 2003, 3003, 4003, 5003 – Telecommunications Administrative Support Services*

<b>APHIS Business Requirement</b>	<b>Deliverable</b>	<b>Performance Measure</b>	<b>Monitoring Method</b>
Coordination and oversight for DC offices for Users, vendor and other in-house people for Circuit and connectivity issues	Provide direct user support, assistance and coordination of Circuit issues and problems.	Provide response times of 1 hour return calls and issue response for resolution in 2 hrs for initial call back.	Weekly call logs. ATAC call Records and ticket history.
Coordination and oversight for all regional offices for Users, vendor and other in-house people for Circuit and connectivity issues	Provide direct user support, assistance and coordination of Circuit issues and problems.	Provide response times of 1 hour return calls and issue response for resolution in 2 hrs for initial call back.	Weekly call logs  ATAC call Records and ticket history.
Develops specifications for procurement of proposed communications systems or facilities.	Provide specifications for procurement of proposed communications systems or facilities.	Document with specifications for procurement of communications systems/services that meet user requirements and interface with existing systems	Update document by the 5 <sup>th</sup> business day each month with new services available and pricing if appropriate to be used as a reference document for all regions.
Training programs for all regional office personnel on telecom systems	Provide training programs for all regional office personnel through various mechanisms approved by Gov't	Review training programs on a quarterly basis and provide regional updates as required.	Review training programs and delivery method in telecom meetings and with Gov't counterparts.



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Provide input to agency COTR for the purchase of all Telecom services/products.	Review and recommend telecom services/products for COTR.	Review Telecom purchase orders as required making sure that the services/precuts ordered are complete and accurate	Review all Telecom procurement orders.
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*CLINS 1004, 2004, 3004, 4004, 5004 & 1005, 2005, 3005, 4005, 5005– Systems Operational Support, Systems Engineering Services*

<b>APHIS Business Requirement</b>	<b>Deliverable</b>	<b>Performance Measure</b>	<b>Monitoring Method</b>
Planning, implementing, and overseeing day-to-day operations of Systems components that comprise APHIS's Systems infrastructure.	<p>Systems Network diagrams (Visio) kept updated.</p> <p>Daily support of all APHIS Systems components in area of responsibility.</p> <p>Daily customer support on issues involving accessing the systems used in APHIS, including active directory, W2K administration and server support trouble tickets</p> <p>All inventory items captured and updated as necessary.</p>	Completed Visio diagrams, Support logs, Implementation schedules, inventory records and	Systems diagrams updated with all Systems updates and changes. Inventory updated with all new serial numbers when equipment is rotated out with Vendors through maintenance contracts.



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Support Systems components located in the APHIS campuses in the Western, Central Northeast and Southeast Regional Offices (Primary function).	Maintain current Systems infrastructure Make improvements where needed Answer support calls and support USDA APHIS staff	Systems infrastructure is consistently up (99%) and working. Improvement plans are completed Support issues are resolved to completion.	Systems down time statistics Improvement plans are implemented Support issues within the contractors control are resolved
Monitor Systems equipment each day to ensure that USDA APHIS servers are operational and available to APHIS.	Maintain current Systems infrastructure Answer support calls and support USDA APHIS staff Monitor Systems infrastructure includes, but is not limited to, checking the following: Windows, AIX/Unix or Linux servers; Active Directory	Systems down time statistics. Support issues are resolved	Systems infrastructure is consistently up (99%) and Support issues within the contractors control are resolved to completion
Performs hardware and software maintenance and troubleshooting on Systems components.	Applying system patches Resolving technical hardware and software problems; Working with vendors to resolve software problems Working with vendors to resolve hardware problems, including coordination of the replacement of defective parts as necessary	Applying system patches Working with vendors to resolve software problems Resolving technical hardware and software problems and/or working with vendors to resolve the most complex hardware problems, including coordination of the replacement of defective parts as necessary	Consistency in the following areas: Applying system patches Resolving hardware/software issues Working with vendors to resolve complex software problems Working with vendors to resolve complex hardware problems, including coordination of the replacement of defective parts as necessary



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*CLINS 1006, 2006, 3006, 4006, 5006 – Video Conference Engineering Services*

<b>APHIS Business Requirement</b>	<b>Deliverable</b>	<b>Performance Measure</b>	<b>Monitoring Method</b>
Responsible for investigating and coordinating the use of Government-owned and operated video facilities where possible.	Maintain a video services usage calendar/schedule for APHIS.	Schedule and configure video conferences per schedule.	Calendar/schedule updated as APHIS video services are needed and available for review.
Develops technical specifications for the acquisition of video conferencing systems/facilities.	“Needs Assessment” & topology designs. Is “Point of Contact” for area of expertise and assists COTR in Multimedia – Video decisions when needed	“Needs Assessment”, topology designs when created, and the COTR is satisfied with the assistance if needed in the multimedia = video area	“Needs Assessment”, topology designs, signed SOW.
Provide for and coordinates inventories for video conferencing equipment and maintenance contracts required for effective video conferencing management.	Incumbent provides USDA a bi-yearly inventory & maintenance renewal update.	Bi-yearly: Inventory list Maintenance renewal – status report	USDA APHIS is provided and made aware of current inventory and maintenance status on a bi-yearly basis
Makes recommendations on Agency policy and standards for the design, development and use of video conferencing systems. Determines need for	“Needs Assessment” USDA APHIS access to update and or recommend changes to current standards	“Needs Assessment” periodic changes to standards and procedures if needed	Current standards reflect and all changes if any. “Needs Assessment” is provided when completed



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and develops changes in standards and procedures.	or procedures		
Plans, organizes, and conducts studies of existing video conferencing systems throughout the field to determine compliance with overall programs, policies, standards, and objectives to ensure that communications are adequate to meet needs both in type of design and operation.	Information will be provided to USDA in a "Current Video Assessment" document containing Go's compliance metrics.	Provide to USDA APHIS a "Current Video Assessment" on a yearly basis.	"Current Video Assessment" is provided to the USDA APHIS.
Development of alternatives for new or upgraded video conferencing, cost/benefit analysis of alternatives, and the development of documentation for presentation to management and technical personnel that clearly and accurately describes the alternatives.	Engineer will provide a "Needs Assessment" and "Cost benefit Analysis" to include supporting documentation to justify changes	"Needs Assessment", "Cost Benefit Analysis" worksheet, any and all supporting documentation to justify changes.	Clear and concise "Needs Assessment", "Cost Benefit Analysis" worksheet, any and all supporting documentation to justify changes.
The contractor performs tasks as required to maintain the availability of the APHIS video conferencing infrastructure on a day-to-day basis. This includes monitoring availability, performance, and security. The incumbent requests assistance from other IT staff members,	All multimedia system(s) are operational unless the problem is vendor related and beyond the incumbents control. Cases are opened with vendor support as needed for escalation.	Uptime of systems is 95% unless the problem is beyond the control of the engineer (AE: equipment failure, software issues, viruses, power outages.	System uptime statistics generated from Video equipment.



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vendors, and service providers to resolve problems as needed.			
Plans, organizes, and conducts studies of existing video conferencing systems throughout the field to determine compliance with overall programs, policies, standards, and objectives to ensure that communications are adequate to meet needs both in type of design and operation.	Works with vendors and uses available market studies/white papers to evaluate best practice video solutions for APHIS users and programs.	Evaluate APHIS programs, policies, standards, and objectives against best practice video solutions nationwide.	Provide study results report by 5 <sup>th</sup> business day of each month.
Prepare reports and maintain records of work accomplishments and administrative information, as required, and coordinate the preparation, presentation and communication of work related information to the supervisor.	Timely completion of monthly activity reports, responding to emails, and keeping USDA APHIS staff apprised of any and all issues on a daily basis.	Completion of "Monthly Activity", keeping USDA apprised of any and all issues via email.	"Monthly Activity Report" & emails

*CLINS 1007, 2007, 3007, 4007, 5007 – Network Security Engineering Services*

APHIS Business Requirement	Deliverable	Performance Measure	Monitoring Method
The contractor designs technical	Development of alternatives or	Complete "Needs Assessment" on	All documents delivered within



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<p>solutions supporting APHIS' network security infrastructure. This includes development of alternatives for new or upgraded network security services, cost/benefit analysis of alternatives, and the development of documentation for presentation to management and technical personnel that clearly and accurately describes the alternatives.</p>	<p>upgrades of new services or hardware as input to a cost/benefit analysis performed by the gov't</p> <p>Development of documentation for presentation to management and technical personnel that clearly and accurately describes the alternatives.</p>	<p>current network once a year or per USDA APHIS request to include development of alternatives or upgrades of new services or hardware</p> <p>Complete documentation for presentation to management and technical personnel that clearly and accurately describes the alternatives.</p>	<p>5 business days of due date.</p>
<p>The contractor coordinates and performs pre-installation and installation tasks associated with the implementation of approved network security designs.</p>	<p>Development of a "Project Plan" to track and procure necessary components and services are completed in a timely manner.</p> <p>Performs all configuration tasks for various IT security appliances and or software.</p>	<p>Project Plan contains Complete configuration tasks for various IT security appliances and or software.</p>	<p>"Project Plan" is followed successfully</p> <p>Deployment of various IT security appliances and or software is complete during established maintenance windows.</p> <p>Project plan complete on schedule.</p>
<p>Tests and recommends new network security technologies to meet program needs, develops specifications for IT acquisitions, and</p>	<p>Develop "Needs Assessment" plan</p> <p>Develop "Testing Plan"</p> <p>Develop and quantify</p>	<p>"Needs Assessment" document is accurate and meets USDA APHIS objectives and contains recommendations</p>	<p>All documents complete within 5 business days of due date.</p>



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assesses impacts of new technologies on the APHIS telecommunications infrastructure.	recommendations of new technologies against the APHIS telecommunications infrastructure.	of new technologies against the APHIS network infrastructure.  Complete "Testing Plan"	
Articulates and communicates to the team the assignment, project, problem to be solved, actionable events, milestones, and/or program issues under review, and deadlines and timeframes for completion.	Attendance at meetings, completion of monthly activity report, responding to emails, and keeping USDA APHIS staff apprised in timely articulate manner	Completion of "Monthly Activity", keeping USDA apprised of any and all issues via email.	All documents complete within 5 business days of due date.
Prepare reports and maintain records of work accomplishments and administrative information, as required, and coordinate the preparation, presentation and communication of work related information to the supervisor.	Timely completion of monthly activity reports, responding to emails, and keeping USDA APHIS staff apprised of any and all issues on a daily basis.	Completion of "Monthly Activity", keeping USDA apprised of any and all issues via email.	All documents complete within 5 business days of due date.
Represents the team in dealings with the supervisor or manager for the purpose of obtaining resources (e.g. Telecommunications security hardware or software, use of overtime or	Security Engineer is "Point of Contact (POC)" for all IT Security related issues.  Security Engineer is the contact between USDA APHIS and	Security engineer is appointed POC and communicates with supervisors and managers where appropriate via email to be followed up by a phone call.	Security engineer is appointed POC.



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compensatory time), and securing needed information or decisions from the supervisor on major work problems and issues that arise.	Contractor management for purposes of overtime, compensatory time any and all major work issues		
Reports to the supervisor periodically on team and individual work accomplishments, problems, progress in mastering tasks and work processes, and individual and team training needs.	“Monthly Activity Report” details work accomplishments, problems, and progress in mastering tasks and individual training needs.	Completion of “Monthly Activity Report”	All documents complete within 5 business days of due date.

*CLINS 1008, 2008, 3008, 4008, 5008 – Advanced Network Engineering Services*

<b>APHIS Business Requirement</b>	<b>Deliverable</b>	<b>Performance Measure</b>	<b>Monitoring Method</b>
Enterprise IPV6 roll-out for LAN/WAN	Build, configure, Test, and make sure that all APHIS equipment is IPV6 ready and capable	Provide data that indicates readiness for IPV6 including configuration, IP subnetting plan, and verification of equipment support	Monthly status report to include equipment not capable of IPv6, and other information necessary to determine status
Provide advanced Network design recommendations for all R&S at all regional locations	Produce documentation on recommendations for such technologies as routing protocols, multicast routing, MPLS and IPV6 along with general	Documentation for all deliverables	Review documentation for all advanced technology improvements



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	design configurations		
Coordination of all pre-installation, installation, and post installation tasks for Network upgrades at all regional locations	Provide new optimized and reliable network configurations in accordance with APHIS policies	Coordination of all tasks will be in accordance with documented procedures for implementing new technologies in a production environment	Configuration Management will have new configurations showing changes made to existing or new equipment
Day to day monitoring of network performance, reliability, and network baselines working with APHIS staff for all advanced network issues and resolutions	Provide network knowledge on how to achieve better performance, higher security and more reliability of enterprise systems	Provide feedback on all aspects of improvements in regular project meetings.	Configuration management will have new configurations deployed for increased reliability, performance and security
Provide advanced knowledge for APHIS on new service impacts and act as liaison between APHIS and other agencies, vendors and customers	Produce documentation for all recommendations and participate in weekly project meetings as required to talk about necessary impacts.	Provide APHIS all necessary information concerning service impacts with new services or recommended upgrades	Review documentation on all impact studies for services or technologies

*CLINS 1010, 2010, 3010, 4010, 5010 – VoIP Operational Support*

APHIS Business Requirement	Deliverable	Performance Measure	Monitoring Method



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<p>Planning, implementing, and overseeing day-to-day operations of VoIP components that comprise APHIS's VoIP infrastructure.</p>	<p>VoIP Network diagrams (Visio) kept updated.</p> <p>Daily support of all APHIS VoIP components in area of responsibility.</p> <p>All inventory items captured and updated as necessary.</p>	<p>Completed Visio diagrams, Support logs, Implementation schedules, inventory records and</p>	<p>VoIP diagrams updated with all VoIP updates and changes. Inventory updated with all new serial numbers when equipment is rotated out with Vendors through maintenance contracts.</p>
<p>Support VoIP components located in the APHIS campuses in the Western, Central Northeast and Southeast Regional Offices (Primary function).</p>	<p>Maintain current VoIP infrastructure Make improvements where needed Answer support calls and support USDA APHIS staff</p>	<p>VoIP infrastructure is consistently up (99%) and working. Improvement plans are completed Support issues are resolved to completion.</p>	<p>VoIP down time statistics Improvement plans are implemented Support issues within the contractors control are resolved</p>
<p>Monitor VoIP equipment each day to ensure that USDA APHIS LAN/WAN is operational and available to APHIS.</p>	<p>Maintain current VoIP infrastructure Answer support calls and support USDA APHIS staff Monitor VoIP infrastructure includes, but is not limited to, checking the following: Routers, Switches, VPN Concentrators</p>	<p>VoIP down time statistics. Support issues are resolved</p>	<p>VoIP infrastructure is consistently up (99%) and Support issues within the contractors control are resolved to completion</p>
<p>Performs hardware and software maintenance VoIP components.</p>	<p>Applying system patches Working with vendors to resolve software problems Working with vendors</p>	<p>Applying system patches Working with vendors to resolve software problems Working with</p>	<p>Consistency in the following areas: Applying system patches Working with vendors to resolve</p>



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	to resolve hardware problems, including coordination of the replacement of defective parts as necessary	vendors to resolve hardware problems, including coordination of the replacement of defective parts as necessary	software problems Working with vendors to resolve hardware problems, including coordination of the replacement of defective parts as necessary

*CLINS 1009, 2009, 3009, 4009, 5009 – Network Operational Support*

<b>APHIS Business Requirement</b>	<b>Deliverable</b>	<b>Performance Measure</b>	<b>Monitoring Method</b>
Planning, implementing, and overseeing day-to-day operations of WAN and LAN components that comprise APHIS's network infrastructure.	Network diagrams (Visio) kept updated.  Daily support of all APHIS network components in area of responsibility.  All inventory items captured and updated as necessary.	Completed Visio diagrams, Support logs, Implementation schedules, inventory records and	Network diagrams updated with all network updates and changes. Inventory updated with all new serial numbers when equipment is rotated out with Vendors through maintenance contracts.
Support networking components located in the APHIS campuses in the Western, Central Northeast and Southeast Regional Offices (Primary function).	Maintain current network infrastructure Make improvements where needed Answer support calls and support USDA APHIS staff	Network infrastructure is consistently up (99%) and working. Improvement plans are completed Support issues are resolved to completion.	Network down time statistics Improvement plans are implemented Support issues within the contractors control are resolved
Monitor networking	Maintain current	Network down time	Network



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equipment each day to ensure that USDA APHIS LAN/WAN is operational and available to APHIS.	network infrastructure Answer support calls and support USDA APHIS staff Monitor network infrastructure includes, but is not limited to, checking the following: Routers, Switches, VPN Concentrators	statistics. Support issues are resolved	infrastructure is consistently up (99%) and Support issues within the contractors control are resolved to completion
Performs hardware and software maintenance network components.	Applying system patches Working with vendors to resolve software problems Working with vendors to resolve hardware problems, including coordination of the replacement of defective parts as necessary	Applying system patches Working with vendors to resolve software problems Working with vendors to resolve hardware problems, including coordination of the replacement of defective parts as necessary	Consistency in the following areas: Applying system patches Working with vendors to resolve software problems Working with vendors to resolve hardware problems, including coordination of the replacement of defective parts as necessary

**GOVERNMENT ROLES AND RESPONSIBILITIES**

**Contracting Officer (CO):** All contract related issues shall be addressed with the following contacts:

**Contracting Officer Technical Representative (COTR) –** The COTR contact listed is the only person authorized to interact with the contractor under this contract for technical related issues:

**Project Manager (PM) -** The contact listed will be the person authorized to interact with the Contracting Officer, COTR and the Contractor under this contract for project management related issues:

**GOVERNMENT FURNISHED PROPERTY**

The Government shall provide a copy of all available program code and documentation as it



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relates to the program areas. The Government will furnish:

- A copy of the Functional Design Specification
- Source code of comparable systems
- USDA Web –Style Guide
- USDA e-Authentication Guide
- A copy of DR4030-1: *Section 508 Implementation - Final Guidance.*

**GOVERNMENT FURNISHED FACILITY AND/OR PLACE OF PERFORMANCE**

All work will be done at Government facilities. Travel costs must be pre-approved by the COTR.

All Contractor personnel attending meetings, answering Government telephones, working on site, where their Contractor status is not known to third parties, must identify themselves as Contractors, to include wearing ID badges, which identify them as Contractor personnel. This also includes identifying yourself as a Contractor on US Government Email Systems. Unless otherwise directed by the COTR, all documents produced or revised by Contractors or developed through Contractor participation must be marked as "Contractor generated documents" or otherwise identified in a manner that discloses the contractor's participation.

**INVOICE REQUIREMENTS**

The Contractor shall submit invoices to the CO after the deliverables have been accepted by the Government. All invoices shall be supported with a written detailed list of accomplishments that is collaborated with the weekly progress reports and identifies the CLIN Number. The Contractor shall be paid only after meeting the performance standards of the deliverables. If the COTR determines that the Contractor does not meet the performance standards, they are required to notify the CO and the Contractor immediately for resolution. In the event of a dispute on meeting the performance standards, the CO will intervene.



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