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DEFENSE INFORMATION SYSTEM NETWORK (DISN)

GLOBAL SOLUTIONS

(DGS)

STATEMENT OF WORK



DEFENSE INFORMATION SYSTEMS AGENCY  
WASHINGTON, DC

STATEMENT OF WORK

DEFENSE INFORMATION SYSTEMS NETWORK (DISN)

GLOBAL SOLUTIONS (DGS)

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**STATEMENT OF WORK**

**DEFENSE INFORMATION SYSTEM NETWORK (DISN)**

**GLOBAL SOLUTIONS (DGS)**

**1.0 INTRODUCTION**

The mission of the Defense Information Systems Agency (DISA) is to plan, engineer, develop, test, acquire, implement, operate, and maintain information systems for Command, Control, Communications, Computers and Intelligence (C4I) mission support under all conditions of peace and war. Consistent with this mission, the Agency's primary goal is to provide quality information services to the Department of Defense (DOD), with emphasis on supporting the needs of the Commanders-In-Chief (CINCs). One of the Agency's initiatives for achieving this goal includes the development, implementation, operation, and maintenance of the Defense Information System Network (DISN) - the life cycle management of the DISN.

**1.1 SCOPE**

The DISN Global Solutions (DGS) contracts (one resulting from a full and open competition and one resulting from a small business set aside) will provide the necessary programmatic/operation/engineering services, material, equipment, and facilities to support the life cycle management of the DISN. The DGS Contract is open for use to all federal agencies whenever the requirement to be placed is associated with life cycle management of the DISN. This effort shall include, but shall not be limited to:

- Program Management,
- Cost/Schedule Management,
- Financial Management,
- Systems Engineering,
- Hardware and Software Management,
- Test and Evaluation,
- Manufacturing,
- Engineering,
- Logistics, and
- Other services required for DISN support

The DGS Contractor shall have and maintain capabilities to address life cycle issues across the entire spectrum of systems within, or planned for integration within, the worldwide DISN. These systems are basically voice, data, video, imaging and supporting telecommunications systems. Specifically, the DGS Contractor shall be responsible for assisting the Government to execute all phases of the DISN life cycle management and engineering from concept exploration and definition through system disposition and decommissioning in classified and unclassified environments.

The scopes of effort for each award shall include the scopes of all task areas identified in each respective contract and initial task order awards derived from the DGS RFP. As additional DGS tasks are identified, the prospective tasking organization will coordinate with the agency SADBUE and contracting officer to determine which of the two DGS contracts will be used for the new work.

## 1.2 OBJECTIVE

The DGS contract shall be the vehicle through which the DISN Program Manager accomplishes the vision for the DISN early in the twenty-first century. As the Joint Staff provides operational architecture guidance, network policy, overall direction, and validated requirements, DISA (in cooperation with the Joint Staff, Services and Agencies) defines technical architecture, interface standards and performance standards. The DGS Contract shall provide the primary instrument through which top-level doctrine becomes a worldwide, operational telecommunications service.

## 2.0 REFERENCES

Specific references are cited in the DGS contract and each Task Order to which they are applicable. The list shall be modified over time to add or delete references as additional Task Orders are developed and awarded.

Copies of DISA documents may be obtained from:

Defense Information Systems Agency  
DISN Program Management Office  
5111 Leesburg Pike, Suite 9000  
Falls Church, VA 22041

ATTN: Mr. Paul Stenger  
Telephone: 703-681-0732  
E-Mail: [stengerp@ncr.disa.mil](mailto:stengerp@ncr.disa.mil)

Copies of Military Standards documents may be obtained from:

Naval Publications and Forms Center  
Code: 3015  
5801 Tabor Avenue  
Philadelphia, PA 19120

Copies of American National Standards, International Telecommunications Union Standards and International Standards documents may be obtained from:

American National Standards Institute  
1430 Broadway  
New York, NY 10018

Copies of CCITT documents may be obtained from:

DISN Technical Information Center  
5285 Port Royal Road  
Springfield, VA 22161

### 3.0 REQUIREMENTS AND SERVICES

The following paragraphs delineate the minimum set of functional requirements the DGS Contractors must satisfy to effectively support the life cycle management (LCM) and engineering of the DISN and its component systems. Field-Level (i.e., non-Depot Level) Maintenance efforts under this TO shall be provided 24 hours per day, seven days a week (24x7) for any emergency repairs. The DGS contractor shall be tasked to provide two levels of life-cycle support to the DISN:

- First, the DGS contractor's core or primary tasking shall be to support uninterrupted, 24X7 operation of the DISN for the nation's warfighters deployed worldwide. The DGS Full and Open Competition (F&OC) contractor shall provide this service. Additionally, the DGS F&OC contractor shall provide the engineering and associated services required to directly support the fully operational DISN.
- Second, the DGS contractor shall provide the engineering and support services required for the DISN Program Office and the associated management, engineering development, and implementation efforts across the DISN. The DGS Small Business Set Aside (SBSA) contractor shall provide these services.

The DGS contract requirements are described below.

#### 3.1 DISN CORE REQUIREMENTS

The DISN Core Requirements are those that provide direct support to operations and maintenance of the DISN in its mission to support the warfighter worldwide. The DGS F&OC contractor shall also provide the engineering and associated direct support required for the full operational support of the DISN. Those requirements shall include, but shall not be limited to:

##### 3.1.1 WORLDWIDE CLASSIFIED NETWORK MANAGEMENT AND CONTROL

The contractor shall provide day-to-day operational support of the DISN networks, principally the NIPRNet and the SIPRNet, and the sub-networks of the user community. The contractor shall provide services in the areas of Facility Transition, Network Services, User Services, General Reference and Support Services, Communications Server User Registration, Billing, Auditing, and Network Engineering and Software Support. Contractor responsibilities shall include, but shall not be limited to, ensuring a seamless transition of all duties and service from the former contractor(s), including development and implementation of Transition Plans and Orientation Briefings.

The contractor shall provide support services for operating the NIPRNet, SIPRNet and Global Command and Control System (GCCS) network management centers in the CONUS, Europe, Pacific and Southwest Asian (SWA) theaters. Contractor responsibilities shall include the program management support, acquisition and purchase of supplies to support specified services, creation and execution of Transition Plans, Continental United States (CONUS) SIPRNet Monitoring Center Support, GCCS Monitoring Center Support, CONUS SIPRNet Continuity of Operations Support, Europe/Pacific NIPRNet/SIPRNet Regional Network Operation and Security Control (RNOSC) Support, Statistical

Data Collection, Unplanned Monitoring Center and RNOSC Activities, Magnetic Media Support, Technical Assistance and Maintenance of the RNOSC NIPRNET and SIPRNET databases, and Operational Problem Resolution Process Support. Additionally, contractor responsibilities shall include operating and maintaining the DISN transport infrastructure (currently ATM), supporting migration to new technologies as they emerge, engineering solutions to meet changing customer requirements, and installing required upgrades to the existing infrastructure.

For the Integrated Digital Network Exchange (IDNX) system, the contractor shall provide network management services, support and sustain routine and periodic Maintenance and Integrated Logistics for the evolution of the IDNX Network and all associated assets Worldwide. The contractor shall deliver the maintenance support required to support the IDNX Network and associated telecommunications systems at DISN sites worldwide. The list of IDNX Nodes worldwide is contained in ANNEX A. The equipment content and rack layout for the eight categories of IDNX equipment are shown in ANNEX B. Also, the maintenance support shall cover the replacement of defective or outdated cards and components and any ancillary costs: e.g., shipping and handling associated with returning the node to full functional capability. The maintenance coverage shall include telephonic technical assistance center (TAC) support on a 24x7 basis.

In support of the IDNX Hardware Maintenance requirement, the contractor may be required to perform the following (and/or other) maintenance functions:

- Perform advanced and preventative maintenance planning. Develop recommendations for short- and long-term systems supportability and maintenance concept optimization.
- Establish a baseline inventory of equipment to be maintained and track changes to that baseline.
- Provide continuing maintenance support to existing system assets/components as well as "future generation" components and/or replacement items.
- Support maintenance agreements with Original Equipment Manufacturer (OEM's) as specified by the Government.
- Support equipment at sites worldwide in accordance with the IDNX Task Order and other associated Task Order(s) throughout all levels of conflict, peace through war, and all DoD mission contingency operations other than war such as, disaster relief, humanitarian operations, and/or any and all other mission assignments/tasking given to DoD by the National Command Authority.
- Perform preventive maintenance for networks, systems, sub-systems and components, as required to support OEM warranty, or as directed by the Government, corrective/repair actions as required, and system/component upgrades as directed by the authorized Government official to provide for overall DISN support and evolution.
- Manage operational spares, replacement parts, diagnostic equipment and associated items (including transportation thereof) to enable performance of maintenance functions in accordance with specified timelines.

The contractor shall be responsible for providing a detailed maintenance program, which shall include an Integrated Logistics Support (ILS) Plan in accordance with requirements under this SOW. The Integrated Logistics Support Plan (ILSP) shall include, but shall not be limited to, personnel availability, response time, restoral procedures, parts availability and disaster procedures. Node maintenance shall be provided on a "real-time" basis, meaning that the operation is required on a 24x7 basis with system or nodal downtime minimized. A listing of all nodes anticipated under this maintenance program is located in Annex A. Non-emergency repair and/or replacement services will be performed during the Principal Period of Maintenance (PPM). The PPM is defined as the time period of the normal duty day as defined by the local commander or command authority and varies between different geographical locations. Maintenance performed during non-PPM times shall be considered Outside the PPM (OPPM) and must be approved in advance by the TM, or its designated representative.

For situations in which a repair technician is required to visit a site to resolve a maintenance related problem, response time is measured from the time when the Government representative and the contractor point of contact (technical assistance center or other entity as agreed to by the Government) confirm that a dispatch is required from the contractor's facility.

- Up to 75 miles - three (3) hours
- 76 to 150 miles - five (5) hours
- 151 miles and beyond - eight (8) hours

The Government understands that some site locations should be designated as "remote locations", and therefore, a special and specifically applicable response time will apply. These special cases shall be identified and agreed upon in advance, and the allowable response time documented as the standard for each response to problems at that specific site. Temporary conditions; e.g., severe weather, transportation strikes and/or road/bridge outages shall be addressed on a case-by-case basis.

### **3.1.2 INTEGRATED LOGISTICS SUPPORT (ILS)**

The contractor shall perform Integrated Logistics Support activities that address both the development of new systems, as well as the evolutionary upgrade and migration of existing systems, subsystems, and components into the operational DISN. Specifically, the contractor shall provide Functional and Technical Program Management Services, Integrated Functional and Technical Logistics Services, assist in Developing Logistical-Related Design Constraints and Readiness Requirements, provide Maintenance Planning/Procedures early in the acquisition process to increase system supportability and decrease overall life cycle costs. The contractor also shall Review, Evaluate, and/or Propose Necessary Actions to Accommodate Timely Facility Planning.

### **3.1.3 DISN DATA INSTALLATION AND MAINTENANCE SERVICES**

The contractor shall ensure an orderly and efficient installation/de-installation/maintenance of DISN data services equipment including but not limited to purchasing, provisioning, equipment maintenance, equipment installation, and equipment preventive and corrective maintenance. Specifically, the contractor shall create and execute transition plans as required and provide implementation support services,

network/installation/de-installation services, subscriber integration assistance, data network maintenance, and software services.

#### **3.1.4 DISN PROGRAMMATIC AND TECHNICAL SUPPORT**

The contractor shall provide programmatic and technical support for the refinement and implementation of DISN telecommunications strategies. The contractor shall provide specific support in the areas of program management, including operational and organizational concepts, management and engineering planning, test and implementation planning, and technical support; engineering, including interoperability, service specifications, network service and installation, equipment testing, video teleconferencing, imaging, training and staging, and installation.

The contractor shall provide all necessary qualified personnel, and services to perform review, implementation, and cutover functions as specified. The contractor shall assist in effectively establishing and operating a Circuit Activation Assistance Team that shall be known as the Cutover Management Team (CMT). The team will support pre-transition/activation and post-transition/activation cutover activities. Cutover management shall include day-to-day planning, cutover, activation implementation and shall optimize support to special projects. Short-term projects shall be managed with day-to-day Task Order resources by prioritizing workload, re-allocating work assignments, adjusting duty schedules, and completing any additional identified tasks.

The contractor shall provide trained and experienced management and coordination support personnel to execute the full spectrum of life-cycle management support tasks for the DISN and associated functional areas. These individuals shall have a broad range of technical control abilities as well as effective verbal, written and interpersonal communications skills. The contractor shall develop, present and maintain a Life-Cycle Management Support Plan to oversee DISN assets from their design, development, deployment, implementation, use and eventual deactivation and/or destruction.

The contractor shall provide support services that include system implementation, network management, operations and maintenance, engineering support, training, customer service, and staging and installation, for Defense Information System Agency (DISA) CONUS, Pacific and Europe.

#### **3.1.5 OVERSEAS DEFENSE MESSAGE SYSTEM TRANSITIONAL HUB (DTH) HARDWARE MAINTENANCE**

The contractor shall provide hardware maintenance and on-site logistics support for the Pirmasens DTH. This service shall include maintaining all required hardware other than cryptographic equipment and locally provided administrative personal computers within the Pirmasens DTH, performing site hardware logistics, and providing system-engineering support.

#### **3.2 DISN SUPPORT SERVICES**

The DGS contractor shall provide the management, engineering and other support services required for managing and implementing efforts across the DISN. The DGS Small Business Set Aside (SBSA) contractor shall provide these services. Tasks may include, but may not be limited to, the following requirements.

### **3.2.1 DISN PROGRAM MANAGEMENT AND ACQUISITION SUPPORT**

The contractor shall provide program management support to the DISN Program Manager and DISA staff, as well as technical assistance in the areas of technical planning, technical documentation, technical services, project tracking, graphic services, project review, and technical review and reporting.

The contractor shall support DISA in the organization, management, and execution of the DISN strategy for DISN. Contractor responsibilities shall include but shall not be limited to, strategic planning and programmatic support of the DISN acquisition and implementation strategies. The contractor shall provide DISN support for the Europe/Pacific Project, Acquisition Life-Cycle, In-Process Review (IPR) Meetings/Reports, DISN-Europe/Pacific Program Management, and DISN-Europe/Pacific Engineering. Specifically, the contractor shall provide one key person to be the contractor's primary point of contact for DISA European operations and one key person to be the primary point of contract for DISN Pacific operations.

### **3.2.2 TECHNICAL SUPPORT SERVICES**

The contractor shall support and sustain operational management and the evolution of the IDNX Network and all associated assets Worldwide. The contractor shall provide, under delivery to the Government, the technical support services required to support the IDNX Network and associated telecommunications systems at DISN Sites worldwide. The list of IDNX Nodes worldwide is contained in ANNEX A and the equipment content and rack layout for the seven categories of IDNX equipment are located in ANNEX B.

The specific IDNX work shall include, but shall not be limited to, system/security administration, system engineering, systems implementation, network operations, customer service support, user and contractor training.

As a part of DISA's overall strategic training program, the contractor shall provide recurring DISN data services training to NIPRNet and SIPRNet customers. The contractor shall comprehend and describe the growth and development of the NIPRNet and SIPRNet, including Internet Protocol (IP), Integrated Data Network Exchange (IDNE) responsibilities.

The recurring training services include developing and initiating a primary training program and a DISN Data Services Course. Contractor responsibilities shall include, but shall not be limited to, training, developing course material, course instruction, administrative support, and conference and task reviews.

The contractor shall provide management and coordination support services for the DISA Telecommunications Certification Offices (TCOs), and Allocation and Engineering Offices. The contractor shall ensure and maintain the accuracy of DISA provisioning circulars and instructions and provide timely and technically accurate connection services to the DISN/Defense Information Infrastructure and user communities.

The contractor support shall include, but shall not be limited to, researching and developing necessary supporting documents.

### **3.2.3 LONG HAUL, REGIONAL, AND WIRELESS TELECOMMUNICATIONS SUPPORT**

The contractor shall provide program management support and engineering services for expanding and maintaining the DISN and for migrating identified systems and services onto the DISN. Support may include, but may not be limited to, program management support including program planning, operational and organizational concepts, management and engineering planning, technical support and sector assurance.

Also, the contractor shall provide engineering services support including technical planning, interoperability, service specifications, and performance metrics.

The contractor shall provide ongoing support to the Wireless Program Office in facilitating the development of the Enhanced Mobile Satellite Service (EMSS) capability, International Maritime Satellite Communications (INMARSAT), and other wireless systems for DoD use.

Contractor responsibilities shall include, but shall not be limited to, Developing Wireless Program Management Office (PMO) Business Plan, Concept and Operations (CONOPS), Program Management and Life Cycle Document, and Test Plans. The contractor also shall provide technical engineering and program support services, service delivery strategy and implementation support including secure telecommunications services, wireless provisioning and billing support, and wireless PMO user liaison support.

#### **3.2.4 NETWORK SECURITY SERVICES**

The contractor shall provide security engineering support related to the operations of DISN SIPRNet and NIPRNet. The contractor shall perform subscriber host site visits for security review and vulnerabilities assessment; probe backbone components and subscribers hosts on-line for vulnerabilities; develop security related DISN web pages; configure backbone firewalls; perform DISN connection approval process document review and Information Security (INFOSEC) Analysis.

#### **4.0 YEAR 2000 REQUIREMENTS**

In accordance with Defense Information Technology Contracting Office Acquisition Regulation Supplement (Para 39.106) the following Year 2000 requirements apply to all equipment and software used on this contract.

All information technology provided under, or in support of, this contract by the contractor and all subcontractors shall be Year 2000 compliant. "Year 2000 compliant" means, with respect to information technology, that the information technology accurately processes date/time data (including, but not limited to, calculating, comparing, and sequencing) from, into and between the twentieth and twenty-first centuries. The years 1999, 2000 and leap year calculations, to the extent that other information technology, used in combination with the information technology being acquired, properly exchanges date/time data with it.

To ensure Year 2000 compliance, the contractor shall, at a minimum test a representative sampling of the information technology, or same type of information technology, that will be provided under the contract. Year 2000 compliance testing will be accomplished and documented in accordance with generally accepted commercial standards/practices. If requested, the

contractor shall provide the Government with a copy of such Year 2000 compliance testing documentation, at no additional cost to the Government.

#### 5.0 Section 508 of the Rehabilitation Act

Unless specifically exempted, individual task orders issued under this contract that include any electronic and information technology (EIT) shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d). Unless an exception from Federal Acquisition Regulation (FAR) 39.204 applies and has been approved, acquisitions of EIT supplies and services must meet the applicable accessibility standards at 36 CFR part 1194. EIT is defined to have the same meaning as "information technology" except EIT also includes any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information. The term EIT, includes, but is not limited to, telecommunication products (such as telephones), information kiosks and transaction machines, worldwide websites, multimedia, and office equipment (such as copiers and fax machines). Further information on EIT can be found at <http://www.section508.gov/>.