United States Department of Education

ED-07-CO-0042

Education Department Utility for Communications, Applications, and Technology Environment (EDUCATE)

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SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER

2. CONTRACT NO: ED-07-CO-0042

3. AWARD/EFFECTIVE DATE: SEP 27, 2007

4. ORDER NUMBER

5. SOLICITATION NUMBER: ED-07-R-0034

6. SOLICITATION ISSUE DATE: MAY 01, 2007

7. FOR SOLICITATION INFORMATION CALL:
a. NAME: Eugene Hopkins
Eugene.Hopkins@ed.gov
b. TELEPHONE NUMBER (No collect calls) 202-245-6224

8. OFFER DUE DATE/ LOCAL TIME: JUL 16, 2007 10:00 AM ET

9. ISSUED BY CODE CPOA
Contracts & Acquisitions Mgt., Group A
550 12th St SW - 7th Floor
Washington DC 20202-4210

10. THIS ACQUISITON IS
☑ UNRESTRICTED OR ☐ SET ASIDE: % FOR:
☐ SMALL BUSINESS ☐ EMERGING SMALL BUSINESS
☐ HUBZONE SMALL BUSINESS
☐ SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS ☐ 8(A)
NAICS: 518210
SIZE STANDARD

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
☐ SEE SCHEDULE

12. DISCOUNT TERMS
0 Days
0%
Net 30

☐ 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING

14. METHOD OF SOLICITATION
☐ RFQ ☐ IFB ☑ RFP

15. DELIVER TO CODE CPOA
Contracts & Acquisitions Mgt., Group A
550 12th St SW - 7th Floor
Washington DC 20202-4210

16. ADMINISTERED BY CODE CPOA
Contracts & Acquisitions Mgt., Group A
550 12th St SW - 7th Floor
Washington DC 20202-4210

17a. CONTRACTOR/ OFFEROR CODE 00023498 FACILITY CODE
PEROT SYSTEMS GOVERNMENT SERVICES, INC
8270 WILLOW OAKS CORPORATE DR STE 500
FAIRFAX VA 220314514
FIN: 541168756
DUNS: [redacted]
CAGE: 4T952

TELEPHONE NO. 703-289-8161

18a. PAYMENT WILL BE MADE BY CODE CPOA
Contracts & Acquisitions Mgt., Group A
550 12th St SW - 7th Floor
Washington DC 20202-4210

☐ 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED
☐ SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
Please	see continuation page for line item details.				

(Use Reverse and/or Attach Additional Sheets as Necessary)

25. ACCOUNTING AND APPROPRIATION DATA
See Schedule

26. TOTAL AWARD AMOUNT *(For Govt. Use Only)*
$30,986,815.75

☐ 27a SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ☐ ARE ☑ ARE NOT ATTACHED
☐ 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA ☑ ARE ☐ ARE NOT ATTACHED

☒ 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 4 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED

☒ 29. AWARD OF CONTRACT: REF. _____ OFFER DATED SEP 06, 2007. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: All

30a. SIGNATURE OF OFFEROR/CONTRACTOR
Stephen H. Scheffer

31a. UNITED STATES OF AMERICA *(SIGNATURE OF CONTRACTING OFFICER)*
James Hairfield

30b. NAME AND TITLE OF SIGNER *(Type or print)*
Stephen H. Scheffer
Director of Contracts

30c. DATE SIGNED
27 SEP 07

31b. NAME OF CONTRACTING OFFICER *(Type or print)*
James Hairfield
(202) 245-6219

31c. DATE SIGNED
9/27/07

19 ITEM NO	20 SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23 UNIT PRICE	24 AMOUNT

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32f. TELPHONE NUMBER OF AUTHORZED GOVERNMENT REPRESENTATIVE 32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER PARTIAL FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT ☐ COMPLETE ☐ PARTIAL ☐ FINAL	37. CHECK NUMBER
38. S/R ACCOUNT NO.	39. S/R VOUCHER NUMBER	40. PAID BY		

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT		42a. RECEIVED BY *(Print)*	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42b. RECEIVED AT *(Location)*	
		42c. DATE REC'D *(YY/MM/DD)*	42d. TOTAL CONTAINERS

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE $	AMOUNT $
0001	Desktop Services (DS)- Base Year (27 Nov 2007 to 26 Nov 2008) Accounting and Appropriation Data: 0202X2007.A.2007.EI000000.7A2.2572A.000.000.0000.000000 $1,947,147.73 0241A2007.A.2007.EI000000.776.2572A.000.000.0000.000000 $2,978.42 0400M2006.B.2007.EI000000.766.2572A.000.257.0000.000000 $20,003.71 0700A2007.A.2007.EI000000.711.2572A.000.000.0000.000000 $769,794.03 0800A2007.A.2007.EI000000.701.2572A.A17.000.0000.000000 $3,738,174.52 1100A2007.B.2007.EI000000.768.2572A.000.902.0000.000000 $10,104.78 1400A2007.A.2007.EI000000.744.2572A.000.000.0000.000000 $395,377.15 1901A2007.A.2007.EI000000.792.2572A.000.000.0000.000000 $1,380.00	1.00	SE	6,884,960.34	6,884,960.34
0002	Helpdesk Support Services (HS) - Base Year (27 Nov 2007 to 26 Nov 2008) Accounting and Appropriation Data: 0202X2007.A.2007.EI000000.7A2.2572A.000.000.0000.000000 $507,951.58 0241A2007.A.2007.EI000000.776.2572A.000.000.0000.000000 $776.98 0400M2006.B.2007.EI000000.766.2572A.000.257.0000.000000 $5,218.36 0700A2007.A.2007.EI000000.711.2572A.000.000.0000.000000 $200,815.84 0800A2007.A.2007.EI000000.701.2572A.A17.000.0000.000000 $975,175.96 1100A2007.B.2007.EI000000.768.2572A.000.902.0000.000000 $2,636.03 1400A2007.A.2007.EI000000.744.2572A.000.000.0000.000000 $103,128.82 1901A2007.A.2007.EI000000.792.2572A.000.000.0000.000000 $360.00	1.00	SE	1,796,063.57	1,796,063.57
0003	Systems/Data Center Services (SD)- Base Year (27 Nov 2007 to 26 Nov 2008) Accounting and Appropriation Data: 0202X2007.A.2007.EI000000.7A2.3101C.000.000.0000.000000 $1,100,561.76 0241A2007.A.2007.EI000000.776.3101C.000.000.0000.000000 $1,683.45 0400M2006.B.2007.EI000000.766.3101C.000.257.0000.000000 $11,306.44 0700A2007.A.2007.EI000000.711.3101C.000.000.0000.000000 $435,100.98 0800A2007.A.2007.EI000000.701.3101C.A17.000.0000.000000 $2,112,881.25 1100A2007.B.2007.EI000000.768.3101C.000.902.0000.000000 $5,711.40 1400A2007.A.2007.EI000000.744.3101C.000.000.0000.000000 $223,445.78 1901A2007.A.2007.EI000000.792.3101C.000.000.0000.000000 $780.00	1.00	SE	3,891,471.06	3,891,471.06

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE $	AMOUNT $
0004	E-Mail Services (EM) - Base Year (27 Nov 2007 to 26 Nov 2008) Accounting and Appropriation Data: 0202X2007.A.2007.EI000000.7A2.2572A.000.000.0000.000000 $592,610.18 0241A2007.A.2007.EI000000.776.2572A.000.000.0000.000000 $906.47 0400M2006.B.2007.EI000000.766.2572A.000.257.0000.000000 $6,088.08 0700A2007.A.2007.EI000000.711.2572A.000.000.0000.000000 $234,285.14 0800A2007.A.2007.EI000000.701.2572A.A17.000.0000.000000 $1,137,705.29 1100A2007.B.2007.EI000000.768.2572A.000.902.0000.000000 $3,075.37 1400A2007.A.2007.EI000000.744.2572A.000.000.0000.000000 $120,316.96 1901A2007.A.2007.EI000000.792.2572A.000.000.0000.000000 $420.00	1.00	SE	2,095,407.49	2,095,407.49
0005	Network, Telecommunications, and Multimedia Services (NS) - Base Year (27 Nov 2007 to 26 Nov 2008) Accounting and Appropriation Data: 0202X2007.A.2007.EI000000.7A2.2572A.000.000.0000.000000 $3,217,026.69 0241A2007.A.2007.EI000000.776.2572A.000.000.0000.000000 $4,920.86 0400M2006.B.2007.EI000000.766.2572A.000.257.0000.000000 $33,049.58 0700A2007.A.2007.EI000000.711.2572A.000.000.0000.000000 $1,271,833.62 0800A2007.A.2007.EI000000.701.2572A.A17.000.0000.000000 $6,176,114.43 1100A2007.B.2007.EI000000.768.2572A.000.902.0000.000000 $16,694.85 1400A2007.A.2007.EI000000.744.2572A.000.000.0000.000000 $655,149.20 1901A2007.A.2007.EI000000.792.2572A.000.000.0000.000000 $2,280.00	1.00	SE	11,377,069.23	11,377,069.23
0006	Disaster Recovery Services (DR) - Base Year (27 Nov 2007 to 26 Nov 2008) Accounting and Appropriation Data: 0202X2007.A.2007.EI000000.7A2.2572A.000.000.0000.000000 $423,292.99 0241A2007.A.2007.EI000000.776.2572A.000.000.0000.000000 $647.48 0400M2006.B.2007.EI000000.766.2572A.000.257.0000.000000 $4,348.63 0700A2007.A.2007.EI000000.711.2572A.000.000.0000.000000 $167,346.53 0800A2007.A.2007.EI000000.701.2572A.A17.000.0000.000000 $812,646.64 1100A2007.B.2007.EI000000.768.2572A.000.902.0000.000000 $2,196.69 1400A2007.A.2007.EI000000.744.2572A.000.000.0000.000000 $85,940.68 1901A2007.A.2007.EI000000.792.2572A.000.000.0000.000000 $300.00	1.00	SE	1,496,719.64	1,496,719.64

SCHEDULE Continued

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE $	AMOUNT $
0007	Special Services (SS)(IES, OIG, & New Projects) - Base Year 27 Nov 2007 to 28 Nov 2008 Accounting and Appropriation Data: 0202X2007.A.2007.EI000000.7A2.2572A.000.000.0000.000000 $423,292.99 0241A2007.A.2007.EI000000.776.2572A.000.000.0000.000000 $647.48 0400M2006.B.2007.EI000000.766.2572A.000.257.0000.000000 $4,348.63 0700A2007.A.2007.EI000000.711.2572A.000.000.0000.000000 $167,346.53 0800A2007.A.2007.EI000000.701.2572A.A17.000.0000.000000 $812,646.64 1100A2007.B.2007.EI000000.768.2572A.000.902.0000.000000 $2,196.69 1400A2007.A.2007.EI000000.744.2572A.000.000.0000.000000 $85,940.68 1901A2007.A.2007.EI000000.792.2572A.000.000.0000.000000 $300.00	1.00	SE	1,496,719.64	1,496,719.64
0008	Printer Services (PS) - Non-FSA ($673,523.84) & FSA ($224,507.94)- Base Year (27 Nov 2007 to 26 Nov 2008) Accounting and Appropriation Data: 0202X2007 A.2007.EI000000.7A2.2572A.000.000.0000.000000 $253,975.79 0241A2007.A.2007.EI000000.776.2572A.000.000.0000.000000 $388.49 0400M2006.B.2007.EI000000.766.2572A.000.257.0000.000000 $2,609.18 0700A2007.A.2007.EI000000.711.2572A.000.000.0000.000000 $100,407.92 0800A2007.A.2007.EI000000.701.2572A.A17.000.0000.000000 $487,587.98 1100A2007.B.2007.EI000000.768.2572A.000.902.0000.000000 $1,318.01 1400A2007.A.2007.EI000000.744.2572A.000.000.0000.000000 $51,564.41 1901A2007.A.2007.EI000000.792.2572A.000.000.0000.000000 $180.00	1.00	SE	898,031.78	898,031.78
1000	Transition In (28 Sept 2007 to 26 Nov 2007) Accounting and Appropriation Data: 0202X2007.A.2007.EI000000.7A2.2572A.000.000.0000.000000 $254,190.27 0241A2007.A.2007.EI000000.776.2572A.000.000.0000.000000 $1,050.37 0400M2006.B.2007.EI000000.766.2572A.000.257.0000.000000 $4,201.49 0700A2007.A.2007.EI000000.711.2572A.000.000.0000.000000 $133,397.37 0800A2007.A.2007.EI000000.701.2572A.A17.000.0000.000000 $580,856.27 1100A2007.B.2007.EI000000.768.2572A.000.902.0000.000000 $3,151.12 1400A2007.A.2007.EI000000.744.2572A.000.000.0000.000000 $73,526.11	1.00	SE	1,050,373.00	1,050,373.00

Section B - Continuation of SF 1449: Contract Structure, Required Supplies, Pricing Table

B.1: 301-22, *Contract Definition*, (APR 1997) TAILORED

This is an indefinite delivery indefinite quantity (ID/IQ) contract with fixed unit prices, as defined under Subparts 16.202 and 16.5 of the Federal Acquisition Regulation. Task orders may be issued under a fixed price or time and materials (T&M) basis.

The contract value of the base period is:

Base Period	Base Period Timeframes	Estimated Value
Transition	Month 1-2	$1,050,373.00
Operations	Months 3-14	$44,896,187.67

B.2: 301-17, *Provision for Pricing and Payment*, (APR 1997)

(a) The total not-to-exceed amount of this contract is $30,986,815.75. Payment of that amount shall be made in accordance with the incorporated clause entitled "Payments Under Time and Materials and Labor-Hour Contracts," "Payments Under Fixed Price Research and Development Contracts," or "Payments," whichever is applicable, and with any other supplementary payment scheme which may be otherwise negotiated and specified.

(b) The Contractor shall take appropriate steps to insure that the ceiling price stated in Paragraph (a) above is not exceeded. The Government is not liable for any costs incurred which exceed the amount set forth above. The Contractor is further required to give written notice any time it estimates that the current funding ceiling is inadequate to cover the cost of its continued performance for a period of more than 60 days or until the end of the current term of the contract if less than 60 days.

(c) In consideration for services performed under this contract, the Contractor shall be paid in accordance with the prices set forth in the Pricing Schedule (See Attachment A).

B.3: 301-21, *Contract Amount Increase/Decrease*, (APR 1997)

(a) The Government shall have the right to unilaterally increase the not-to-exceed amount of this contract at any time in order to provide sufficient funds to cover the anticipated quantity of services and supplies for the remainder of the contract term. Additional funds will be obligated on appropriate contract modifications signed by the Contracting Officer. Such funding modifications shall state the existing total contract amount, the amount of increased funding, and the new total contract amount.

(b) The Government shall also have the right to unilaterally decrease the amount of this contract in the same manner as above.

B.4: 301-24b, *Pricing Schedule (ALT I)*, (APR 1997)

The prices for services set forth in the Pricing Schedule shall apply for payment purposes for all quantities acquired under this contract.

The Contractor may not charge the Government for any services associated with this contract at any prices or rates other than those specified in the Pricing Schedule.

The pricing schedule is attached to this contract as Attachment D4.

B.5: 52.232-19, *Availability of Funds for the Next Fiscal Year* (Apr 1984)

Funds are not presently available for performance under this contract beyond $30,986,815.75. The Government's obligation for performance of this contract beyond that date is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this contract beyond 26 July 2008, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

Section C – Contract Clauses

C.1: 301-20, *Prohibition of Discrimination Against Individuals with Disabilities,* (FEB 1995)

The contractor shall comply with all applicable requirements of the Americans with Disabilities Act of 1990 including Section 302, which provides that:

"No individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases (or leases to), or operates a place of public accommodation."

Failure to comply with the Americans with Disabilities Act of 1990, as amended, shall be considered a failure to comply with the terms of this contract.

C.2: 301-26c, *Minimum/Maximum Quantities,* (APR 1997) TAILORED

The minimum number of users "seats" to be ordered under this contract is: 4,500
The maximum number of user "seats" to be ordered under this contract is: 6,100

Task Orders will only be issued if required, there is no minimum number of hours of direct labor for work to be issued under Task Orders. If a Task Order is required, the minimum amount for any individual task order is $25,001.00.

The maximum value for all ordered task orders is $10,000,000.00

The amount shown above for task orders are ceilings. Actual hours of direct labor expended on task orders shall not exceed these amounts.

Actual hours of direct labor expended on task orders shall be considered the sum of the hours authorized for time and material task orders and the hours proposed, accepted and used in the pricing of fixed price task orders.

C.3: 302-2, *Scope of Work*, (FEB 1985)

The contractor shall furnish all personnel, materials, services, and facilities necessary to perform the requirements set forth in Section D – Performance Work Statement. This shall also be done in accordance with the specified General and Special Provisions and the contractor's final technical proposal, dated 06 Sept 2007, excluding Appendix C entitled *Service Level Agreements,* which are hereby incorporated by reference as a part of the contract.

C.4: 302-5a, *Task Order Procedure,* (MAY 1997)

(a) Task orders shall be issued by the Contracting Officer in accordance with the procedures specified in this clause. Task orders may be issued on either a Fixed Price or Time and Materials basis.

(I) FIXED PRICE TASK ORDERS - Fixed price task orders shall include a schedule of deliverables and corresponding payment schedule. The Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in the task orders for work delivered or rendered and accepted. Unless otherwise specified, payment shall be made upon acceptance of any portion of the work delivered or rendered for which a price is separately stated in the task order.

(II) TIME AND MATERIALS TASK ORDERS - Time and materials task orders shall order specific hourly labor applications and otherwise set any necessary special conditions for reimbursable materials use. Hours shall be secured by worker classification and corresponding fixed comprehensive rates of charge (loaded labor rates provided under Section D5). Loaded labor rates shall be as specified in the Pricing Schedule. Ordered hours shall serve as ceilings for use for each specified classification under the subject tasks.

(b) Initially, a Statement of Work for a proposed task order will be furnished to the Contractor as well as a request for a technical and cost proposal. The request will state whether the task order is to be fixed price or time and materials. Proposals shall be due 10 working days from the date of request. Technical and cost/price negotiations will be held if necessary. The labor categories, as defined in the Statement of Work and loaded labor rates as listed in the Pricing Schedule, shall be utilized by the Contractor when submitting proposals for task orders. The price for each task order shall be determined based on the estimated level of effort required to perform the work and the rates set forth in the Pricing Schedule.

(c) Each finalized task order will be signed by the Contracting Officer as a single party instrument, not requiring the Contractor's signature. As a minimum, each task order will contain the following: 1. Date of the order; 2. Each task order will be numbered consecutively; 3. Contract number will be indicated on each task order; 4. The COTR for each Task Order; 5. Period of performance will be indicated on each task order; 6. The Statement of Work for the task shall be attached and the Contractor's proposal for the task shall be incorporated by reference. In case of a conflict between those, the former shall take precedence. 7. Fixed Price task orders shall include the total firm fixed price, schedule of deliverables and payment schedule. 8. Time and materials task orders shall include the total not-to-exceed amount, authorized hours of labor by labor classification and authorized dollar amounts for labor, materials and materials overhead.

(d) The contractor's acceptance of each task order shall be presumed by its commencement of work called for therein. If the Contractor finds any task order unacceptable for any reason, it shall contact the Contracting Officer within 2 days

after receipt of such task order and not begin the work required therein until the problem has been resolved.

(e) All task orders are subject to the terms and conditions of this contract. In the event of a conflict between a task order and this contract, the contract shall control.

(f) The Contractor will not accept task orders which exceed the "not-to-exceed" amount of the contract or which require performance beyond the contract termination date.

(g) If at any time during the performance of a time and materials task order, the Contractor has reason to believe that the total price to the Government to complete the task order will be greater than the authorized amount, the Contractor shall notify the Contracting Officer, giving a revised estimate of the total price for performing the task and giving supporting reasons and documentation. If fewer hours or materials are required, only the hours and materials actually used shall be invoiced.

(h) Invoices for services ordered under task orders shall be listed by task order number and shall include for each task order:
For fixed price task orders: Unit prices and quantities for each item for the period billed; the cumulative quantity of items or units for each deliverable; the cumulative amount billed for each item; the cumulative amount for the task order;
For time and materials task orders: The number of billable hours by labor category and an itemization of other direct costs; the loaded labor rates; the cumulative quantity of hours for each labor category; the cumulative amount billed for each labor category; the cumulative amount for materials; and the cumulative amount for the task order.

(i) Orders may be placed by electronic commerce methods. Orders may be placed via facsimile with telephone or written confirmation.

(j) In the event any task is so urgent that time cannot be allowed to issue a task order in writing, the Contracting Officer may provide oral authorization for the Contractor to proceed. In such an event, the Contracting Officer will identify the contract number, the task order number, and state the cost. Oral authorization will be confirmed in writing through the issuance of a task order.

(k) In accordance with the incorporated clause 52.216-22 "Indefinite Quantity" or 52.216-21 "Requirements", the contract will be modified to extend the period of performance solely to allow completion of the task order if the task order was issued within the dates for issuing orders. An extension of the period of performance in accordance with 52.216-22 "Indefinite Quantity" or 52.216-21 "Requirements" will not extend the date for issuing orders shown in the incorporated clause 52.216-18, "Ordering".

(l) Materials use and reimbursement for task orders shall be governed by the incorporated clause entitled "Allowable Cost and Payment" at FAR 52.216-7

C.5: 302-5b, *Task Order Procedure-Work Requests*, (MAY 1997) TAILORED

Work Request Procedure Under general technical support tasks, work will be performed through specific "Work Requests" that will be made only by the Contracting Officer.

Work requests must be no greater than $25,000.00 and, at a minimum, specify the following:

1. A control number
2. A description of the specific work required in relation to the statement of work.
3. A list of the required deliverables.
4. An estimate of the number of hours for each personnel category (T&M).
5. Issue Date and Due Date.

The Contractor shall be allowed a maximum of 2 business days to agree formally to a Work Request by signing and returning the Work Request document with a firm fixed price amount. The contractor shall submit a copy of each Work Request with their invoice to be paid for that request. All Work Requests are subject to the terms and conditions of the specific task order and the contract.

C.6: 303-1, *Shipment and Marking,* (MAR 1986)

(a) The contract number shall be placed on or adjacent to all exterior mailing or shipping labels of deliverable items called for by the contract.

(b) Ship deliverable items to:

US Department of Education
550 12th Street, SW
Room: PCP-7128
Washington, DC 20202-4210

AND

U.S. Department of Education
550 12th Street, SW
Room: PCP-9179
Washington, DC 20202-4210

(c) Mark deliverables for:

Gene Hopkins
Steve Finch

C.7: 303-2, *F.O.B Destination*, (MAR 1986)

All deliverables shall be shipped on an F.O.B. Destination basis. The point for that shall be the delivery point otherwise specified under this section.

C.8: 303-4, *Packing,* (MAR 1986)

Preservation, packing and packaging of items for shipment shall be in accordance with commercial practice and adequate for acceptance by common carrier for safe transportation at the most economical rates.

C.9: 304-1, *Inspection and Acceptance*, (FEB 1985) TAILORED

Pursuant to the inspection clause final inspection and acceptance of all contracted items shall be made by the Contracting Officer.

C.10: 305-4, *Period of Performance*, (MAR 1986) TAILORED

(a) The period of performance shall be from 28 Sept 2007 to 26 Nov 2008, inclusive of all specified deliveries and/or task work.

C.11: 306-1a, *Invoice and Contract Financing Requests Submission, (ALT I)*, (JAN 2007)

(a) Payments shall be rendered in accordance with the payments clause(s) of the incorporated contract clause section and with those otherwise specified rated or fixed price amounts.

(b) The contractor shall submit invoices electronically as an attachment to a message to OCFOCAMINVOICING@ED.GOV. The subject area of the message shall contain the invoice number, contract number, and contract specialist's name. The electronic copy of the invoice shall be in a format that is supported by Microsoft Office (Microsoft Word or Excel), or Adobe Acrobat (.pdf).

C.12: 306-5, *Contracting Officer's Representative*, (FEB 2006)

(a) The Contracting Officer's Representative (COR) is responsible for the technical aspects of the project, technical liaison with the Contractor, and any other responsibilities that are specified in the contract. These responsibilities include inspecting all deliverables, including reports, and recommending acceptance or rejection to the Contracting Officer.

(b) The COR is not authorized to make any commitments or otherwise obligate the Government or authorize any changes which affect the contract price, terms or conditions. Any contractor requests for changes shall be submitted in writing directly to the Contracting Officer or through the COR. No such changes shall be made without the written authorization of the Contracting Officer.

The COR's name and address:

US Department of Education
550 12th Street, SW

ATTN: Steve Finch
Room: PCP-9179
Washington, DC 20202-4210

The COR may be changed by the Government at any time, but notification of the change, including the name and address of the successor COR, will be provided to the Contractor by the Contracting Officer in writing.

C.13: 306-6, *Government Property Administrator*, (DEC 1986)

The contracting officer shall serve as the contract property administrator. This responsibility will include arrangement of disposition on contract termination or expiration under FAR Part 45. The contractor shall furnish all required information on property to this officer.

C.14: 306-8, *Contract Administrator*, (FEB 1985)

The Contractor shall designate one individual to be contacted during the period of the contract for prompt contract administration.

Ms. Hanna Froe, Contract Administrator

Perot Systems Government Services, Inc.
8270 Willow Oaks Corporate Drive
Fairfax, VA 22031-4516

703.289.8178
hanna.froe@psgs.com

C.15: 3452.243-70, *Key Personnel*, (AUG 1987)

The personnel designated as key personnel in this contract are considered to be essential to the work being performed hereunder. Prior to diverting any of the specified individuals to other programs, or otherwise substituting any other personnel for specified personnel, the contractor shall notify the contracting officer reasonably in advance and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on the contract effort. No diversion or substitution shall be made by the contractor without written consent of the contracting officer; provided, that the contracting officer may ratify a diversion or substitution in writing and that ratification shall constitute the consent of the contracting officer required by this clause. The contractor shall be modified to reflect that addition or deletion personnel.

C.16: 307-2, *Key Personnel Designations*, (MAR 1985)

In accordance with the contract clause entitled "Key Personnel", the following key personnel are considered to be essential to the work being performed:

Dan Kelly, Program Manager
Greg Miller, Deputy Program Manager
Mark Blevins, Perot Executive
Chuck Good, Transition Manager
Blossom Baker, Information Assurance Manager
Tony Ulichnie, Service Delivery Manager
Chris Lunde, Lead Client Advocate
Joseph Barcia, Quality Assurance Manager
Gary Greathouse, PMO Manager
Nancy Lohman, Network Services Manager
Brad Center, Desktop Services Manager
John Cross, Solution Architect
John Skilling, Client Advocate for the Office of the Deputy Secretary
Joseph Collins, Client Advocate for the Office of the Secretary, Institute for Education Sciences, and Office of the Inspector General
Mason Butler, Client Advocate
Hector Chavarria, Client Advocate for the Office of the Undersecretary
Roy Sands, Systems Operations Manager
Karen Stephens, Training Manager

C.17: 307-7b, *Publication and Audio-Visual Production*, (MAY 1997)

Except as provided below, neither the development or production of any publication or audiovisual product is authorized. In the event that development or production of any publication or audiovisual product subsequently becomes a contract requirement (expressed or implied), the contractor shall obtain approval in writing from the Contracting Officer. Until the contractor obtains such Contracting Officer approval, no costs for development or production of the publication or audiovisual product shall be allowable.

The following items are excepted from the approval requirements of this clause:

1. Up to 50 copies of progress and final reports.

The Contractor shall ensure that any publication or audiovisual product developed or produced under this contract is compatible with the Department of Education's responsibilities under the Sections 504 and 508 of the Rehabilitation Act of 1973, 29 U.S.C. 794 and 794d, as amended, to ensure the accessibility of its programs and activities to individuals with disabilities.

The contractor shall not distribute or release to the public any publication or audiovisual product developed or produced under this contract without written authorization of the Contracting Officer. To obtain this authorization, the contractor shall submit 2 copies of the publication or audiovisual product to the Contracting Officer. Since the Contracting

Officer must obtain internal public affairs or other clearances, the Contractor should plan at least 45 days to obtain authorization from the Contracting Officer.

The following items are approved for development or production:

None at this time

Except as may be provided elsewhere, the contractor may develop and produce at its own expense, results of work under this contract (see Publication and Publicity).

C.18: 307-8, *Payment of Printing to be Performed by the Government Printing Office,* (APR 1992)

The General Provisions of this contract set forth the Department's policy regarding printing to be performed in order to meet the terms of the contract. Should the services of the Government Printing Office (GPO) be required, the contractor shall request to the Department of Education to requisition those, subject to the contractor's provision of a completed SF-1, Printing and Binding Requisition to the Public Printer. Payment to the GPO shall be made directly by the Department and charged to the contract.

C.19: 307-13, *Department Security Requirements,* (JUN 2006)

The Contractor and its subcontractors shall comply with Department Security policy requirements as set forth in:

A. The Statement of Work of this contract;
B. The Privacy Act of 1974 (P.L. 93-579, U.S.C. 552a);
C. The U. S. Department of Education Handbook for Information Assurance Security Policy, OCIO-01 (March 2006); and
D. The U.S. Department of Education Departmental Directive OM: 5-101, "Contractor Employee Personnel Security Screenings."

Contractor employee positions required under this contract and their designated risk levels:

High Risk (HR): All Positions
Moderate Risk (MR): None
Low Risk (LR): None

*It is anticipated that most of the positions under this contract will be at the Moderate or High Risk level.

All contractor employees must undergo personnel security screening if they will be employed for thirty (30) days or more, in accordance with Departmental Directive OM:5-101, "Contractor Employee Personnel Screenings." The type of screening and the timing of the screening will

depend upon the nature of the contractor position, the type of data to be accessed, and the type of information technology (IT) system access required. Personnel security screenings will be commensurate with the risk and magnitude of harm the individual could cause.

The contractor shall:

(a) Ensure that all non-U.S. citizen contractor employees are lawful permanent residents of the United States or have appropriate work authorization documents as required by the Department of Homeland Security, Bureau of Immigration and Appeals, to work in the United States.

(b) Ensure that no employees are assigned to High Risk designated positions prior to a completed preliminary screening.
(c) Submit all required personnel security forms to the Contracting Officer's Representative (COR) within 24 hours of an assignment to a Department contract and ensure that the forms are complete.

(d) Ensure that no contractor employee is placed in a higher risk position than that for which he or she was previously approved, without the approval of the Contracting Officer or his or her representative, the Department Personnel Security Officer, and the Computer Security Officer.

(e) Ensure that all contractor employees occupying High Risk designated positions submit forms for reinvestigation every five (5) years for the duration of the contract or if there is a break in service to a Department contract of 365 days or more.

(f) Report to the COR all instances of individuals seeking to obtain unauthorized access to any departmental IT system, or sensitive but unclassified and/or Privacy Act protected information.

(g) Report to the COR any information that raises an issue as to whether a contractor employee's eligibility for continued employment or access to Department IT systems, or sensitive but unclassified and/or Privacy Act protected information, promotes the efficiency of the service or violates the public trust.

(h) Withdraw from consideration under the contract any employee receiving an unfavorable adjudication determination.

(i) Officially notify each contractor employee if he or she will no longer work on a Department contract.

(j) Abide by the requirements in Departmental Directive OM:5-101, "Contractor Employee Personnel Screenings."

Further information including definitions of terms used in this clause and a list of required investigative forms for each risk designation are contained in Departmental Directive OM:5-101, "Contractor Employee Personnel Screenings."

Failure to comply with the contractor personnel security requirements may result in a termination of the contract for default.

C.20: 307-14, *Computer System Design and Implementation Requirements,* (APR 1999) (TAILORED)

Information regarding any applicable Federal Information Processing Standards (FIPS) can be accessed from the following web-site (FIPS Home Page): http://www.nist.gov/itl/div897/pubs/index.htm.

These publications may also be ordered from the National Technical Information Service (NTIS), U.S. Department of Commerce; Springfield, VA; Telephone: 1-800-553-NTIS (6847) or 703-605-6000.

C.21: 307-15, *Withholding of Contract Payments – Security,* (AUG 2005)

Notwithstanding any other payment provisions of this contract, failure of the contractor to submit required forms, responses or reports when due; failure to perform or deliver required work, supplies, or services; or, failure to meet any of the requirements of the contract, to include all requirements as specified in Clause 307-13 Department Security Requirements, will result in the withholding of payments under this contract in such amounts as the contracting officer deems appropriate, unless the failure arises out of causes beyond the control, and without the fault of negligence, of the contractor, as defined by the clause entitled "Excusable Delays or Default", as applicable. The Government shall promptly notify the contractor of its intention to withhold payment of any invoice or voucher submitted. Payment will be withheld until the failure is cured, a new delivery schedule is agreed upon, or payment is made as part of a termination settlement.

For each month the contractor fails to deliver a:

i. CMMI Level 2 (or higher) SCAMPI Class A Appraisal*, for all contract services (product development and maintenance services), and CLINs, after 6 months of contract award, 5 % of each month's invoice amount shall be withheld.

ii. CMMI Level 3 (or higher) SCAMPI Class A Appraisal*, for all contract services (product development and maintenance services) and CLINs, after 30 months of contract award, 5% of each month's invoice amount shall be withheld.

C.22: *Withholding of Contract Payments – Subcontracting Plan*

In accordance with Subsection C.37, non-compliance with the contractor's Small Business Subcontracting Plan shall result in a withholding from invoice payment as follows: For every percent under the goal, 1% of the annual contract value will be withheld from payment (this will be assessed twice per year as described above), and imposed at the end of the contract period. NOTE: The contractor shall submit their Standard Form 294 (SF 294) twice per year (period endings are March 31 and September 30).

C.23: 307-17, *Conflict of Interest,* (AUG 2007)

(a) The contractor, subcontractor, employee or consultant, has certified that, to the best of their knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational or personal conflict of interest, (see FAR Subpart 9.5 for organizational conflicts of interest), (or apparent conflict of interest) for the organization or any of its staff, and that the contractor, subcontractor, employee or consultant has disclosed all such relevant information if such a conflict of interest appears to exist to a reasonable person with knowledge of the relevant facts (or if such a person would question the impartiality of the contractor, subcontractor, employee or consultant). Conflicts may arise in the following situations:

1. Unequal access to information - a potential contractor, subcontractor, employee or consultant has access to non-public information through its performance on a government contract.

2. Biased ground rules - a potential contractor, subcontractor, employee or consultant has worked, in one government contract, or program, on the basic structure or ground rules of another government contract,

3. Impaired objectivity - a potential contractor, subcontractor, employee or consultant, or member of their immediate family (spouse, parent or child) has financial or other interests that would impair, or give the appearance of impairing, impartial judgment in the evaluation of government programs, in offering advice or recommendations to the government, or in providing technical assistance or other services to recipients of Federal funds as part of its contractual responsibility.

"Impaired objectivity" includes but is not limited to the following situations that would cause a reasonable person with knowledge of the relevant facts to question a person's objectivity:

- financial interests or reasonably foreseeable financial interests in or in connection with products, property, or services that may be purchased by an

educational agency, a person, organization, or institution in the course of implementing any program administered by the Department;

- significant connections to teaching methodologies that might require or encourage the use of specific products, property or services; or

- significant identification with pedagogical or philosophical viewpoints that might require or encourage the use of a specific curriculum, specific products, property or services.

Offerors must provide the disclosure described above on any actual or potential conflict (or apparent conflict of interest) of interest regardless of their opinion that such a conflict or potential conflict (or apparent conflict of interest) would not impair their objectivity.

In a case in which an actual or potential conflict (or apparent conflict of interest) is disclosed, the Department will take appropriate actions to eliminate or address the actual or potential conflict (or apparent conflict of interest), including but not limited to mitigating or neutralizing the conflict, when appropriate, through such means as ensuring a balance of views, disclosure with the appropriate disclaimers, or by restricting or modifying the work to be performed to avoid or reduce the conflict. In this clause, the term "potential conflict" means reasonably foreseeable conflict of interest.

(b) The contractor, subcontractor, employee or consultant agrees that if "impaired objectivity", or an actual or potential conflict of interest (or apparent conflict of interest) is discovered after the award is made, it will make a full disclosure in writing to the Contracting Officer. This disclosure shall include a description of actions that the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict (or apparent conflict of interest).

(c) Remedies - The Government may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to avoid the appearance of a conflict of interest. If the Contractor was aware of a potential conflict of interest prior to award or discovered an actual or potential conflict (or apparent conflict of interest) after award and did not disclose or misrepresented relevant information to the Contracting Officer, the Government may terminate the contract for default, or pursue such other remedies as may be permitted by law or this contract. These remedies include imprisonment for up to five years for violation of Title 18, U.S. Code, Section 1001 and fines of up to $5000 for violation of Title 31, U.S. Code, Section 3802. Further remedies include suspension or debarment from contracting with the federal government. The Contractor may also be required to reimburse the Department for costs the Department incurs arising from activities related to conflicts of interest. An example of such costs would be those incurred in processing Freedom of Information Act requests related to a conflict of interest.

(d) In cases where remedies short of termination have been applied, the contractor, subcontractor, employee or consultant agrees to eliminate the organizational conflict of interest, or mitigate it to the satisfaction of the Contracting Officer.

(e) The Contractor further agrees to insert in any subcontract or consultant agreement hereunder, provisions which shall conform substantially to the language of this clause, including specific mention of potential remedies and this paragraph (e).

C.24: 307-19, *Redacted Proposals*, (DEC 1998) TAILORED

The contractor shall provide a redacted copy of its successful technical proposal to the Contracting Officer within five (5) days after contract award. The redacted proposal shall be suitable for release by the Government under a Freedom of Information Act (FOIA) request, to include the corresponding FOIA exemption for each redaction. The redacted proposal shall be submitted in an electronic format that is readable by Microsoft Office or Adobe applications.

C.25: 317-1, *Accommodation/Accessibility for the Disabled*, (OCT 1999)

The acquisition and management of Federal Information Processing (FIP) resources shall be conducted in a manner that ensures access to computer and telecommunications products and services by all individuals, both federal employees and the public sector, including individuals with disabilities. The acquisition, management and utilization of FIP resources are subject to the computer accommodation and information accessibility for individuals with disabilities contained in Section 508 of the Workforce Investment Act of 1998, P.L. 105-220; Telecommunications Act of 1996,P.L. 104-104 February 1996, 110 Stat. 56; and in the Telecommunications Accessibility Enhancement Act, P.L. 100-542 October 1988. FIP resources required under this contract include computer accommodation and information accessibility where the goal is to ensure full access, integration, and continuity of support to all individuals, including individuals with disabilities. "Computer accommodation" means the acquisition or modification of FIP resources to minimize the functional limitations of individuals with disabilities so as to promote productivity and provide access to work-related or public information resources. "Individuals with disabilities" are individuals with limitations of vision, hearing, speech and/or mobility. The contractor shall ensure that FIP resources are equally provided to all individuals, including individuals with disabilities.

C.26: 316-1, *Accessibility of Software*

The Department of Education (ED) considers universal accessibility to information a priority for all its employees and external customers, including individuals with disabilities.

Under Sections 504 and 508 of the Rehabilitation Act of 1973 (29 U.S.C. sections 794 and 794d,as amended), ED must ensure the accessibility of its programs and activities, specifically its obligation to acquire and use accessible electronic and information

technology. ED maintains the manual, "Requirements for Accessible Software Design," to convey the accessibility needs of the Department to the developers and suppliers of computer applications.

To comply with the provisions of this clause, the contractor may use the edition of the ED manual "Requirements for Accessible Software Design" in effect at the date of award of this contract or any more recent edition. A copy of the most recent edition of the manual may be found at http://www.ed.gov/fund/contract/apply/clibrary/software.html

(a) Software delivered to or developed for ED--Except as provided in paragraph (b) or (c) of this clause, all software delivered to or developed for ED, under this contract, for use by ED's employees or external customers must meet all the requirements of the ED manual "Requirements for Accessible Software Design." However, in accordance with paragraph (c) of this clause, the contracting officer may waive a particular requirement of the ED Manual, provided that ED's use of the software will meet the requirements of Sections 504 and 508 of the Rehabilitation Act of 1973 (29 U.S.C. sections 794 and 794d, as amended).

(b) Software enhanced or modified for ED--Any enhancements and other modifications, made under this contract to software for use by ED's employees or external customers, are subject to the requirements of paragraph (a) of this clause, regardless of where or how the software was first developed. Except as otherwise specified elsewhere in the contract schedule, the contractor is only required to ensure that enhancements or modifications (not other, preexisting features or components) of the software fully comply with the accessibility requirements of paragraph (a). However, the contractor is encouraged point out any preexisting features or components that do not meet accessibility requirements and to suggest solutions to ensure the software complies.

(c) Waiver of requirements--It is recognized that new technologies may provide solutions that are not envisioned in or consistent with the provisions of the manual "Requirements for Accessible Software Design." Also, compliance with certain requirements of the manual may not be feasible for the particular software required. In such extraordinary circumstances, the contracting officer may grant a waiver, in writing, to any requirement of the manual or of this clause if it furthers a public interest of ED and will not significantly impair ED's ability to ensure accessibility of its programs and activities to all its employees and external customers, including individuals with disabilities. To request a waiver, the contractor shall notify the contracting officer in writing, listing the specific accessibility requirements that would not be met and explaining how the accessibility of a particular feature can be achieved by alternative means or why it is not feasible to make a feature of the software accessible.

(d) Condition of payment--The contractor agrees that compliance with the provisions of this clause upon delivery of the software to ED is a condition of payment under this contract.

C.27: 339-1, *Internet Protocol Version 6*, (DEC 2005)

(a) Any system hardware, software, firmware and/or networked component (voice, video or data) developed, procured, or acquired in support and/or performance of this contract shall be capable of transmitting, receiving, processing, forwarding and storing digital information across system boundaries utilizing system packets that are formatted in accordance with commercial standards of Internet Protocol (IP) version 6 (IPv6) as set forth in Internet Engineering Task Force (IETF) RFC 2460 and associated IPv6-related IETF RFC standards. In addition, this system shall maintain interoperability with IPv4 systems and provide at least the same level of performance and reliability capabilities of IPv4 products.

(b) Specifically, any new IP product or system developed, acquired, or produced must:
(1) Interoperate with both IPv6 and IPv4 systems and products,
(2) If not initially compliant, provide a migration path and commitment to upgrade to IPv6 for all application and product features by June 2008, and
(3) Have available contractor/vendor IPv6 technical support for development and implementation and fielded product management.

(c) As IPv6 evolves, the Contractor commits to upgrading or providing an appropriate migration path for each item developed, delivered or utilized at no additional cost to the Government. The Contractor shall retrofit all non-IPv6 capable equipment, as defined above, that is fielded under this contract with IPv6 capable equipment within one year after the availability of a compliant IPv6 solution, or June 2008 (whichever is sooner) at no additional cost to the Government.

(d) The contractor shall provide technical support for both IPv4 and IPv6.

(e) Any system or software must be able to operate on networks supporting IPv4, IPv6 or one that supports both.

(f) Any product whose non-compliance is discovered and made known to the Contractor within one year after acceptance shall be upgraded, modified or replaced to bring it into compliance at no additional cost to the Government.

(g) Any exceptions to the use of IPv6 require the agency's CIO to give advance, written approval.

C.28: *Common Security Configuration*

a) The provider of information technology shall certify applications are fully functional and operate correctly as intended on systems using the Federal Desktop Core Configuration (FDCC). This includes Internet Explorer 7 configured to operate on Windows http://csrc.nist.gov/itsec/guidance_WinXP.htmlWindows XP and Vista (in Protected Mode on Vista). For the Windows XP settings, see:

htmlhttp://csrc.nist.gov/itsec/guidance_vista.html, and for the Windows Vista settings, see: http://csrc.nist.gov/itsec/guidance_vista.html.

b) The standard installation, operation, maintenance, update, and/or patching of software shall not alter the configuration settings from the approved FDCC configuration. The information technology should also use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and uninstall.

c) Applications designed for normal end users shall run in the standard user context without elevated system administration privileges.

C.29: 52.212-5, *Contract Terms and Conditions Required to Implement Statutes or Executive Orders – Commercial Items,* (NOV 2006)

a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clause, which is incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.233-3, Protest after Award (Aug 1996) (31 U.S.C. 3553).
(2) 5.233-4, Applicable Law for Breach of Contract Claim (Oct 2004) (Pub. L. 108-77, 108-78).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

__X_ (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sep 2006), with Alternate I (Oct 1995)(41 U.S.C. 253g and 10 U.S.C. 2402).

____ (2) 52.219-3, Notice of Total HUBZone Set-Aside (Jan 1999) (15 U.S.C. 657a).

____ (3) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (July 2005) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

____ (4) [Reserved]

____ (5) (i) 52.219-6, Notice of Total Small Business Set-Aside (June 2003) (15 U.S.C. 644).

____ (ii) Alternate I (Oct 1995) of 52.219-6.

____ (iii) Alternate II (Mar 2004) of 52.219-6.

____ (6) (i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).
____ (ii) Alternate I (Oct 1995) of 52.219-7.

____ (iii) Alternate II (Mar 2004) of 52.219-7.

__X_ (7) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)).

__X_ (8) (i) 52.219-9, Small Business Subcontracting Plan (Sept 2006) (15 U.S.C. 637(d)(4).

____ (ii) Alternate I (Oct 2001) of 52.219-9.

__X_ (iii) Alternate II (Oct 2001) of 52.219-9.

____ (9) 52.219-14, Limitations on Subcontracting (Dec 1996) (15 U.S.C. 637(a)(14)).

____ (10) (i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (Sept 2005) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).

____ (ii) Alternate I (June 2003) of 52.219-23.

____ (11) 52.219-25, Small Disadvantaged Business Participation Program-Disadvantaged Status and Reporting (Oct 1999) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

____ (12) 52.219-26, Small Disadvantaged Business Participation Program-Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

____ (13) 52.219-27, Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (May 2004).

__X_ (14) 52.222-3, Convict Labor (June 2003) (E.O. 11755).

____ (15) 52.222-19, Child Labor-Cooperation with Authorities and Remedies (Jan 2006) (E.O. 13126).

__X_ (16) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

__X_ (17) 52.222-26, Equal Opportunity (Apr 2002) (E.O. 11246).

__X_ (18) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Sept 2006) (38 U.S.C. 4212).

__X_ (19) 52.222-36, Affirmative Action for Workers with Disabilities (Jun 1998) (29 U.S.C. 793).

__X_ (20) 52.222-37, Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Sept 2006) (38 U.S.C. 4212).

__X_ (21) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (DEC 2004) (E.O. 13201).

____ (22) (i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Products (Aug 2000) (42 U.S.C. 6962(c)(3)(A)(ii)).

____ (ii) Alternate I (Aug 2000) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)).

__X_ (23) 52.225-1, Buy American Act-Supplies (June 2003)(41 U.S.C. 10a-10d).

____ (24) (i) 52.225-3, Buy American Act-Free Trade Agreements-Israeli Trade Act (Nov 2006) (41 U.S.C. 10a-10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, Pub. L. 108-77, 108-78, 108-286, 109-53 and 109-169.

____ (ii) Alternate I (Jan 2004) of 52.225-3.

____ (iii) Alternate II (Jan 2004) of 52.225-3.

____ (25) 52.225-5, Trade Agreements (Nov 2006) (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

__X_ (26) 52.225-13, Restrictions on Certain Foreign Purchases (Feb 2006) (E.o.s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

____ (27) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (42 U.S.C. 5150).

____ (28) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (42 U.S.C. 5150).

____ (29) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

____ (30) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

__X_ (31) 52.232-33, Payment by Electronic Funds Transfer-Central Contractor Registration (Oct 2003) (31 U.S.C. 3332).

____ (32) 52.232-34, Payment by Electronic Funds Transfer-Other than Central Contractor Registration (May 1999) (31 U.S.C. 3332).

____ (33) 52.232-36, Payment by Third Party (May 1999)(31 U.S.C. 3332).

__X_ (34) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

____ (35) (i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631).

____ (ii) Alternate I (Apr 1984) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

____ (1) 52.222-41, Service Contract Act of 1965, as Amended (July 2005) (41 U.S.C. 351, et seq.).

____ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

____ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act- Price Adjustment (Multiple Year and Option Contracts) (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

____ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act- Price Adjustment (Feb 2002) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records-Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in paragraphs (i) through (vii of this paragraph in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds $550,000 ($1,000,000 for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(ii) 52.222-26, Equal Opportunity (Apr 2002) (E.O. 11246).

(iii) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Sept 2006) (38 U.S.C. 4212).

(iv) 52.222-36, Affirmative Action for Workers with Disabilities (June 1998) (29 U.S.C. 793).

(v) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (DEC 2004) (E.O. 13201).

(vi) 52.222-41, Service Contract Act of 1965, as Amended (July 2005), flow down required for all subcontracts subject to the Service Contract Act of 1965 (41 U.S.C. 351, et seq.).

(vii) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241 (b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64. (2) While not required, the contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

C.30: 52.216-18, *Ordering*, (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from 28 Sept 2007 through 26 Nov 2008.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

C.31: 52.216-19, *Ordering Limitation*, (OCT 1995)

(a) "Minimum order." When the Government requires supplies or services covered by this contract in an amount of less than **$3,000** the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) "Maximum order." The Contractor is not obligated to honor:

(1) Any order for a single item in excess of **$10,000,000**
(2) Any order for a combination of items in excess of **$10,000,000**; or
(3) A series of orders from the same ordering office within **7** days that together call for quantities exceeding the limitation in paragraph (b)(1) or (2) of this section.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within **2** days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

C.32: 52.216-22, *Indefinite Quantity,* (OCT 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after the time specified in the order.

C.33: 52.217-8, *Option to Extend Services,* (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within **30 days**.

C.34: 52.217-9, *Option to Extend the Term of the Contract*, (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within **60 days** of contract expiration provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least **60** days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed **122 months**.

(d) Option periods are as follows:

Option Period	Option Period Timeframes	Estimated Value
1	Months 15-26	$45,779,118.43
2	Months 27-38	$45,416,643.08
3	Months 39-50	$43,493,819.08
4	Months 51-62	$41,654,339.85
5	Months 63-74	$39,501,308.20
6	Months 75-86	$37,478,656.75
7	Months 87-98	$35,231,822.93
8	Months 99-110	$33,116,945.96
9	Months 111-122	$31,131,535.05

C.35: 52.232-32, *Performance Based Payments*, (FEB 2002)

(a) "Amount of payments and limitations on payments." Subject to such other limitations and conditions as are specified in this contract and this clause, the amount of payments and limitations on payments shall be specified in the contract's description of the basis for payment.

(b) "Contractor request for performance-based payment." The Contractor may submit requests for payment of performance-based payments not more frequently than monthly, in a form and manner acceptable to the Contracting Officer. Unless otherwise authorized by the Contracting Officer, all performance-based payments in any period for which payment is being requested shall be included in a single request, appropriately itemized and totaled. The Contractor's request shall contain the information and certification detailed in paragraphs (l) and (m) of this clause.

(c) "Approval and payment of requests." (1) The Contractor shall not be entitled to payment of a request for performance-based payment prior to successful

accomplishment of the event or performance criterion for which payment is requested. The Contracting Officer shall determine whether the event or performance criterion for which payment is requested has been successfully accomplished in accordance with the terms of the contract. The Contracting Officer may, at any time, require the Contractor to substantiate the successful performance of any event or performance criterion which has been or is represented as being payable. (2) A payment under this performance-based payment clause is a contract financing payment under the Prompt Payment clause of this contract and not subject to the interest penalty provisions of the Prompt Payment Act. The designated payment office will pay approved requests on the 30th day after receipt of the request for performance-based payment. However, the designated payment office is not required to provide payment if the Contracting Officer requires substantiation as provided in paragraph (c)(1) of this clause, or inquires into the status of an event or performance criterion, or into any of the conditions listed in paragraph (e) of this clause, or into the Contractor certification. The payment period will not begin until the Contracting Officer approves the request. (3) The approval by the Contracting Officer of a request for performance-based payment does not constitute an acceptance by the Government and does not excuse the Contractor from performance of obligations under this contract.

(d) "Liquidation of performance-based payments." (1) Performance-based finance amounts paid prior to payment for delivery of an item shall be liquidated by deducting a percentage or a designated dollar amount from the delivery payment. If the performance-based finance payments are on a delivery item basis, the liquidation amount for each such line item shall be the percent of that delivery item price that was previously paid under performance-based finance payments or the designated dollar amount. If the performance-based finance payments are on a whole contract basis, liquidation shall be by either pre-designated liquidation amounts of a liquidation percentage. (2) If at any time the amount of payments under this contract exceeds any limitation in this contract, the Contractor shall repay to the Government the excess. Unless otherwise determined by the Contracting Officer, such excess shall be credited as a reduction in the un-liquidated performance-based payment balance(s), after adjustment of invoice payments and balances for any retroactive price adjustments.

(e) "Reduction or suspension of performance-based payments." The Contracting Officer may reduce or suspend performance-based payments, liquidate performance-based payments by deduction from any payment under the contract, or take a combination of these actions after finding upon substantial evidence any of the following conditions: (1) The Contractor failed to comply with any material requirement of this contract (which includes paragraphs (h) and (i) of this clause). (2) Performance of this contract is endangered by the Contractor's-- (i) Failure to make progress; or (ii) Unsatisfactory financial condition. (3) The Contractor is delinquent in payment of any subcontractor or supplier under this contract in the ordinary course of business.

(f) "Title." (1) Title to the property described in this paragraph (f) shall vest in the Government. Vestiture shall be immediately upon the date of the first performance-based payment under this contract, for property acquired or produced before that date. Otherwise, vestiture shall occur when the property is or should have been allocable or properly chargeable to this contract. (2) "Property," as used in this clause, includes all of the following described items acquired or produced by the Contractor that are or should be allocable or properly chargeable to this contract under sound and generally accepted accounting principles and practices: (i) Parts, materials, inventories, and work in process; (ii) Special tooling and special test equipment to which the Government is to acquire title under any other clause of this contract; (iii) Nondurable (i.e., noncapital) tools, jigs, dies, fixtures, molds, patterns, taps, gauges, test equipment and other similar manufacturing aids, title to which would not be obtained as special tooling under paragraph (f)(2)(ii) of this clause; and (iv) Drawings and technical data, to the extent the Contractor or subcontractors are required to deliver them to the Government by other clauses of this contract. (3) Although title to property is in the Government under this clause, other applicable clauses of this contract (e.g., the termination or special tooling clauses) shall determine the handling and disposition of the property. (4) The Contractor may sell any scrap resulting from production under this contract, without requesting the Contracting Officer's approval, provided that any significant reduction in the value of the property to which the Government has title under this clause is reported in writing to the Contracting Officer. (5) In order to acquire for its own use or dispose of property to which title is vested in the Government under this clause, the Contractor must obtain the Contracting Officer's advance approval of the action and the terms. If approved, the basis for payment (the events or performance criteria) to which the property is related shall be deemed to be not in compliance with the terms of the contract and not payable (if the property is part of or needed for performance), and the Contractor shall refund the related performance-based payments in accordance with paragraph (d) of this clause. (6) When the Contractor completes all of the obligations under this contract, including liquidation of all performance-based payments, title shall vest in the Contractor for all property (or the proceeds thereof) not-- (i) Delivered to, and accepted by, the Government under this contract; or (ii) Incorporated in supplies delivered to, and accepted by, the Government under this contract and to which title is vested in the Government under this clause. (7) The terms of this contract concerning liability for Government-furnished property shall not apply to property to which the Government acquired title solely under this clause.

(g) "Risk of loss." Before delivery to and acceptance by the Government, the Contractor shall bear the risk of loss for property, the title to which vests in the Government under this clause, except to the extent the Government expressly assumes the risk. If any property is damaged, lost, stolen, or destroyed, the basis of payment (the events or performance criteria) to which the property is related shall be deemed to be not in compliance with the terms of the contract and not payable (if the property is part of or needed for performance), and the Contractor shall refund the related performance-based payments in accordance with paragraph (d) of this clause.

(h) "Records and controls." The Contractor shall maintain records and controls adequate for administration of this clause. The Contractor shall have no entitlement to performance-based payments during any time the Contractor's records or controls are determined by the Contracting Officer to be inadequate for administration of this clause.

(i) "Reports and Government access." The Contractor shall promptly furnish reports, certificates, financial statements, and other pertinent information requested by the Contracting Officer for the administration of this clause and to determine that an event or other criterion prompting a financing payment has been successfully accomplished. The Contractor shall give the Government reasonable opportunity to examine and verify the Contractor's records and to examine and verify the Contractor's performance of this contract for administration of this clause.

(j) "Special terms regarding default." If this contract is terminated under the Default clause, (1) the Contractor shall, on demand, repay to the Government the amount of un-liquidated performance-based payments, and (2) title shall vest in the Contractor, on full liquidation of all performance-based payments, for all property for which the Government elects not to require delivery under the Default clause of this contract. The Government shall be liable for no payment except as provided by the Default clause.

(k) "Reservation of rights." (1) No payment or vesting of title under this clause shall-- (i) Excuse the Contractor from performance of obligations under this contract, or (ii) Constitute a waiver of any of the rights or remedies of the parties under the contract. (2) The Government's rights and remedies under this clause-- (i) Shall not be exclusive, but rather shall be in addition to any other rights and remedies provided by law or this contract; and (ii) Shall not be affected by delayed, partial, or omitted exercise of any right, remedy, power, or privilege, nor shall such exercise or any single exercise preclude or impair any further exercise under this clause or the exercise of any other right, power, or privilege of the Government.

(l) "Content of Contractor's request for performance-based payment." The Contractor's request for performance-based payment shall contain the following: (1) The name and address of the Contractor; (2) The date of the request for performance-based payment; (3) The contract number and/or other identifier of the contract or order under which the request is made; (4) Such information and documentation as is required by the contract's description of the basis for payment; and (5) A certification by a Contractor official authorized to bind the Contractor, as specified in paragraph (m) of this clause.

(m) "Content of Contractor's certification." As required in paragraph (l)(5) of this clause, the Contractor shall make the following certification in each request for performance-based payment: I certify to the best of my knowledge and belief that-- (1) This request for performance-based payment is true and correct; this request (and attachments) has been prepared from the books and records of the Contractor, in accordance with the contract and the instructions of the Contracting Officer; (2)

(Except as reported in writing on _____), all payments to subcontractors and suppliers under this contract have been paid, or will be paid, currently, when due in the ordinary course of business; (3) There are no encumbrances (except as reported in writing on _____) against the property acquired or produced for, and allocated or properly chargeable to, the contract which would affect or impair the Government's title; (4) There has been no materially adverse change in the financial condition of the Contractor since the submission by the Contractor to the Government of the most recent written information dated _____; and (5) After the making of this requested performance-based payment, the amount of all payments for each deliverable item for which performance-based payments have been requested will not exceed any limitation in the contract, and the amount of all payments under the contract will not exceed any limitation in the contract.

C.36: *Economic Price Adjustment*

(a) Pursuant to the terms of this caluse, the firm fixed unit prices for Option Years Five through Nine shall be subject to upward or downward adjustments to account for changes in the market that differ from those projected for Option Year Five at the time of contract award. The prices indicated in contract award for Year One and Option Years One through Four are firm fixed price and not subject to adjustment. The fixed unit rates of labor are not subject to an adjustment, to include those units of labor that compose any of the firm fixed unit CLIN or sub-CLIN prices, task orders or work requests.

(b) Any price adjustment under this clause is subject to the following limitations:

(1) Any adjustments shall be limited to the effect on unit prices of the increases or decreases in the expenditure category for "Information technology, hardware and services" and "Personal computers and peripheral equipment" in accordance with the Consumer Price Index (CPI) maintained by the Bureau of Labor Statistics, U.S. Department of Labor.

(2) No adjustments will be made to profit for the rates.

(3) Price escalation for Option years 5 through 9 shall be in accordance with the U.S. Department of Labor, Bureau of Labor Statistics, Consumer Price Index for All Urban Consumers (CPI-U): U.S. city average, by expenditure category and commodity and service group, for the quarter prior to the end of the contract. The rate adjusted for inflation will not increase more than 4% above the rate for the preceding Option Year.

C.37: *Assessment of Incentives and Disincentives*

(a) Incentives and disincentives shall be assessed in accordance with the Service Level Agreement Framework established under Section D2.

(b) The application of incentives or disincentives will be recognized through a contract modification that adjusts the incentive pool. Earned incentives may be

invoiced after receipt of such modification. Disincentives will offset future invoice amounts.

(c) **Small Business Subcontracting Compliance:** Adherence to the proposed Small Business Subcontracting Plan requires the contractor to submit a Standard Form 294 (SF 294) twice per year (period endings are March 31 and September 30). For every 1% of the small business subcontracting plan that the contractor fails to achieve on a contract period-basis, 1% of the contract period value will be withheld from payment immediately following the evaluation. Notwithstanding the aforementioned SF 294 reporting requirement, the contractor shall submit a end-of-contract-period report identifying the dollar values and percentages achieved by subcontracting goal category. The information in this report shall serve as the primary means for determining subcontracting plan goal compliance.

(d) **CMMI Compliance:** For each contract period (base or option) the contractor achieves CMMI Level 4 SCAMPI Class A Appraisal*, for all contract services (product development and maintenance services) and CLINs, the contractor shall receive a 1% incentive of the current year's annual contract value. This incentive is only valid if all Service Level Agreements (SLAs) are met or exceeded, and there are no deficiencies or non-compliance with Constraints (PWS §8.1).

For each contract period (base or option) the contractor achieves CMMI Level 5 SCAMPI Class A Appraisal*, for all contract services (product development and maintenance services) and CLINs, the contractor shall receive an additional 1% incentive of the current year's annual contract value (totaling 2%). This incentive is only valid if all Service Level Agreements (SLAs) are met or exceeded, and there are no deficiencies or non-compliance with Constraints (PWS §8.1).

**Appraisals shall include the participation of a SCAMPI Lead Appraiser authorized by the Software Engineering Institute (SEI). The Lead Appraiser must be independent (i.e., from an external, third part organization). The Lead Appraiser must be listed/registered in the SEI Partner Network Directory. SCAMPI Class A appraisal results must be documented in an Appraisal Disclosure Statement (ADS) and appraisal findings document. These artifacts shall be presented to SEI for validation; however, results may not be publicly posted on the SEI Published Appraisal Report Site (PARS). All appraisal costs and activities shall be borne by the contractor."*

C.38: ***Root Cause Analysis and Resolution***

(a) Upon the contractor's discovery of, or, if earlier, the contractor's receipt of a notice from the government in respect of, the contractor's failure to provide the Services in accordance with the contract, the contractor shall promptly (in any event, within five (5) days) or, in the case of a failure described above, immediately, perform a root cause analysis to identify the cause of such failure and in the case of a failure described above, (a) correct such failure (regardless of whether caused by the contractor), and (b) provide the government with a written report describing in detail

the cause of, and procedure for correcting, such failure and providing the government with reasonable evidence that such failure will not recur. The correction of any such failure shall be performed entirely at the contractor's expense unless it has been determined, by mutual agreement of the Parties or through the dispute resolution process, that the contractor was not a material, contributing cause of such failure, that a breach or default by the government (or any agent, subcontractor, or other third party under the direction and control of the government), with regard to any of its duties and obligations under the contract, was the direct and predominant contributing cause of such failure, and that the contractor could not have foreseen, avoided, or worked around, or promptly mitigated the effects of, such failure without expending a material amount of additional time or resources. In the event that all of the conditions of the immediately preceding sentence are met, then to the extent that such a breach or default by the government (or any agent, subcontractor, or other third party under the direction and control of the government) was the cause of such failure: (A) with regard to a failure by the contractor to provide the Services in accordance with the contract, the government shall reimburse the contractor for the contractor's expenses reasonably incurred in the correction of such failure; and (B) with regard to a failure by the contractor to meet a critical milestone (such as the performance standard of a Service Level Agreement), the contractor shall be entitled to temporary schedule or service level measurement relief, and shall be excused, from its obligation to meet such critical milestone (such as the performance standard of a Service Level Agreement). For purposes hereof, the pre-existing condition and capabilities of the government's properties and systems shall not be deemed to be a material cause of any failure. Any relief as described herein will be the result of a Monthly Performance Review minimally attended by the government and the contractor with the purpose of reviewing such candidates for relief and to arrive at agreement concerning the disposition of any incentives or disincentives and other monetary and contract award conditions.

(b) **Resolving Disputes:** In the event of any dispute as to whether a particular defect, malfunction, or other difficulty was caused by products or Services furnished by the contractor or by products or services furnished by any third-party provider of the government resources, then the contractor shall promptly (not to exceed five (5) business days) perform a root cause analysis soliciting input from the government, and the involved third parties, as appropriate. The contractor shall promptly share the report of such analysis with the government and involved third parties in a good faith effort to resolve any such dispute. If the dispute is not so resolved, then such dispute shall be handled in accordance with the dispute resolution procedures set forth in this contract.

(c) **Pending Disputes**: Unless otherwise directed by the government, and notwithstanding the pendency of any dispute or root cause analysis as to the cause of a defect, malfunction, or difficulty, the contractor shall take prompt (not to exceed five (5) business days) and reasonable steps to correct such defect, malfunction, or difficulty. To the extent that it is determined, based on the results of the root cause analysis, that the contractor or the contractor's subcontractors, or any products or services furnished by the contractor, were responsible for such defect, malfunction, or other difficulty, such correction will be at the contractor's cost. To the extent that it is

determined, based on the verified and validated results of the root cause analysis, that any party or parties other than the contractor or the contractor's subcontractors were responsible for such defect, malfunction, or other difficulty, such correction will be at the government's cost, and the government and the contractor shall negotiate in good faith, a fair amount to be paid to the contractor for the contractor's corrective activities.

C.39: *Disentanglement*

(a) In connection with any expiration or termination of the contract, or with termination of the contractor's performance of the Services, or any portion thereof, then being provided hereunder, the contractor shall take the actions described in this Subsection and the applicable Disentanglement Transition Plan (as defined in paragraph e) (all such actions, collectively, a "Disentanglement"). The contractor shall provide for the prompt and orderly conclusion of all work related to the Services being terminated, as the government may direct, including completion or partial completion and documentation of all work in progress as requested by the government. The contractor shall cooperate fully with the government and its other third-party contractors, and shall take and perform such additional tasks as are necessary, appropriate, or reasonably requested by the government, whether during the Term or during Disentanglement, to ensure a timely and smooth Disentanglement, including completely fulfilling all of the contractor's obligations to the reasonable satisfaction of the government. All actions performed and services provided by the contractor related to Disentanglement shall be deemed Services and all such Disentanglement Services performed by the contractor shall be at no additional cost to the government beyond what the government would have paid for the Services absent the contractor's performance of Disentanglement Services. The contractor's obligation to provide such Disentanglement Services shall not cease until Disentanglement satisfactory to the government, including performance by the contractor of all of its obligations, has been completed.

(b) **Data and Documentation**: At any time or times during the term, the contractor shall deliver to the government or the government's designee, promptly upon the government's request, all documentation and data related to the government or the performance of the Services as is necessary to ensure a timely and smooth Disentanglement, including all the government data in a readable format approved by the government, then held by the contractor, except for documents and data that are legally privileged in the hands of the contractor, and the contractor shall securely destroy, in accordance with the government's data and documentation destruction policies, all copies thereof not turned over to the government, all at no charge to the government.

(c) **Preparation for Successor to this Contract**: At any time or times during the term, at the written request of the government, the contractor shall provide the government with any information that the government is entitled to receive under the contract that the government desires to use in preparing a request for proposal to solicit responses,

or responding to proposals, for the purpose of entering into an agreement that would constitute the successor to the contract.

(d) **Disentanglement Commencement Date**: The Disentanglement process shall begin on the date that any Termination Notice is delivered, in the event that the term of this contract or any portion of the Services is terminated, or, if no Termination Notice has yet been delivered, on the date that is nine (9) months prior to the expiration of the term (as applicable, the "Disentanglement Commencement Date") and, unless the Parties subsequently agree in writing to renew the term, the contractor shall continue to provide Disentanglement Services, in accordance with this Section or as the government reasonably requests, until a Disentanglement satisfactory to the government has been completed, a period that may last up to one (1) year after the Termination Date specified in such Termination Notice.

(e) **Disentanglement Transition Plan**: As soon as reasonably practicable after the Disentanglement Commencement Date, the contractor and the government shall confer and negotiate in good faith to reach mutual agreement on and document within thirty (30) days after such Disentanglement Transition Date, a written plan (a "Disentanglement Transition Plan") that: (i) estimates the anticipated duration of the Disentanglement; (ii) allocates responsibilities for Disentanglement and transition of the Services among the Parties; (iii) sets forth in reasonable detail the respective services to be provided by each of the Parties, including all Disentanglement Services to be performed by the contractor, provided that such plan shall not in any respect lessen or eliminate the contractor's obligations under the contract to provide all Disentanglement Services reasonably requested by the government; and (iv) if applicable, sets forth the assets, licenses, leases, contracts and other resources then in the possession of, or held in the name of, the contractor that need to be transferred and/or assigned to the government or its designee to facilitate or enable the performance of the Services or the use, operation, support, or maintenance of any systems. If the Disentanglement Transition Plan relates to Implementation Services, to the extent applicable, such process shall include other third-party service providers of the government and the Disentanglement Transition Plan shall address the responsibilities of and services to be provided by such third-party service providers. The contractor shall update such Disentanglement Transition Plan from time to time, as appropriate and subject to the government's reasonable approval, in order to address any impact of any unexpected changes in the Services or the observed Service Level performance, or the hardware, Software, or other resources used to provide the Services, as such Disentanglement progresses. The contractor shall be required to perform its Disentanglement services on an expedited basis, as determined by the government, if the government terminates the term or any portion of the Services.

(f) **Specific Disentanglement Obligations**: The specific Disentanglement Services that shall be performed by the contractor with respect to a given Disentanglement shall be as further specified in the Disentanglement Transition Plan and consistent with any additional requirements set forth in the Performance Work Statement applicable to

the Services being terminated or expiring. Without limiting the foregoing, at a minimum, the Disentanglement Services shall include the following:

(1) **Full Cooperation and Information**: The Parties shall cooperate fully with one another during Disentanglement to facilitate a smooth transition of the applicable Services from the contractor to the government or the government's designated service provider. Such cooperation shall include the provision (both before and after the cessation of the contractor's providing of all or any part of the terminated Services under the contract) by the contractor to the government of sufficient information (including all information then being utilized by the contractor) to enable the government or its designee to fully assume and continue the provision of such Services without material interruption or adverse impact upon the government.

(2) **No Interruption or Adverse Impact**: The contractor shall cooperate with the government and all of the government's other service providers to ensure a smooth transition throughout Disentanglement, with no interruption of Services, no adverse impact upon the provision of Services or upon the achievement of Service Levels, no adverse impact upon the government's businesses, business activities, employees, and customers, no interruption of any services provided to the government by third parties, and no adverse impact upon the provision of such third-party services or their quality.

C.40: ***Government's Need to Visit and Audit Contractor***

(a) The Contractor shall permit Government and other authorized non-Government 'third-parties' to visit and perform, within its data center(s), other Government authorized taskings, such as reviews, audits, analysis, etc. The Contractor shall grant the Government and its authorized agents access to all applicable contractor owned facilities upon notification from the Government and execution of a nondisclosure agreement. The Contractor shall accommodate all reasonable requests for information, and complete tasks within the period of the visit unless other arrangements are made with the COR.

(b) In support of special purposes related to this contract, such as disaster recovery testing, internal validation and verification, onsite audits and other reviews, the Contractor shall provide temporary working space and basic essential facilities and equipment (e.g., chairs, tables, electrical outlets, means to connect to the Internet, etc.)

(c) The Contractor shall provide reasonable accommodation of access to systems, records, and personnel to support the stated purpose of the visit.

(d) The government will have a Managed Security Services Provider (MSSP) that is required to perform IV&V on all IT resources, systems, and networks storing, accessing, or transmitting government data. The contractor shall allow all necessary access to the MSSP in performing authorized activities including, but not limited to:

(1) Vulnerability scanning on hosts and networks;

(2) Access control audits on hosts and networks

C.41: 52.252-2, *Clauses Incorporated by Reference*, (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es): http://www.acqnet.gov

C. 42: *Referenced Clauses*

Clause Number	Clause Title
52.202-1	*Definitions (JUL 2004)*
52.203-3	*Gratuities* (APR 1984)
52.203-5	*Covenant Against Contingent Fees (APR 1984)*
52.203-12	*Limitation On Payments To Influence Certain Federal Transactions (SEP 2005)*
52.204-4	*Printed or Copied Double-Sided On Recycled Paper (AUG 2000)*
52.207-9	*Personal Identity Verification of Contractor Personnel (JAN 2006)*
52.209-6	*Protecting The Government's Interest When Subcontracting With Contractors Debarred, Suspended, Or Proposed For Debarment (SEP 2006)*
52.211-17	*Delivery of Excess Quantities (SEP 1989)*
52.212-4	*Contract Terms and Conditions – Commercial Items (FEB 2007)*
52.215-2	*Audit and Records - Negotiation (JUN 1999)*
52.216-21 III	*Requirements (OCT 1995) – ALT III (OCT 1995)*
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Performance Work Statement

1. Purpose

The purpose of this contract is to replace the existing EDNet Support Services contract and migrate from the current Government-Owned Contract-Operated (GOCO) IT environment to a Contractor-Owned Contractor-Operated (COCO) Managed Services IT environment. The U. S. Department of Education (referred to interchangeably as "Government", "Department", or "ED") requires a contractor to provide a broad range of IT infrastructure services as a COCO managed services contract known as the Education Department Utility for Communications, Applications and Technology Environment (EDUCATE). Herein after referred to as "EDUCATE."

2. Background

2.1 Description of Current Operations

The Department of Education, Office of Chief Information Officer is responsible for the full life-cycle management of the Department's primary information management (IM) and information technology (IT) service delivery infrastructure, which includes network hardware, software and equipment. The current Education's network (EDNet) is the technical vehicle through which ED employees use many critical information resources and reach out to ED's customers. EDNet currently provides desktop services including a standard office automation software suite, telephony, enterprisewide e-mail, desktop computers, and peripherals. EDNet also houses an intranet (connectED), a presence on the Internet (ED.gov), and many custom business applications and information systems. EDNet includes enterprise level backup, recovery, archiving, storage/retrieval systems, and security. EDNet services are provided on a 24 hours a day, 7 days a week, 365 days a year basis (24/7/365).

2.2 Current EDNet Service

EDNet support includes: (1) operating all network systems including more than 100 major and nearly 300 minor applications, (2) integrating new applications as identified by business owners, and (3) integrating as many as approximately 100 new and upgraded applications annually. Additionally, EDNet supports program and project management, architecture and engineering, security and privacy information assurance and operations, network and server operations, disaster recovery, database administration, messaging, telecommunications, multimedia and video teleconferencing, nationwide IT office relocations and moves, cabling support, supporting all IT refreshes including new IT equipment and asset management, maintaining a surplus IT equipment clearinghouse, assistive technology support and engineering, records and information management, and helpdesk and desk-side support for approximately 5,200 users located in over 20 sites across the Nation. There are approximately 635 servers supporting EDNet.

2.2.1 Current Network Services

The Department manages network gear and appliances for voice, video and data communications consisting of approximately 53 routers, 163 switches, 37 application-layer and enterprise-level firewalls, 4 content engines, 6 VPN concentrators, 7 IP/TV servers, 4 analog-to-VoIP gateways, and 3 power shelves.

At headquarters, the Department currently maintains over 4,000 local telephone/fax lines that are Centrex-based analog and ISDN services. Approximately 2,500 of these lines (except fax lines) are currently provided with in-house or Centrex-based analog/ISDN voicemail services. In addition, the

Department maintains over 6,800 Direct Inward Dial (DID) numbers for IP-PBX-based VoIP services (e.g., IP phones and unified messaging) in the Washington DC metro area.

In the regional and field offices, the Department currently maintains over 4,200 Centrex-based analog and ISDN services and IP-BPX-based VoIP services across the nation. Also, several regional office locations currently have VoIP services (e.g., IP phones and unified messaging) for nearly 250 employees at each of the following sites: New York City, Boston, Chicago, Dallas, Kansas City and San Francisco.

Regarding wireless services, the Department currently maintains over 1,000 BlackBerry devices and 150 cell phones and currently only manages one room with Wireless LAN access to the network.

The Department averages the following usage-based volumes:

- **Toll-Free Calls:** approx. 8.4M minutes per month (or 1.6M to 4.5M calls/mo) over 110 active toll-free numbers
- **Long Distance Calls – Domestic:** approximately 1.62M minutes per month (or 85K to 55K calls/mo.)
- **Long Distance Calls – International:** approximately 4.6K min/mo. (or 1.4K to 1.7K calls/mo)
- **Calling Card and Conference Calling Card Calls:** approximately 47.5K min/mo. (or 3.0K to 4.4K calls/mo)

2.3 ED Locations

The primary location of work is currently in the Washington, D.C. metropolitan area and Oxon Hill, MD. The current services are provided to all offices in ED headquarters located in Washington, DC, its metropolitan data facility, and all regional offices.

The Department contains 13 locations in the Washington, DC area. Regional Office locations across the United States include, but are not limited to:

- Boston, MA
- New York, NY
- Philadelphia, PA
- Atlanta, GA
- Chicago, IL
- Dallas, TX
- Kansas City, MO
- Denver, CO
- San Francisco, CA
- Seattle, WA

The EDUCATE contract will provide coverage to all Department facilities.

2.4 EDNet Data Centers and Disaster Recovery Facility (DRF)

Primary and backup data centers support ED offices located in Washington, DC and across the country. The primary data center (the Education Data Center (EDC)) houses the majority of the

Department's mission-critical systems and is located in Oxon Hill, Maryland. In addition to the EDC, the Department has three secondary data centers in the Washington, DC area, and a disaster recovery and backup center (the Disaster Recovery Facility (DRF)) in Kennesaw, Georgia. As a Federal agency General Support System, EDNet is responsible for following and maintaining a current Disaster Recovery Plan (DRP) to reconstitute the IT infrastructure that supports mission-critical functions during a disaster. The DRF facility has been designed to be a robust, compatible, secure, and scalable backup facility(ies) to the primary data center. DRF interconnects with the Headquarters and regional facilities to provide connectivity in the event of a significant disruption of service and as a contingency for other services. The infrastructure in the DRF has been sized for expansion to provide disaster recovery services to applications sponsored by other ED Principal Offices (POs), and offers additional expansion capabilities for future requirements.

3. Scope

The U.S. Department of Education (ED) provides approximately 5,200 users access to IT resources. Approximately 80% of ED's IT resource users are located in the Washington D.C. metropolitan area.

The contractor shall provide the infrastructure for EDUCATE on a 24/7/365 basis. EDUCATE is comprised of the ED enterprise and business specific applications, servers, storage devices, phone and voice messaging systems, telecommunication devices, network devices, security and privacy devices, equipment racks, and cabling.

The contractor shall provide all personnel, materials, services, and facilities necessary to perform the requirements set forth in this PWS to provide COCO managed services for ED's IT operations, including general cross-functional services, desktop services, helpdesk support services, systems/data center operations services, e-mail, network services, disaster recovery services, special services, and printer services.

a. General cross-functional services will be provided to support all operational services defined herein.
b. Desktop services and Helpdesk support services, E-mail services, and Printer services will be provided for all estimated 5,200 users.
c. Systems/Data Center services, Network services and Disaster Recovery services will be provided for almost all of ED's functions. ED requires reliable access to information and applications by internal users, partners, and citizens.
d. Special Services (including the Institute of Education Sciences (IES) support, Office of the Inspector General support, and Employee Relations EDPASS application support) and Assistive Technology will be provided as required.

Under a COCO managed services contract, the contractor shall procure any and all furnishings, equipment, and supplies required or otherwise needed for the use of contractor personnel.

In performance of this contract, the contractor shall provide support to all ED facilities.

4. Contract Objectives

The objective of the EDUCATE contract is to quickly, efficiently, effectively, and economically provide and maintain a standard Information Technology platform and infrastructure to support ED employees in meeting ED's mission. As such, the objectives of this contract are to:

a. Improve ED's services to students and customers;
b. Enable ED to become a more effective business partner with ED constituents;
c. Enable OCIO to become a better information management enabler to ED program offices;
d. Reduce operational risk of ED's operations;
e. Achieve significant annual return on investments and reduction in ED's costs;
f. Measure the performance, improve performance, and improve accountability of ED's operations;
g. Enhance security and privacy;
h. Optimize, standardize, and consolidate ED information management and technology infrastructure;
i. Centrally coordinate and streamline Department IM&T processes and acquisitions.

5. Partnering Philosophy

A primary goal of this PWS is to create a "partnership" between ED and the contractor. ED intends to structure the contract in a manner that ensures that the contractor's goals and objectives are in alignment with those of the agency. Superior performance on the contractor's part will directly and indirectly link to superior ED mission accomplishment through the economic and efficient use of information technology. Within the context of the ED/contractor partnership, ED does not use the terms "partner" and "partnership" as legal terms. The ED/contractor partnership will reflect the attributes of an open, collaborative, and customer-oriented professional relationship. In addition to meeting program objectives, the contractor is encouraged to:

a. Consistently take steps to understand ED's crucial business issues and opportunities.
b. Share the risks and responsibilities of joint implementations and initiatives.
c. Ensure its products and services deliver tangible and meaningful business benefits.
d. Work collaboratively with other contractors, Government agencies, and business partners to ensure project success.
e. Resolve the complexities and difficulties that are characteristic of implementing, integrating, maintaining, and securing mission-critical IT systems and solutions.
f. Periodically measure and forecast capacity and systems growth in sync with ED capital planning requirements and constraints.
g. Periodically forecast technology trends and required IM&T improvements related to performing the Government IM&T operations.

5.1. Service Level Agreements

As part of this performance-based contract, desired outcomes, performance standards, measurements, and overall service level agreements will be used to set expectations and to monitor the performance of this contract. The Government's SLAs can be found in Attachment A to this PWS. Please refer to Clause E.2 of the RFP for further guidance and instructions.

6. Services

6.1. Delivered Services

The contractor shall perform all services and provide all deliverables to and for the benefit of ED, in accordance with the contract and this PWS. During the month of September and the first two weeks of October, all services shall be extended to include maximum performance on Saturday and Sunday in support of fiscal year-end close.

6.1.1. General Cross Functional Services

The contractor shall perform cross-functional services to each operational service area, identified as contract line item numbers (CLINs) in Section 6.1.2. The following is a list of general cross-functional services that shall support each operational service section, as applicable:

1. Billing/Invoicing
2. Auditing
3. Reporting
4. Planning & Project Management
5. Transition Services
6. Security & Privacy Information Assurance
7. Records Management, FOIA, E-Discovery
8. Architectural and Engineering
9. Assistive Technology
10. Single Point of Contacts (SPOCs)
11. Training
12. IT Refresh and Modernization

6.1.1.1. Billing / Invoicing

The contractor shall furnish the Government billing information, in such form as the Government may request in order for the Government to be able to adequately resolve and administer payment for services provided. In meeting this obligation, the contractor shall continually maintain (and deliver to the Government upon request) an up-to-date, accurate list of all assets associated with the services in such format as may be requested by the Government in order for it to be able to align the list with the Government's accountability and chargeback program. The contractor shall provide all billing data needed to reconcile bills.

6.1.1.2. Auditing

a. The contractor shall provide internal auditing over their processes, work, and deliverables.

b. The contractor shall recommend additional policies and procedures to implement and monitor chargeback and reporting activities.

6.1.1.2.1. Financial

The contractor shall require its auditors and allow Government auditors to conduct annual (at a minimum) financial examinations of contractor's payment and invoicing processes related to delivery of services under the contract. The contractor shall also require all subcontractors to conduct such

audits. Corrective action plans shall be delivered to the Contracting Officer within 10 calendar days (or otherwise agreed to with the Government) upon the occurrence of a deficiency. Where systems involve financial data, the contractor shall perform an annual SAS 70 (Type II) audit and provide the results to the Government. The contractor shall provide all necessary support for financial statement audits and data calls.

6.1.1.3. Reporting

The performance of this contract will require various reports as detailed in the deliverables section of this document. All content and formats shall be approved by the Government before finalization. Ad hoc reports will be necessary from time to time. The contractor shall provide all necessary support for reporting.

6.1.1.3.1. Media

a. The contractor shall provide an electronically accessible system tool for all reports. The system shall be made accessible to the Government. Electronically stored reports shall be in standard editable text format approved by the Government, and be properly secured in accordance with ED policy.

b. The contractor shall provide a dashboard with real-time access to all performance reports and data. The contractor's dashboard shall display meaningful, real-time metrics and aggregated data, to enable total IT awareness and performance. The dashboard shall provide, at a minimum, real-time monitoring of all Service Level Agreements (SLAs).

6.1.1.4. Planning and Project Management

The contractor shall perform sound Capital Planning and Investment Control (CPIC) and Project Management.

a. The Clinger-Cohen Act (Information Technology Management Reform Act of 1995), and Office of Management and Budget (OMB) Circular A-11, requires maximum value, management of risks, and overall effective management of IT investments. The contractor shall perform to comply and maintain compliance with these authorities.

b. Project Management Institute (PMI) is a recognized leader in project management methodology. PMI's Project Management Body of Knowledge (PMBOK) is the standard adopted by the Government. The contractor shall apply PMBOK to all projects required under the contract.

6.1.1.5. Transition Services

The contractor shall develop a Transition In Plan (TIP) for the initiation of the contract and a Transition Out Plan (TOP) in preparation of terminating the contract. The contractor shall perform the Transition Services described in the appropriate Transition In and Out Plans to ensure smooth and uninterrupted service. The contractor shall produce a TIP and TOP, which identifies all material transition activities and deliverables to be completed and provided by the contractor in connection with the consolidation and transition by the contractor, the dates by which each is to be completed by the contractor and disincentive if the transition milestone is not met. Unless otherwise agreed, the Government shall not incur additional charges, fees or expenses payable to the contractor or third

parties in connection with the transition services, other than those charges, fees and expenses specified in the contract and those incurred by the Government in connection with its performance of tasks designated and agreed upon in the transition plans as the Government's responsibility. At least annually 120 days before the end of the option year, the contractor shall update and deliver a TOP and received Government approval of the TOP.

6.1.1.5.1. Transition In

The contractor shall perform the transition in services in accordance with the timetable and the transition milestones set forth in the TIP. The transition of services shall not exceed 60 days. The contractor shall assist the Government in connection with the Government and its customers' evaluation or testing of the deliverables set forth in the TIP. Except as otherwise expressly stipulated in the TIP, the contractor shall perform the transition services in a manner that shall not:

a. Disrupt or have an unnecessary adverse impact on the activities or operations of the Government or the Government customers
b. Degrade the services then being received by the Government or the Government's customers
c. Disrupt or interfere with the ability of the Government or the Government's customers to obtain the full benefit of the services

Without limiting its obligations or responsibilities, prior to undertaking any transition activity, the contractor shall discuss with the Government and the relevant Government customers all known Government and Government customer-specific material risks and shall not proceed with such activity until the Government is reasonably satisfied with, and approves, the plans with regard to such risks. Such plans are described in the deliverables section.

6.1.1.5.2. Transition Out

The contractor shall perform and provide the transition out services in accordance with the timetable, deliverables and transition milestones set forth in the TOP. The transition out services shall not exceed 90 days from day one of the implementation plan. The contractor shall assist the Government in connection with the Government and its customers' obligations associated with the transition services. Except as otherwise expressly stipulated in the TOP, the contractor shall perform the transition services in a manner that shall not:

a. Disrupt or have an adverse impact on the activities or operations of the Government or the Government customers
b. Degrade the Services then being received by the Government or the Government customers, or
c. Disrupt or interfere with the Government's or the Government customers' ability to obtain the full benefit of the services.

Without limiting its obligations or responsibilities, prior to implementing any transition services, the contractor shall discuss with the Government and the relevant Government customers all known Government and Government customer-specific material risks and shall not proceed with such activity until the Government is reasonably satisfied with, and approves, the plans with regard to such risks. Such plans are described in the deliverables section.

6.1.1.5.3. Meeting & Reports

The contractor shall meet at least weekly with the Government to report on the contractor's progress in performing its responsibilities and meeting the timetable and transition milestones set forth in the Transition Plans. The contractor shall provide written reports to the Government at least weekly regarding such matters, and shall provide oral reports more frequently as requested by the Government. Promptly upon receiving any information indicating that the contractor may not perform its responsibilities or meet the timetable or transition milestones set forth in the Transition Plans, the contractor shall notify the Government of such delays and shall identify for the Government's consideration and approval specific measures to address such delays and mitigate the risks.

6.1.1.6. Security & Privacy Information Assurance

The contactor shall protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities. The contractor shall provide comprehensive and all-inclusive security and privacy operations for EDUCATE IT Resources and services on a 24/7/365 basis. The contractor shall provide all necessary IT Resources to deliver all security and privacy operations herein. These services shall include all security and privacy operations in accordance with all Federal authorities (laws, regulations), Federal standards and guidelines, and Government and Department Policy (please refer to the Constraints section). The contractor shall develop and implement a Security and Privacy Operations Program that, at a minimum, consists of the following:

1. Policies and Procedures
2. Audits and Assessments
    a. Certification and Accreditation
    b. Data call and Congressional Inquiry Support
    c. Change Management Reviews/Approvals
3. Security Tools
    a. Virus Protection
    b. Patch Management
    c. Host-based Intrusion Detection and Prevention
    d. Network-based Intrusion Detection and Prevention
    e. Wireless-based Intrusion Detection and Prevention
    f. Vulnerability Management System
4. Security Operations
    a. Incident Response
        i. Security Information Management/Reporting System
5. Investigations Support
    a. Forensics
    b. Chain of Custody; Chain of Evidence
6. Risk Management/Corrective Actions and Mitigation
    a. Plan of Actions and Milestones (POAMs)
    b. Implement/Resolve Findings and Recommendations

Note: an independent contractor shall provide independent oversight over the EDUCATE contractor's Security & Privacy Information Assurance and Operations.

6.1.1.7. Records Management, FOIA, E-Discovery

a. The National Archives and Records Administration (NARA) requires proper collection and retention of records. Most of these requirements are captured in United States Code (44 U.S.C. 2104, 2904, 3101, 3102, 3105, and 3303), the National Archives and Records Administration Act of 1984 (Pub. L. 98 - 497, 44 U.S.C. 101), and Code of Federal Regulations (CFR) 36 Subchapter B. The contractor shall comply with all NARA and Department records requirements including records schedule development, maintenance, and execution, and records disposition. The scope includes all records stored, held, and managed (electronic and physical) by the contractor in the performance of the contract.

b. The Freedom of Information Act (FOIA) at 5 U.S.C. §552, is law that ensures public access to U.S. Government records. The Department receives an abundance of FOIA requests daily. The contractor shall fully support and provide full capability for automatically indexing, searching/locating, storing/preserving, and retrieving responsive documents in responding to FOIA requests. This is especially important for electronic messages and data stored on computers, servers, and in databases. Similar requests include Congressional inquires and data calls that require the same capability described herein.

c. The Federal Rules of Civil Procedure have been recently updated to include specific provisions regarding the discovery and retention requirements of electronic data and files (e-discovery). The updated rules include, but are not limited to: 26, 29, 34, and 37. The contractor shall fully support and provide full capability for automatically indexing, searching/locating, storing/preserving, and retrieving responsive documents in complying with all Federal Rules of Civil Procedure. This is especially important for electronic messages and data stored on computers, servers, and in databases.

6.1.1.8. Architectural and Engineering Support

The contractor shall implement solution design and development processes that represent the best practices of architecture and engineering services in the areas of research, design, development; technology strategy planning; and configuration management. The contractor shall deliver all documentation and artifacts specified by the latest versions of ED's Enterprise Architecture (EA) and its Lifecycle Management (LCM) Framework and the U.S. Office of Management and Budget (OMB) Federal Enterprise Architecture (FEA). The contractor shall develop and maintain these artifacts in an integrated electronic configuration management (CM) library that is intuitive and easily searchable, and provides retrievable data.

6.1.1.9. Assistive Technology

The contractor shall ensure that Section 508 and accessibility are fully accounted for in planning, design, development, testing, implementation, and post implementation support of all EDUCATE IT Resource solutions, at no additional cost to the Department. The contractor will also provide engineering support to allow the Assistive Technology Team to test applications, websites, or web services for accessibility.

The contractor shall purchase and install Assistive Technology solutions for Department employees who have disabilities or impairments as recommended by the Assistive Technology Program. These

solutions may include laptops, desktops, large monitors, assistive technology software or hardware, or regular equipment not included in standard configurations.

Approximately 450 customers use assistive technology. Annual Assistive Technology desktop software expenditures for this effort currently are approximately $150,000, and annual Assistive Technology hardware costs are approximately $75,000.

In addition, EDUCATE IT Solutions will need to include secure communications with persons who have hearing impairments or are Deaf both within the ED Network and external to ED. This includes expanding the implementation of the existing NexTalk network TTY system, will need to be maintained and distributed ED-wide at no less than N-1 version, where N is the latest manufacturer's supported product version and release. In addition, robust workstation video conferencing capability using industry standard protocols shall be installed and supported for employees who use sign language (currently less than 25), as well as the rest of the ED users.

6.1.1.10. Single Point of Contacts (SPOCs)

The contractor shall provide Single-Point-of-Contacts (SPOCs) for all EDUCATE products and services. The contractor shall use SPOCs to ensure effective and consistent contractor-Government communication.

6.1.1.11. Training

The contractor shall provide comprehensive, all-inclusive, and effective training related to EDUCATE IT Resources and services; primarily, workstation operating systems, productivity applications, telephony devices, and electronic messaging. This training shall be provided to all EDUCATE users in a timely manner. This training shall be made available in multimedia (video, on-line, paper), and accessible to users in all locations including remote facilities. The training shall be delivered prior to, or in conjunction with, any new or upgrade deployments of EDUCATE IT resources and services. Training plans shall be delivered and approved by the Government (see deliverables section).

6.1.1.12. IT Refresh and Modernization

The contractor is required to deliver an IT Refresh Plan (as specified in the deliverables section) that is approved by the Government. The contractor shall continuously monitor technical trends through independent research and document and report on products and services for potential use in EDUCATE. The contractor shall deliver and comply with the following refresh requirements, and the IT Refresh Plan must address the following refresh requirements:

The contractor shall provide the following:

a. All IT Resources used and made available in the performance of this contract must be capable of running the current ("n") or next to current ("n-1") version of the operating system within six (6) months of its general availability. This includes computers, servers, storage devices, network devices, firewalls, and all other devices with operating systems or firmware software.
b. All software used and made available in the performance of this contract must be either the current ("n") or the next to current ("n-1") version within six (6) months of each product's general availability.

c. All upgrades must undergo appropriate regression testing to ensure proper operation and performance prior to implementation.
d. The contractor shall install the most current security patches as soon as the patches are available from the manufacturer and are properly and successfully tested.
e. The contractor shall install, maintain, and update standard hardware and software configurations with the N-1 and N versions as well as any subsequent patches or updates after the patches or updates are successful tested.

6.1.2. Operational Services by Contract Line Item Number (CLIN)

The contractor shall provide the operational services as identified in their respective section. 'The following is a list of Operational Services by CLIN:

CLIN	Operational Services
0001	Desktop Services (DS)
0002	Helpdesk Support Services (HS)
0003	Systems/Data Center Services (SD)
0004	E-Mail Services (EM)
0005	Network, Telecommunication, and Multimedia Services (NS)
0006	Disaster Recovery Services (DR)
0007	Special Services (SS) a. IES b. OIG c. New Projects
0008	Printer Services (PS)

6.1.2.1. Desktop Services (DS)

The contractor shall provide comprehensive, all-inclusive desktop services on a 24/7/365 basis. The contractor shall provide all necessary IT Resources, including but not limited to workstations, operating system software, office automation software, and core applications. Office automation shall minimally consist of word processing, spreadsheets, presentation formatting, client side e-mail, and web browsers, which shall be supplied to all user workstations. The contractor shall provide Level 2 and Level 3 desk side support including automatic repair of applications and fully restorable configurations and manual intervention when automated processes fail to resolve the user's incident, problem, or request. Contractor shall provide a Single Point of Contact (SPOC) for "How-to" and Level 2 assistance for ED Defined Commercial Off-the-Shelf (COTS) applications included in its standard distributed computing platform images (intermediate to expert user population). The contractor shall also provide all maintenance, operational, functionality, and software support for Education Performance Appraisal System (EDPAS). Furthermore, the contractor shall provide the following services, including but not limited to:

a. Change/configuration management requests
b. Inventory management
c. Installation and patch management signature files
d. License management
e. Equipment and software warranties
f. Equipment and software maintenance agreements
g. Electronic alert notifications

6.1.2.1.1. User Profiles

6.1.2.1.1.1. Workstation Profiles

The contractor shall provide workstation devices based on user profiles list below. The contractor shall provide an appropriate catalog of devices and services associated with the profiles.

Ultra-light mobile (3-5 lbs) notebook including battery
Docking Stations
Standard keyboard
Mouse
Monitor (17" minimum)
Desk phone
Mobile collaboration device (e.g. Palm Enabled Device and Wireless Phone)
Standard software profile, Expanded software profile, or Custom software profile
Roller case for above devices

High-end desktop computer
Desk phone
Mobile collaboration device
Standard software profile, Expanded software profile, or Custom software profile

Mid-range desktop computer
Desk phone
Mobile collaboration device
Standard software profile, Expanded software profile, or Custom software profile

Mid-range desktop computer
Desk phone
Standard software profile

Low-end desktop computer
Standard software profile

6.1.2.1.1.2. Software Profiles

The contract shall provide workstation software based on user profiles list below. The contractor shall provide an appropriate catalog of devices and services associated with the profiles.

Office automation/productivity software
E-mail client
Web browsers
PDF Reader
Media Player Software consistent with Windows, QuickTime and Real Media Applications
Terminal server emulation software
Flash plug-in
Java runtime environment

ED software

[redacted]

Project management software
Diagram/flow chart software
PDF editor/creator

[redacted]

As required by program

6.1.2.2. Helpdesk Support Services (HD)

The contractor shall provide and maintain a comprehensive, all-inclusive single point of contact (SPOC) helpdesk to act as the primary interface to the thousands of customers that use various enterprise applications, customized business applications, EDUCATE IT Resources, and EDPAS. The helpdesk shall track and facilitate office installs, moves, adds, and changes (IMAC) and disposal of EDUCATE IT Resources. The contractor shall provide a helpdesk service that includes automated telephone call distribution and integrated voice response capabilities, a web interface/portal, and an e-mail interface for users to report incidents, service requests, and status inquires. The EDNet Helpdesk currently receives an average of 3,500 calls per month.

The contractor shall:

a. Provide self-help (level 0) solutions to enable users to service themselves using automated tools. The contractor shall track self-help resolutions as helpdesk tickets without violating privacy requirements.
b. Provide on-line capability for customer to review status of requests for service.
c. Contact the user and schedule an appropriate, agreed time for the work to take place.
d. Periodically review the effectiveness of Self Help capabilities and usage in accordance with business process improvement initiatives.
e. Issue broadcasts and other notices to properly and timely communicate system status and system status updates as required.

Helpdesk support shall provide the following capabilities:

a. Level 0 user IT self-help
b. Level 1 First call resolution prior to Level 2 or 3 escalation
c. Level 1 problem resolution troubleshooting, triage, assignment
d. Dispatch for those problems and requests that require Level 2 and Level 3 support including support delivered at the customer's location
e. Helpdesk performance statistics
f. Helpdesk call categorization (provided by the contractor and approved by the Government)
g. Standard/Platinum Service Level Agreements
h. Severity Management
i. User Priority Management
j. Event notification integration with problem tracking system
k. Automated user profile recognition

6.1.2.3. Systems / Data Center Services (SD)

The contactor shall provide comprehensive, all-inclusive, standard Tier 3 or better, data center(s) to support EDUCATE on a 24/7/365 basis. The contractor shall supply all system and data center operations and equipment to support EDUCATE, including but not limited to servers, storage devices, phone and voice messaging systems, telecommunication devices, network devices, security and privacy devices, equipment racks and cabling to support the current and future application and secured data storage, and retrieval needs.

6.1.2.3.1. Remote Access

The Contractor shall provide secure remote access to EDUCATE IT Resources, in support of ED's continuity of operations plan (COOP), teleworking, and other various initiatives, for all users.

6.1.2.3.2. Web Application Hosting Service

The contractor shall provide a web application hosting service that supports the classic N-tier web and web application hosting model (web server, application/middleware server, and database server). The contractor shall also:

a. Provide multiple Operating System hosted options (such as Windows, LINUX, Solaris, etc.)
b. Allow the execution of CGI scripts (perl, javascript, etc.)
c. Support the following application server technologies: Java, ColdFusion MX, .Net, php
d. Provide internal and external or 3rd party website monitoring, reporting, and alert notification.
e. Provide automated link validation.
f. Provide web analytics and reporting tools
g. Provide technical assistance and expertise to content providers of the multimedia services; and to application owners and developers for the purpose of ensuring that the application will function properly in the production environment.
h. Provide capacity to handle at least 500 simultaneous requests of a given piece of content.
i. Provide supported multimedia formats that must be easily viewed by Windows, Mac, and Linux end-user desktops.
j. Provide Level 2 and Level 3 technical assistance and expertise to application owners and developers for the purpose of debugging issues, resolving bugs, etc.
k. Provide system administration and engineering for Sun hardware, Microsoft Windows operation system, Microsoft SQL Server, Adobe ColdFusion MX application server, IBM WebSphere application server, IBM I web server, Microsoft IIS web server, and F5 BigIP load balancers.

6.1.2.3.3. Application Availability Monitoring

The contractor shall have the ability to automatically monitor application availability and provide timely alerts and response in the event of failure. The contractor shall execute pre-defined scripts tailored to specific high availability applications that are designed to poll the application for availability at a designated polling interval. In the event of an unexpected response, the contractor shall execute an associated SOP for that application.

6.1.2.3.4. Collaboration and Document Management Services

Currently, there are 750 licenses for collaborative services.

a. The Contractor shall provide multiple access levels (administrator, editor, user, etc.)
b. The Contractor shall handle multiple, popular and standard file formats.
c. The Contractor shall allow for the versioning and tracking control of documents.
d. The Contractor shall provide discussion forum capability.
e. The Contractor shall provide the ability to integrate with e-mail service.
f. The Contractor shall provide technical assistance and expertise to administrators and workgroup owners of the collaboration services
g. The Contractor shall provide technical assistance and expertise to users of the document management

6.1.2.4. E-Mail Services (EM)

The contractor shall provide a comprehensive, all-inclusive email services that minimally includes a stable enterprise e-mail system capable of supporting EDUCATE. The contractor shall provide the e-mail system comprised of email desktop client, email Web Access, E-MAIL back-end servers, PDA / Wireless E-MAIL Enterprise servers, SMTP mail gateway appliances. The contractor shall maintain an e-mail global directory that reflects accurate ED users.

The contractor shall provide standard mailbox features including, but not limited to:

a. Calendar,
b. Tasks,
c. Notepad,
d. Address book,
e. Meeting Room Scheduling,
f. Synchronization with Palm Enabled Devices,
g. Ability to read palm enabled device e-mail attachments and web browser data,
h. Client Desktop service,
i. On-Line Storage and Retrieval,
j. Near Line Storage and Retrieval (1 GB/User),
k. Journaling,
l. Digital Safe" Storage for E-Discovery,
m. Full replication,
n. E-mail identified by NARA Record schedule, litigation case number, and/or FOIA request number,
o. File/Folder Data Shares,
p. Integrated voice messaging,
q. Secure internal and external e-mail services (including wireless)
r. Encryption,
s. Non-repudiation,
t. Back-up and Recovery,
u. Antivirus,
v. Spam Filtering
w. Real-time e-mail replication and load balancing.

6.1.2.4.1. Mailing List Services

Further more, the Contractor shall provide Mailing List Services at or exceeding the minimum requirements that are globally available (ED, general public, etc.) Services shall include:

a. Web interface for self-service by list administrators
b. Web interface for self-service by list subscribers
c. Options for moderated/unmoderated lists, list subscription validation/authorization, list archives to be viewable to list subscribers, everyone, or not at all
d. Searchable list archives available via web
e. Support for 200,000+ subscribers per list

6.1.2.5. Network, Telecommunications, and Multimedia Services (NTMS)

The contractor shall provide comprehensive, all-inclusive network, telecommunications, and multimedia services. The contractor shall operate and maintain the voice, video, and data communications networks. The contractor shall provide data network and monitoring that includes the provisioning and support of a suite of activities that span all aspects of network levels, including system and component management and monitoring, information protection, component addressing methods, access control, content filtering, and change control. The contractor shall implement, manage, and maintain the information and communications technology infrastructure for voice, video, and data solutions and multimedia services that support business communications and collaborative functions between the Department and Federal, State, and local agencies, education partners, and the general public. The contractor shall also provide wireless (including cell) phone and workstation (including laptop) network connection management. The contractor shall provide a common shared backbone network to access the Intranet and Internet and provide centralized acquisition and inventory management of business communications solutions, including local and long distance services, toll-free services, network circuits, and wireless services.

The contractor shall perform bandwidth management for voice services and support voice network optimization and traffic engineering. The contractor shall provide network services to support integrated voice, video and data communications. The contractor shall design and implement the migration of existing data circuits to the contractor-proposed data circuits and any new, replacement or upgrades to data circuit services to support integrated voice, video and data communications that meet or exceed Federal and ED requirements and industry best practices. The contractor shall manage the relationship of public and GWAC carriers (and other third parties) to meet defined schedules, project plans, etc. The contractor shall proactively detect problems, respond to alerts and promptly report situations that adversely affect throughput to the Government. The contractor shall provide notification of alarms, network troubles and service interruptions via email, pager, telephone, or as directed by the Government.

6.1.2.5.1. Network Services

The contractor shall provide network services, including but not limited to the following requirements:

a. Maintain standards for network cable plant to include wiring standards, fiber standards, terminations, face plates, cable run, cable type consistent with Federal and ED requirements and industry standards and best practices.
b. Manage delivery of WAN services from public carriers and other circuit providers.

c. Manage LAN infrastructure, including wiring, patch panels, jack configuration and documentation.
d. Manage the performance of public carriers (and other third parties) to meet defined schedules, Project plans, and performance.

6.1.2.5.1.1. Wireless

a. The contractor shall provide, operate and maintain Wireless and Mobility Services architecture, including but not limited to existing and future Wireless Personal Area Network (WPAN), Wireless Local Area Network (WLAN), Wireless Metro Area Network (WMAN), and Wireless Wide Area Network (WWAN) technologies.
b. The contractor shall provide Wireless and Mobility Services refresh plan on a yearly basis.
c. The contractor shall provide and maintain Wireless and Mobility Services policies and procedures and end-user training materials
d. The contractor shall establish and deploy secure, standards-based wireless and mobility network solutions (e.g., WLAN/WMAN/WWAN) for use at each ED-based facility at common meeting areas (e.g., conference rooms, auditorium) that provide employees capabilities for direct access to the ED network.
e. The contractor shall establish and deploy secure, standards-based wireless and mobility network solutions (e.g., WLAN/WMAN/WWAN) for use outside of ED-based facilities that provide employees capabilities for secured and authenticated access to the ED network.
f. The contractor shall provide support, including break-fix, for all Wireless and Mobility Services assets, including coordination with other elements of Helpdesk and Desktop Services for IMACs, and problem resolution.

6.1.2.5.2. Telecommunications

The contractor shall provide telecommunications services, including but not limited to the following requirements.

6.1.2.5.2.1. Voice Services

a. The contractor shall provide installation, operation, and maintenance of voice services capacity and performance management services.
b. The contractor shall manage end-to-end internal and external phone connectivity including hardware and/or peripherals.
c. The contractor shall manage and maintain private dial plan. An integrated numbering plan consistent with the Agency's current dialing capabilities will be provided.
d. The contractor shall provide local and long distance voice services.
e. The contractor shall provide conference bridge calls for calls placed to an audio and web document sharing conference services that allow multiple people participation and is controlled by a unique access code.
f. The contractor shall provide conference bridge calls for calls placed to an audio and web document sharing conference services that allow multiple people participation and is controlled by a unique access code.
g. The contractor shall support IP based voice protocols.

6.1.2.5.2.2. Voicemail Services

a. The contractor shall provide integrated Unified Messaging Services (preferred) stand-alone Voicemail services (least preferred but may be necessary due to remote locations) when integrated Unified Messaging Services is not technically feasible.
b. The contractor shall manage voicemail security PBXs, voicemail systems, and other voice services assets.
c. The contractor shall provide voicemail retention and storage capacity management in support of E-Discovery and Federal requirements.
d. The contractor shall perform voicemail mailbox IMACs.
e. The contractor shall maintain standardized voicemail mailboxes configurations by user profiles.

6.1.2.5.2.3. Call Center Services

The contractor shall provide, manage and support Automated Call Distribution (ACD), Interactive Voice Response (IVR) and web-based Helpdesk /Service Desk Management Systems used by Government staff in support of the Department's various (non-IT related) call centers (e.g., 1-800-USA-LEARN, ED's OCR Hotline, ED's FSA EZ-Audit, ED's OM Environmental and Facilities Services hotline) located at ED facilities.

6.1.2.5.2.4. Management

The contractor shall provide all necessary management support for acquisition, billing, and the inventory of telecommunication services. The contractor shall also maintain a telecommunications expense management system. This system shall facilitate the ordering and reporting requirements of the Department. Currently, ED uses an in-house system known as TATS (Telecom Automated Tracking System). TATS provides billing and inventory control for the Department. TATS technical architecture consists of ColdFusion MX and Microsoft SQL server. The Contractor shall use the existing system or propose an alternate solution that meets or exceeds the auditing, tracking, billing, and inventory capabilities of TATS.

6.1.2.5.2.5. Directory Service

a. The contractor shall provide a secure and searchable online directory service with real time updates (e.g., global directory facility-GDF).
b. The contractor shall provide "Dial 0" operator services for the Department that includes a directory of employees, employee locations, departments and telephone numbers.
c. The contractor shall provide operator services for employee and public inquiries.
d. The contractor shall provide directory assistance services for calls placed to obtain a listed telephone directory number.

6.1.2.5.3. Multimedia

The contractor shall provide multimedia services, including but not limited to, the following requirements:

a. The contractor shall provide, operate, and maintain multimedia services solutions that best meets the Department's business requirements, including but not limited to: video conferencing

services (including desktop video conferencing), broadcast services, cable tv / satellite services and DC-area support for audio-visual services at auditoriums.

b. The contractor shall provide, operate and maintain video streaming capabilities across ED's network.
c. The contractor shall provide, operate and maintain Video On Demand (VOD) and Video on Loop (VOL) video streaming services available to all ED locations.
d. The contractor shall provide, operate and maintain solutions for audio-visual and multimedia services at Department locations (e.g., auditoriums) that meet specific interfaces, software, and equipment.
e. The contractor shall provide, operate and maintain support for existing and future Cable Television (CATV) services and perform expansions upon request at locations.
f. The contractor shall provide CATV services that are capable of sending and receiving audio and visual information from fixed and mobile satellite services.
g. The contractor shall provide adaptive multimedia services and equipment as required by the assistive technology and reasonable accommodation program offices or by law affecting the support of persons with disabilities, including but not limited to online and offline services: (1) open/closed captioning services; (2) fast-turnaround transcription; (3) real-time captioning; (4) offline captioning (5) time coding; (6) indexing; (7) translation; and (8) real-time Internet captioning.

6.1.2.5.3.1. Teleconferencing / Video Data Conferencing

a. The contractor shall provide teleconferencing services in accordance with audio conferencing services section including adaptive and assistive technology solutions to allow comparable access and features for persons with disabilities.
b. The contractor shall provide on-demand and prescheduled teleconferences capabilities.
c. The contractor shall provide support for services that are capable of supporting up to 500 concurrent audio (or audio with video and/or data) conferencing users (both ED and non-ED participants) for each element of conferencing/collaboration and combinations thereof. For example: services allow audio only participants to participate in an audio/video conference or audio/data conference.
d. The contractor shall provide adaptive voice and video conferencing and collaboration services and equipment that interact with Federated services (e.g., Federal Video Relay Services) and commercially available services, as required by laws affecting the support of persons with disabilities.
e. The contractor shall provide conference room and desktop video conferencing.

6.1.2.5.4. Supporting Services

The contractor shall provide supporting services, including but not limited to the following requirements:

6.1.2.5.4.1. Telework

a. The contractor shall operate and maintain Remote Access and Teleworking solutions and architecture that best meets Agency business requirements. Solution must support access to essential business functions and mission-critical applications and services during emergencies and allow for no less than 60% concurrent usage of remote access (VPN) services and 100%

concurrent usage of web-based email messaging services. The contractor shall maintain hardware/software.

b. The contractor shall maintain operational and end-user policies and procedures and training materials for management and support of Remote Access and Teleworking Services
c. The contractor shall maintain Remote Access and Teleworking Services, including but not limited to the integration of: (1) premise-based Virtual Private Network (VPN) services; (2) network-based VPN Services; (3) audio, video and data communications, (4) managed notebook/desktop support services, (5) security services, (6) application support through the Systems/Data Center services; and (7) customer support services through the Helpdesk and Desktop services). Essential services must be supported during a events related to COOP, Disaster Recovery, Pandemic Influenza outbreak and other emergency situations.

6.1.2.5.4.2. Internet Protocol Services

a. The contractor shall provide new, replacement and upgrades to Internet Protocol Services, including Ipv4 and Ipv6, including and not limited to supporting: (a) Voice over Internet Protocol (VoIP) Transport Services; (b) Internet Protocol Telephony (IPT) Services; (c) Internet Protocol Facsimile (IP Fax) Services; (d) Internet Protocol video transport; (e) Unified Messaging Services, and (f) radio over IP.
b. The contractor shall provide support, including break-fix, for Internet Protocol Services

6.1.2.5.4.3. Unified Messaging

a. The contractor shall provide, operate and maintain all unified messaging services, including but not limited to: integration with IP-based services, E-Mail messaging services, and wireless services. This service shall allow users to send and receive email-to-voicemail, voicemail-to-email, and shall allow users to listen to email attachments of voicemail files via wireless handheld devices.
b. The contractor shall provide and support unified messaging services that allow users to manage messages from different communications media such as email, voice, or fax from a single mailbox interface via the telephone or a web browser.
c. The contractor shall provide and support unified messaging service features, including but not limited to: 1) voice, email and fax integration; 2) Follow-Me service; 3) speech recognition; and (4) ability to retrieve desktop voicemail messages from email via wireless smart phone devices.

6.1.2.6. Disaster Recovery Services (DR)

The contractor shall provide comprehensive, all-inclusive Disaster Recovery (DR) services to support the Department's continuity and recovery requirements. These requirements are specified in the Department's continuity of operations (COOP), business continuity plan(s) (BCP), and DR plan(s). These DR services shall cover EDUCATE IT Resources and the 14 mission-critical systems that service internal ED users, as well as external customers (lenders, guarantee agencies, applicants, etc). Refer to the constraints section for all relevant authorities regarding this matter.

The contractor shall provide hot, warm, and cold configurations (failover capabilities). The contractor shall conduct full annual tests. The contractor shall provide secured and fire protected back-up media storage and archiving.

The contractor's DR facility shall provide sufficient logical and physical access for: (1) disaster recovery testing; (2) disaster event(s); and (3) recovery event(s). In some cases, application engineers may need physical access for installation, reconstruction, and testing purposes when logical access is not sufficient (e.g., serial connections to hardware components).

6.1.2.7. Special Services (SS)

The contractor shall provide resources, including Subject Matter Expert (SME) and Business Executive Expertise to support any special IT services. When the Government requires a special service to be performed, the Government will use the task order procedures set forth in Clause C.3 in the contract.

6.1.2.7.1. Institute of Education Sciences (IES) Support (SS-IES)

The contractor shall provide IES support of IES' server operations and web development support components by providing technical expertise in the Microsoft Windows, Google search appliance, Webtrends, QA Load, Citrix, and F5 Big IP infrastructure. This expertise shall be utilized in daily operations support (7am – 6pm on-site and emergency contact available) of the local IES Data Center (IESDC) facility in Washington, DC, in support of the production and development infrastructure and to restore infrastructure operational capabilities during disaster recovery efforts, simulation drills and daily backups using Veritas and simulation drills and daily backups using Veritas and Replistor. The contractor shall provide MS SQL database maintenance, Microsoft server and IIS support, and ad hoc custom application support. Additionally, the contractor shall provide web development, programming support and design support (utilizing classic ASP, .Net, VBscript, JAVAscript, and CSS templates). The contractor staff shall act as point of contact for other developers working with IES.

This work, other than the disaster recovery facility, will be done in Washington DC. The work is currently staffed by 5 FTEs with a potential increase in staffing in future years. All equipment at the IESDC is government-owned and contractor-operated.

6.1.2.7.2. Office of the Inspector General (SS-OIG)

The contractor shall support the IT infrastructure needs of the Office of the Inspector General (OIG). Due to the OIG mission, additional security and staff clearances are required to support the users, workstations, systems, communication devices, and investigative tools. OIG servers and communication devices are required to be placed in OIG specific lockable racks with physical alarms, separate keys, surveillance, and additional system logging.

The contractor shall provide separate disaster recovery cold failover capability, devices, and racks for OIG separate from the other EDUCATE systems. The contractor shall provide separate and isolated encrypted backup media of OIG data and devices separate from the other EDUCATE systems.

6.1.2.7.3. New Projects

The Government may at any time request that the contractor perform additional services on a firm-fixed price, indefinite quantity / indefinite delivery (ID/IQ) or time and materials basis. These additional services are defined as new projects that are currently unanticipated and do not pertain to upgrades, modifications or replacements of existing applications, systems, networks, or services. The contractor shall ensure that the projects follow the CMMI Level 3 Product Development Process

(PDP), ED system life cycle management process, and relevant Federal Government standards, guidelines, memorandums, and laws.

6.1.2.7.4. Product / Services Catalog Services

The contractor shall develop and maintain a comprehensive "Services Catalog," (as required in the deliverable section) that clearly identifies all services and products available on an as-needed basis. Specifically:

a. The Contractor shall prepare and maintain an IT Resource (hardware and software) "Services Catalog" for use in the EDUCATE environment.
b. The Contractor shall recommend improvements and upgrades to the IT Resources (hardware and software) Services Catalog for use in the EDUCATE environment.
c. The Contractor shall test all new and updated IT Resources (hardware and software) items to be in any prospective Services Catalog in accordance with configuration and change management plans and requirements.
d. The Services Catalog shall be organized by services area (CLIN).
e. The Contractor shall host and make the ED Services Catalog available to EDUCATE users on a proven table-driven catalog management system.
f. The Contractor shall organize the ED Services Catalog in such a manner as to facilitate ordering and viewing for users.

6.1.2.8. Printer Services (PS) (Optional)

If elected by the Department, the contractor shall provide comprehensive, all inclusive printer services capable of supporting EDUCATE's IT Resource communities, and, as an optional sub-CLIN that may be further elected by the Department, these same services would be provided to FSA as well. Printer services include:

a. Network attached high speed, high volume enterprise printers
b. Network attached high speed, high volume enterprise printers/copiers/scanners
c. Network attached shared printers
d. Workstation attached individual printers
e. Multi-purpose printers (printer, scanner, fax, phone)
f. Photo printers
g. Printer installation
h. Printer repair
i. Printer disposal
j. Printer supplies (cartridges, ribbons, toner, etc.) excluding common stack paper (8.5'x11", 8.5"x14", 11"x17")

Furthermore:

a. The contractor shall provide printer support services coverage on a 24/7/365 basis.
b. The contractor shall provide printer support, including break-fix and refresh, for all managed print assets.
c. The contractor shall store and maintain consumables, such as print cartridges, ink and print heads. The contractor shall ensure that stock is current and adequately stocked at all times.

d. The contractor shall ensure that printers are functioning, including performing or coordinating maintenance that meets or exceeds minimum service levels.

6.1.3. Severity Levels

Severity Levels are used to categorize a problem associated with the services based on the potential impact of the problem to the business or user. The contractor shall assess the severity of the incident or problem within four levels of severity and four primary characteristics of severity: business exposure, work outage, workaround, OR (not AND) user impact. If any of the characteristic conditions listed for each severity level are met, then the contractor shall categorize the incident or problem at the highest (where severity 1 is the highest and severity 4 is the lowest) respective severity level. Severity levels are defined as follows:

Severity	Title	Description
1	**Emergency**	• **Business Exposure** o Security, Privacy, or Financial data is exposed or compromised • **Work Outage** o Service Outage o Service is Substantially Unavailable • **Workaround** o Immediate fix required • **User Impact** o Affects multiple users or a single user in performing a critical business function
2	**Urgent**	• **Business Exposure** o Security, Privacy, or Financial data is exposed • **Work Outage** o Severely degraded performance o System or application is usable but with severe restrictions or unavailable functions • **Workaround** o Immediate fix required o An acceptable workaround is available • **User Impact** o Affects multiple users or a single user in performing a critical business function

Severity	Title	Description
3	**Routine**	• **Business Exposure** o General business impact • **Work Outage** o Intermittent failure o System or application is usable but with some restrictions • **Workaround** o An acceptable workaround is available • **User Impact** o Affects multiple users or a single user o User can continue to use the system but with some problems which do not prohibit the execution of productive work.
4	**Low Impact**	• **Business Exposure** o Minimal business impact • **Work Outage** o No interruption of service • **Workaround** o An acceptable workaround is available • **User Impact** o User Request or suggestion for service

The Contractor shall determine the severity level and seek concurrence with the user upon initiation of the incident.

6.1.4. Priority Levels

Priority is another measure that accounts for the organizational level or position of the person placing the call. For example, senior political appointees, senior executives, their deputies, and their secretaries may be assigned a priority regardless of incident or problem severity level. Their tickets may be handled first in the priority cues over other users that have equal or higher severity concerns.

Priority includes the ordering of problem tickets beyond the severity level. Priority can be assigned to tickets based on the severity level, the service levels (standard and platinum), or the visibility to senior management. For example, in general, severity 1 tickets should he resolved before severity 2 tickets. In some cases a ticket may be assigned a priority 1 status due to the organizational level or customer level of the user. For example, if an Assistant Secretary needs assistance, the priority of resolving the ticket is higher than other employees. Examples of priority levels include:

Priority	Title	Description
1	**Executive**	• Presidentially-Apppointed, Senate-Confirmed or above • Senior Executives (SES) • Executive Program staff (e.g. Chief of Staff, Executive Officer) • Executive Support Staff (e.g. Scheduler, Administrative Assistant)
0	**Staff**	• ED employees not mentioned above • IT and Telecommunications POCs • ED contractors • ED Affiliated Governing Board Members

6.1.5. Service Offerings

The contractor shall provide standard services to each authorized user employed or working on behalf of the Government. The specific service offerings required are:

Service Offering	Description
Platinum	• Premium services provided to ED users (as specified in SLAs and the Product/Service Catalog) who request and purchase the premium services
Standard	• Standard services provided to all ED users

6.1.6. Interaction of Severity, Priority, and Service Offering Example

The following is an example of the interaction between Severity, Priority, and Service Levels that the contractor might use to determine in which order to respond to service requests or problems. The contractor shall determine the appropriate order at any given time.

Order	Severity	Priority	Offering
1			Platinum
2			
3		0	Platinum
4		0	
5	2		Platinum
6	2		
7	2	0	Platinum
8	3		Platinum
9	2	0	
10	3		
11	3	0	Platinum
12			Platinum
13	3	0	
14			
15		0	Platinum
16		0	

7. Deliverables

The contractor shall produce and submit for the Government's approval the following deliverables in the performance of this contract. The contractor shall include in the program management plan, schedules for supplying final deliverables (including recommended time for Government to review in order to attain the target completion date), and integrate schedules noted by the Government below. The Government shall approve the format for all reports. All plans, unless otherwise prescribed herein, shall be delivered on an annual basis prior to the dates specified by the Government. All reports, unless otherwise prescribed herein, shall be delivered on a quarterly basis prior to the dates specified by the Government.

7.1. General Requirements Deliverables

7.1.1. Plans

7.1.1.1. Governance Plan

The Contractor shall produce an overarching, comprehensive governance plans for managed services for all EDUCATE IT Resources.

The Governance Plan shall be delivered to the Government within 45 days after award.

7.1.1.2. Change Management Plan

The Contractor shall produce and implement a change management plan that accounts for changes made to EDUCATE IT Resources based on anticipated scenarios, and the methodology that will be used to manage all changes.

The contractor shall conduct a security and privacy assessment on changes to ensure that security and privacy is not compromised by the proposed changes.

The Change Management Plan shall be delivered to the Government within 60 days after award.

7.1.1.3. Configuration Management Plan

a. The Contractor shall develop and implement routine maintenance activities to ensure stability and reliability of ED space within the defined maintenance windows.
b. The Contractor shall maintain version control of the ED-approved software image.
c. The Contractor shall produce and submit application software-related System installation, support, configuration and tuning manuals (to include full and complete documentation of system configuration).
d. The Contractor shall provide a development and training environment that is physically separated from production environment.
e. The Contractor shall provide a test environment that is physically separated from production environment for testing and validation of patches, code releases, etc.
f. The Contractor shall provide the test environment in a manner that models or simulates the production environment.

The Configuration Management Plan shall be delivered to the Government within 60 days after award.

7.1.1.4. Program Management Plan

The contractor shall deliver a PMP in accordance with the principles of the Project Management Institute (PMI). The PMP should include at a minimum:

a. Program Milestones
b. Work Breakdown Structure (WBS)
c. Risk Management Plan
d. Risk Response Plan
e. Qualitative Risk Analysis Plan
f. Communications Plan (including changes and impacts to End-Users)
g. Quality Management Plan
h. Scope Management Plan
i. Records Management Plan
j. Integration Baseline Reviews
k. Operational planning for Data Center Services
l. Perform capacity planning and performance monitoring.

The Program Management Plan shall be delivered to the Government within 60 days after award.

7.1.1.5. Transition In Plan (TIP)

The TIP shall be comprised of enterprise and individual ED Customer transition plans. The TIP shall detail the specific activities to be performed by each Party, including the schedule, activities, deliverables, Standard Operating Procedures (SOPs), and transition milestones described therein. Additionally, the TIP shall identify all tasks, associations and risks required to support a successful, uninterruptible transition from the existing services and services provider(s) to the contractor. Without limiting the foregoing, the updated and final detailed TIP shall specifically identify, among other things:

a. The deliverables to be completed by the contractor
b. The date(s) by which each such activity or deliverable is to be completed (the "Transition Milestones")
c. The contractor's plans for the hiring and retention of the Transitioned Personnel consistent with the requirements of the contract
d. A process and set of standards to which the contractor shall adhere in the performance of the Transition Services and that shall enable the Government to determine whether the contractor has successfully completed the transition and the activities and deliverables associated with each Transition Milestone
e. Contingency or risk mitigation strategies to be employed by the contractor in the event of disruption or delay
f. A detailed work plan identifying the specific transition activities to be performed by individual contractor Personnel on a weekly basis during the Transition Period.
g. The Transition In Plan also shall identify any related documents contemplated and/or required to effectuate the transition.

The TIP shall be submitted with the Contractor's proposal.

7.1.1.6. Transition Out Plan (TOP)

The detailed TOP shall be comprised of enterprise and individual Government customer TOPs. The detailed TOP shall detail the specific activities to be performed by each Party including, but not limited to, the schedule, activities, deliverables, and Transition Out Milestones described therein. Additionally, the TOP shall identify all tasks, associations and risks required to support a successful, uninterruptible transition from the services and service provider(s) to support the terms required in a future contract award. The Transition Out Plan shall identify, among other things:

a. The transition activities to be performed by the contractor and the changes in technology and processes to be implemented and supported by the contractor through the Transition Services
b. The date(s) by which each such activity, deliverable, milestone, implementation, or other event is to be completed (the "Transition Out Milestones")
c. A process and set of standards acceptable to the Government to which the contractor shall adhere in the performance of the Transition Services and that shall enable the Government to determine whether the contractor has successfully completed the activities and deliverables associated with each Transition Milestone, including the Acceptance Criteria set forth in the Transition Plan (and the phases and components thereof)
d. Any other applicable measurable performance or success criteria that the contractor must meet
e. Contingency or risk mitigation strategies to be employed by the contractor in the event of disruption or delay
f. Any activities to be performed by the Government or the Government customers.

The TOP shall be delivered to the Government within 10 months of contract award. The TOP shall be updated annually and submitted 120 days before the end of the option year thereafter.

7.1.1.6.1. Implementation Plan

Upon the applicable dates set forth in the Transition Out Plan, the contractor shall deliver to the Government for the Government's review, comment and approval detailed plans for the implementation of transitional activities during the succeeding period.

a. Such implementation plans shall be based on and shall be consistent with the Transition Out Plan and shall identify each transitional activity to be performed by the contractor personnel and the particular changes in technology and processes to be implemented.
b. If approved by the Government, in its sole discretion, each such activity shall become a part of the TOP without the need for further action.

The contractor shall address and resolve any questions or concerns the Government may have as to any aspect of the proposed detailed plan and shall incorporate any modifications, additions or deletions to such plan requested by the Government, in its sole discretion, the updated TOP shall be appended to and incorporated into the contract and shall supersede and replace the prior TOP. The contractor shall address and resolve any questions or concerns the Government may have as to any aspect of the proposed detailed TOP and shall incorporate any modifications, additions or deletions to such plan requested by the Government.

7.1.1.7. Chargeback Plan

The contractor shall provide a detailed breakout by CLIN, Principle Office and user account of the quantities and costs of the product/services catalog that were selected by the Principle Office.

The Chargeback Plan shall be delivered to the Government within 60 days after award.

7.1.2. Reports

7.1.2.1. Status Reports

Periodically during the term of this contract, but not less frequently than once every two weeks, the contractor shall deliver to the Government's Contract Officer Representative a written report summarizing the progress of the Services during the preceding reporting period, including problems that have occurred and that could delay the contractor's performance of anticipated activities and expected problems during the upcoming month (each such report, a "Status Report"). At a minimum, each Status Report shall include:

a. The current and complete status and progress of the performance of the Services, and an assessment of how such status and progress compares to the SLAs, and any other schedules or deadlines set forth in the contract;
b. Any actual delays;
c. Any reasonably anticipated delays;
d. Any failures, or correction of any failures, with regard to which the contractor is performing, or has performed, a root cause analysis; and
e. Such other information as the Government may reasonably request from time to time.

The Contractor shall provide weekly Status Reports to the Government.

7.1.2.2. Chargeback Report

The contractor shall provide on a monthly basis all usage and charge information to the Product/Service catalog chargebacks, including any payments balances.

7.1.2.3. Access (EDNet)/Document Management/Audit Support/Change Control (Operational)/CM (Operational) Reports

a. The Contractor shall revalidate EDNet privileged account (e.g. Administrator) access by identifying all privileged accounts, ensuring they still require a privileged account to fulfill their current job requirements and report to the Government.
b. The Contractor shall define and modify the access control matrix for new all new roles.
c. The Contractor shall verify and report on current physical access rights for all ED employees and contractors
d. The Contractor shall provide a report on status for all open risks/weaknesses found in an audit/review.
e. The Contractor shall create, maintain and deliver a spreadsheet for audit finding totals for each year since 2003.
f. The Contractor shall store and maintain a listing of devices, attached to EDNet affected by each risk/weakness found during an audit.
g. The Contractor shall verify and report that change met requirements and objectives and did not have negative impacts.
h. The Contractor shall develop and create a changes control results report.

i. The Contractor shall develop and maintain a schedule and master calendar of planned changes and operational controls. The contractor shall deliver to the Government on a monthly basis the schedule and master calendar.
j. The Contractor shall produce and provide to the Government a monthly report that shows summary information by Principle Office for system change requests:
    - # Of system change requests
    - # Of Informational
    - # Of Emergencies
    - # Of Regular
    - Average # of days open for Informational
    - Average # of days open for Emergency
    - Average # of days open for Regular
    - # Disapproved
    - # Withdrawn
    - # Pending
    - # Successful changes
    - # Of changes that generated a new problem/incident
k. The Contractor shall complete and submit for Government approval the annual NIST self-assessment and CIP Questionnaire for the current EDUCATE environment.
l. The Contractor shall develop and submit network diagrams to ED authorized personnel only.
m. The Contractor shall provide configuration management reports as requested by Education.
n. The Contractor shall provide to the Government an annual report that lists all physical audit discrepancies and a plan of action for addressing each of them with a scheduled completion date.
o. The Contractor shall provide to the Government an annual report that lists all functional audit discrepancies and a plan of action for addressing each audit item with a scheduled completion date.
p. The Contractor shall provide a list of all servers, their name, function applications installed on them, user access utilization, CPU, disk and memory utilization, and other relevant information.
q. The Contractor shall provide a report that lists the status of each configuration item associated with EDUCATE
r. The Contractor shall provide a monthly report that shows any documents overdue for annual review and documents that require an annual review that month.
s. The Contractor shall verify operability of mission critical systems and related infrastructure that are critically dependent on EDUCATE throughout the agency and report in the Post-test report.
t. The Contractor shall maintain a contact information list for escalation and disaster situations
u. The Contractor shall provide DR test results document that specifies actual time frames, participants, lessons-learned and any issues that arose.
v. The Contractor shall provide Rules of Behavior acknowledgement reports as requested by Education.
w. The Contractor shall provide status reports during the annual EDUCATE Rules of Behavior acknowledgement period until 100% of users acknowledge
x. SAS 70 (Type II) Auditing

7.2. Desktop Services Deliverables

7.2.1. Plans

7.2.1.1. IT Refresh

The contractor shall provide a plan on monthly refresh target volumes by type of equipment to be accomplished and tie back to the Annual Refresh Plan. The plan shall also be substantiated with a companion set of office by office, user by user spreadsheets of offices and individuals to be refreshed during the year.

The Contractor shall prepare office by office and end-user by end-user spreadsheets/reports to substantiate the Annual IT Refresh Plan. The Contractor shall use extensively an automated discovery tool in support of this.

The Annual IT Refresh Plan shall be revised on a quarterly basis. The revised plan shall be submitted to the Government for approval by the first business day into each Federal Fiscal Year quarter.

7.2.1.2. Escalation and Reporting Plan

The contractor shall establish problem escalation and problem management and ED reporting standards and policies. The Contractor shall notify ED and vendor management as required by escalation and reporting plans.

7.2.2. Reports

The contractor shall produce and submit the following reports related to desktop services:

a. The contractor shall provide trend analysis reports to identify recurring problems and take necessary preventive actions.
b. The contractor shall provide trend analysis reports to identify customer servicing issues and deliver training as applicable to correct customer servicing skills gaps
c. The contractor shall provide a written report detailing the cause of and procedure for correcting failures; provide updates on a monthly basis until closure.

7.2.3. Root Cause Analysis

The contractor shall conduct a root cause analysis of Severity 1 and Severity 2 level problems or failures and recommend appropriate resolution action, where / whenever possible. Contractor shall track and report daily on progress of all Severity 1 and Severity 2 level problems.

7.3. Helpdesk Services

7.3.1. Plans

7.3.1.1. Escalation and Reporting Plan

The Contractor shall establish problem escalation and problem management and ED reporting standards and policies. The Contractor shall notify ED and vendor management as required by

escalation and reporting plans. The contractor shall attempt to resolve the issue immediately on the first call and escalate to Level 2 if the Level 1 technician cannot resolve the issue during the first call.

7.3.1.2. Training Plan

The Contractor shall provide training for ED personnel to improve "how to use" skills related to IT service area systems and applications.

7.3.2. Reports

The contractor shall produce and submit the following reports related to helpdesk services:

a. The contractor shall deliver by 9:00 ET a daily report specifying all Severity 1 and Severity 2 issues and impact to SLAs.
b. The contractor shall track the number of calls including abandoned calls; implement processes to minimize call abandonment.
c. The contractor shall prepare and issue service request and incident reports as needed.
d. The contractor shall conduct proactive trend analysis to identify recurring problems.
e. The contractor shall track and report the consequences of repetitive problems or failures.
f. The contractor shall develop procedures for the escalation of problems that cannot be resolved without service dispatch to a third-party provider.
g. The contractor shall provide ED with a written report detailing the cause of and procedure for correcting failures; provide updates on a monthly basis until closure.
h. The contractor shall report weekly on Helpdesk statistics and trends as specified by the Government (e.g., service request volumes and trends by types of users).
i. The contractor shall provide weekly consolidated Severity 1-4 reports by Principle Office and category including the quantity and average duration of opened and closed tickets during the period and cumulative for each month, quarter, and year.
j. The contractor shall report on trends in service requests indicating a need for training.

7.3.3. Root Cause Analysis

The Contractor shall own and manage the root cause analysis process to understand and implement appropriate measures to prevent recurring problems / trends. The Contractor shall perform problem identification, escalation, resolution and closure including performance of Root Cause Analysis on selected events.

The contractor shall conduct a root cause analysis of Severity 1 and Severity 2 level problems or failures and recommend appropriate resolution action, where / whenever possible. Contractor shall track and report daily on progress of all Severity 1 and Severity 2 level problems. The Contractor shall substantiate that all reasonable actions have been taken to prevent recurrence of such failure.

7.4. System and Data Center Operations

7.4.1. Plans

7.4.1.1. Escalation and Reporting Plan

The Contractor shall establish problem escalation and problem management and ED reporting standards and policies. The Contractor shall notify ED and vendor management as required by escalation and reporting plans.

7.4.1.2. Training Plan

The Contractor shall provide training for ED personnel to improve "how to use" skills related to IT service area systems and applications.

7.4.1.3. IT Refresh Plan

The contractor shall provide a plan on monthly refresh target volumes by type of equipment to be accomplished and tie back to the Refresh/Ownership Transition Plan. The plan shall also be substantiated with a companion set of office by office spreadsheets of offices and individuals to be refreshed during the year.

The Contractor shall prepare office by office spreadsheets/reports to substantiate the Annual IT Refresh Plan. The Contractor shall use extensively an automated discovery tool in support of this.

The IT Refresh Plan shall be revised on a quarterly basis. The revised plan shall be submitted to the Government for approval by the first business day into each Federal Fiscal Year quarter.

7.4.1.4. Capacity Management Plan

The contractor shall produce a plan in which contents and contractor actions will include, at a minimum:

a. Application, server, storage, and memory capacity and performance planning, incorporating business projections provided by the Department.
b. Evaluation of environment performance, availability and capacity on a monthly basis or more frequently if required by changes to the application performance.

7.4.1.5. IT Commissioning and Decommissioning Plan

The Contractor shall provide an IT Commissioning and Decommissioning Plan in compliance with NIST Special Publication 800-88, Guidelines for Media Sanitization. The plan shall provide for the proper destruction and sanitization of IT assets.

The Contractor shall provide a clear chain of custody for each piece of disposed equipment.

7.4.2. Reports

a. IT Refresh and Monitoring Report

- The report compares actual refresh accomplishments for the month vs. the monthly refresh targets by type of equipment published in the annual IT refresh plan and clarifies how deviations from the plan, if any, shall be made up.

b. Additional Reports
   - The contractor shall produce and submit the following additional reports (within 10 business days of the Government's request) related to security and privacy:

     (i) The contractor shall provide a monthly report characterizing and identifying trends related to the various incidents encountered and actions taken for the month ending
     (ii) The contractor shall provide a daily report of the top 20 ports attacked and top 20 exploits attempted over the previous 24 hours (06:00 to 05:59 am)
     (iii) The contractor shall provide a daily report of any protected machine exhibiting breach attempts
     (iv) The contractor shall provide a daily report of the top 20 ports attacked and top 20 exploits attempted over the previous 24 hours (06:00 to 05:59 am)
     (v) The contractor shall provide a weekly report of all machines Infected by malicious code, identifying each infection by its Computer Antivirus Researchers Organization (CARO) naming convention
     (vi) The contractor shall provide a monthly report identifying any new device joined to the network

c. Monthly Surplus and Sanitization Monitoring Report
d. Monthly Asset Management Report
   - Contents to include at a minimum end-user name, department, account code, location, and location organization. The Contractor shall provide all ad hoc asset management reports as needed.
e. Software License Monthly Report
f. Expirations and Changes Report
   - Contents to include at a minimum contract expirations, license changes/upgrades, etc. in advance to prevent disruptions in service, non-compliance issues, expiration or renewal requirements for assets to allow for planning and mitigation, etc.
g. Storage Services Report
h. Deployment Reports
   - The contractor shall produce and submit deployment reports to include, at a minimum, success and failure statistics of scheduled distributions such as patches or upgrades.

7.5. Email Services Deliverables

7.5.1. Plans

The contractor shall deliver an annual architecture plan that includes capacity planning, growth and modernization plan that addresses mailbox storage retention schedules, digital safe synchronization with journaling, replication, and load balancing.

The contractor shall also address integrated voice mail, integrated faxing, integrated wireless mail services (such as palm enabled devices), and data collaboration.

7.5.1.1. Reports

The contractor shall provide capacity and utilization reports by Principle Office and user account.

7.6. Network, Telecommunications and Multimedia Services Deliverables

7.6.1. Plans

The contractor shall deliver an annual architecture plan that includes capacity planning, growth and modernization plan that addresses network topology, bandwidth, latency, redundancy, and technological changes. The contractor shall also address integrated voice mail, integrated faxing, integrated wireless mail services (such as palm enabled devices), and data collaboration.

The following plans must be submitted and maintained by the contractor:

a. Annual Wireless Refresh Plan
b. Wireless Policies and Procedures
c. Wireless End-user Training Materials
d. Telework Operational Policies and Procedures
e. Telework End-user Policies and Procedures
f. Training Materials for Management and Support of Remote Access and Teleworking Services

7.6.1.1. Reports

The contractor shall provide capacity and utilization reports by Principle Office and user account for:

g. Managed Network Services Report: The contractor shall produce and submit daily, weekly, monthly and quarterly reports on the managed network services, including but not limited to each of the elements of the SLAS, any issues or degraded services conditions since last report, proposed upgrades, and other elements as appropriate.
h. Network Health Reports: The contractor shall produce and submit weekly, monthly and quarterly reports on the health of network services, including but not limited to each of the elements of the SLAS (e.g., bandwidth utilization, latency, packet loss, jitter) and other elements as appropriate.
i. Voice Services Reports: The contractor shall produce and submit monthly and quarterly reports on the support of voice services, including but not limited to: including but not limited to each of the elements of the SLAS, call summary reports by Principal Office, call detail records (upon request) and other elements as appropriate.
j. Conference and Collaboration Reports: The contractor shall produce and submit weekly, monthly and quarterly reports on the support of conferencing and collaboration services, including but not limited to each of the elements of the SLAS (e.g., number of operated assisted calls (total and answered), number of calls, locations of calls) and other elements as appropriate.
k. Multimedia Services Reports: The contractor shall produce and submit weekly, monthly and quarterly reports on the support of multimedia services, including but not limited to each of the elements of the SLAS (e.g., availability, number of requests, types of services provided) and other elements as appropriate.

l. [Contractor Proposed] Reports: The contractor shall produce and submit daily, weekly, monthly and quarterly reports on the support of the full range of network services, as appropriate, to assist in the government management of services and setting proper user expectations.
m. Monthly Phone charges
n. Monthly Cell Phone charges
o. Monthly 800 service charges
p. Monthly Cable/Satellite TV charges
q. Monthly Video Conference Charges

7.7. Disaster Recovery

7.7.1. Plans

The contractor shall develop and maintain up to date disaster recovery plans, continuity of operations plans, and standard operating procedures for each respective hot, warm, and cold failover system.

7.7.2. Reports

The Contractor shall produce and submit reports on results from test-to-production activities.

7.8. Special Services (IES Support)

The contractor shall develop an optimization and maintenance plan within 120 days of award. This plan shall include recommendations to optimize IES operations and maintenance in conjunction with the EDUCATE operational services.

7.8.1 IT Resource Catalog

7.9. Printer Services

7.9.1. Plans

7.9.1.1. Annual Printer Plan

The contractor shall produce a plan that specifies monthly refresh target volumes by type of printer and list by office and person that will be refreshed for the current or coming year.

7.9.1.2. Additional Plans

The contractor shall produce and submit recommendations for using distributed printing methodologies and technologies to update and modernize managed printer services.

8. Constraints

The contractor's proposed solution shall be compliant, in all respects, with all applicable federal and departmental security, acquisition, IT, and asset management laws, regulations, rules, and policies. As new laws, regulations, guidance and policy is promulgated, the contractor is expected to review, plan for and comply with such authorities. The contractor shall comply with the following authorities included in, but not limited to, Sections 8.1 through 8.8.

8.1. Overall Constraints

1. The contractor shall achieve:
    a. Level 2 SCAMPI Class A Appraisal*, for all contract services (product development and maintenance services) and CLINs, within 6 months of contract award.
    b. CMMI Level 3 SCAMPI Class A Appraisal*, for all contract services (product development and maintenance services) and CLINs, within 30 months of contract award.

    * Appraisals shall include the participation of a SCAMPI Lead Appraiser authorized by the Software Engineering Institute (SEI). The Lead Appraiser must be independent (i.e., from an external, third part organization). The Lead Appraiser must be listed/registered in the SEI Partner Network Directory. SCAMPI Class A appraisal results must be documented in an Appraisal Disclosure Statement (ADS) and appraisal findings document. These artifacts shall be presented to SEI for validation; however, results may not be publicly posted on the SEI Published Appraisal Report Site (PARS). All appraisal costs and activities shall be borne by the contractor.
2. All Contractor IT resources must be specified in an accreditation boundary and subsequently authorized to operate (ATO) following the C&A process in accordance with ED policy and NIST standards and guidelines.
3. The Contractor shall provide project management for projects in accordance with the Project Management Book Of Knowledge (PMBOK).
4. All IT resources used in the performance of this contract shall be properly accounted for and fully inventoried.
5. The Contractor shall update at least weekly ED's Asset Management System of record and reconcile between it and the Contractor's inventory management system data on at least a monthly basis. The reconciliation should take place only as it relates to GFP under the contract.
6. The Contractor shall track and manage all assets provided by the Contractor.
7. The U.S. Department of Education, Handbook for Information Assurance Security Policy
8. The Enterprise Architecture (EA) and the Lifecycle Management (LCM) Framework
9. Emergency Management Agency, Federal Preparedness Circular (FPC) 65 and Federal Executive Branch Continuity of Operations (COOP)
10. The Contractor shall maintain current routing and emergency routing information and transport protocols from FEMA, OMB, OPM and other related agencies or authorities
11. Implement appropriate security and access controls so that only authorized personnel can view notifications and progress status information on service affecting faults
12. Restrict Agency's access to information within the Network Monitoring and Management capability to only the information that applies to the Agency's own selected services.

8.2. Department Directives

- The U.S. Department of Education, ACS Directive OM: 5-101, Contractor Employee personnel Security Screenings

8.3. OMB Directives

1. M-07-11, Implementation of Commonly Accepted Security Configurations for Windows Operating Systems (March 22, 2007)
2. M-06-19, Reporting Incidents Involving Personally Identifiable Information Incorporating the Cost for Security in Agency Information Technology Investments (July 12, 2006)
3. M-06-16, Protection of Sensitive Agency Information (June 23, 2006)
4. M-06-15, Safeguarding Personally Identifiable Information (May 22, 2006)
5. M-06-18, Acquisition of Products and Services for Implementation of HSPD-12 (June 30, 2006)
6. M-06-02, Improving Public Access to and Dissemination of Government Information and Using the Federal Enterprise Architecture Data Reference Model (December 16, 2005)
7. M-05-24, Implementation of Homeland Security Presidential Directive (HSPD) 12 – Policy for a Common Identification Standard for Federal Employees and Contractors (August 5, 2005)
8. M-05-23, Improving Information Technology (IT) Project Planning and Execution (August 4, 2005)
9. M-05-22, Transition Planning for Internet Protocol Version 6 (IPv6) (August 2, 2005)
10. M-05-04, Policies for Federal Agency Public Websites (December 17, 2004)
11. M-05-02, Financial Management Systems (December 1, 2004)
12. M-04-26, Personal Use Policies and "File Sharing" Technology (September 8, 2004)
13. M-04-19, Information Technology (IT) Project Manager (PM) Qualification Guidance (July 21, 2004)
14. M-04-16, Software Acquisition (July 1, 2004)
15. M-04-04, E-Authentication Guidance (December 16, 2003)
16. M-03-22, OMB Guidance for Implementing the Privacy Provisions of the E-Government Act of 2002 (September 30, 2003)

8.4. Statutes

1. Federal Information Security Management Act of 2002 (FIMSA)
2. The Clinger –Cohen Act (CCA)
3. Privacy Act of 1974
4. Health Insurance Portability and Accountability Act of 1996 (HIPAA) (Security Rule)
5. Government Paperwork Elimination Act of 1998 (GPEA)
6. Government Performance and Results Act (GPRA)
7. Federal Managers Financial Integrity Act of 1982 (FMFIA)
8. Federal Financial Management Improvement Act of 1996 (FFMIA)
9. Rehabilitation Act of 1973 (Section 508)
10. Intelligence Reform and Terrorism Prevention Act of 2004

8.5. National Institute of Standards and Technology (NIST), Special Publications - 800 Series

1. A Scheme for PIV Visual Card Topography. NIST Special Pub. 800-104 (Draft), National Institute of Standards and Technology, January 29, 2007.

2. An Ontology of Identity Credentials, Part I: Background and Formulation. NIST Special Pub. 800-103 (Draft), National Institute of Standards and Technology, October 6, 2006.
3. Guidelines on Cell Phone Forensics. NIST Special Publication 800-101 (Draft), National Institute of Standards and Technology, August 31, 2006.
4. Information Security Handbook: A Guide for Managers. Pauline Bowen et al., National Institute of Standards and Technology, October 2006.
5. Guidelines for Securing Radio Frequency Identification (RFID) Systems. National Institute of Standards and Technology Special Pub. 800-98 (Draft), September 26, 2006.
6. Establishing Wireless Robust Security Networks: A Guide to IEEE 802.11i. National Institute of Standards and Technology Special Pub. 800-97, February 2007.
7. PIV Card, Reader Interoperability Guidelines. National Institute of Standards and Technology Special Pub. 800-96, September 2006.
8. Guide to Secure Web Services. National Institute of Standards and Technology Special Pub. 800-95 (Draft), August 31, 2006.
9. Guide to Intrusion Detection and Prevention Systems (IDPS). National Institute of Standards and Technology Special Pub. 800-94, February 2007.
10. Guide to Computer Security Log Management. National Institute of Standards and Technology Special Pub. 800-92, September 2006.
11. Recommendation for Random Number Generation Using Deterministic Random Bit Generators. National Institute of Standards and Technology Special Pub. 800-90, June 2006.
12. Recommendation for Obtaining Assurances for Digital Signature Applications, National Institute of Standards and Technology Special Pub. 800-89, November 2006.
13. Guidelines for Media Sanitization, National Institute of Standards and Technology Special Pub. 800-88, September 2006.
14. Codes for the Identification of Federal and Federally-Assisted Organizations. National Institute of Standards and Technology Special Pub. 800-87, March 2007.
15. Guide to Integrating Forensic Techniques into Incident Response. National Institute of Standards and Technology Special Pub. 800-86, August 2006.
16. PIV Data Model Conformance Test Guidelines. National Institute of Standards and Technology Special Pub. 800-85B, July 2006.
17. PIV Card Application and Middleware Interface Test Guidelines (SP800-73 compliance). National Institute of Standards and Technology Special Pub. 800-85A, April 2006.
18. Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities. National Institute of Standards and Technology Special Pub. 800-84, September 2006.
19. Guide to Malware Incident Prevention and Handling. National Institute of Standards and Technology Special Pub. 800-83, November 2005.
20. Guide to Supervisory Control and Data Acquisition (SCADA) and Industrial Control Systems Security. National Institute of Standards and Technology Special Pub. 800-82 (Draft), September 26, 2006.
21. Secure Domain Name System (DNS) Deployment Guide. National Institute of Standards and Technology Special Pub. 800-81, May 2006.
22. Guide for Developing Performance Metrics for Information Security. National Institute of Standards and Technology Special Pub. 800-80 (Draft), May 4, 2006.
23. Guidelines for the Certification and Accreditation of PIV Card Issuing Organizations. National Institute of Standards and Technology Special Pub. 800-79, July 2005.
24. Cryptographic Standards and Key Sizes for Personal Identity Verification. National Institute of Standards and Technology Special Pub. 800-78-1, July 3, 2006.

25. Cryptographic Algorithms and Key Sizes for Personal Identity Verification. National Institute of Standards and Technology Special Pub. 800-78, April 2005.
26. Guide to IPsec VPNs. National Institute of Standards and Technology Special Pub. 800-77, December 2005.
27. Biometric Data Specification for Personal Identity Verification. National Institute of Standards and Technology Special Pub. 800-76-1, January 2007.
28. Interfaces for Personal Identity Verification. National Institute of Standards and Technology Special Pub. 800-73 (Revision 1), March 2006.
29. Guidelines on PDA Forensics. National Institute of Standards and Technology Special Pub. 800-72, November 2004.
30. Security Configuration Checklists Program for IT Products: Guidance for Checklists Users and Developers. National Institute of Standards and Technology Special Pub. 800-70, May 2005.
31. Guidance for Securing Microsoft Windows XP Home Edition: A NIST Security Configuration Checklist. National Institute of Standards and Technology Special Pub. 800-69, September 2006.
32. Guidance for Securing Microsoft Windows XP Systems for IT Professionals: A NIST Security Configuration Checklist. National Institute of Standards and Technology Special Pub. 800-68, October 2005.
33. Recommendation for the Triple Data Encryption Algorithm (TDEA) Block Cipher. National Institute of Standards and Technology Special Pub. 800-67, May 2004.
34. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule. National Institute of Standards and Technology Special Pub. 800-66, March 2005.
35. Integrating Security into the Capital Planning and Investment Control Process. National Institute of Standards and Technology Special Pub. 800-65, January 2005.
36. Guidance for Securing Microsoft Windows XP Systems for IT Professionals: A NIST Security Configuration Checklist. National Institute of Standards and Technology Special Pub. 800-68, October 2005.
37. Security Considerations in the Information System Development Life Cycle. National Institute of Standards and Technology Special Pub. 800-64, October 2003 (Revision 1, June 2004).
38. Electronic Authentication Guideline: Recommendations of the National Institute of Standards and Technology. National Institute of Standards and Technology Special Pub. 800-63, April 2006 Version 1.0.2 (publication updated) (document original released date June 2004).
39. Electronic Authentication Guideline: Recommendations of the National Institute of Standards and Technology. National Institute of Standards and Technology Special Pub. 800-63, April 2006 Version 1.0.2 (publication updated) (document original released date June 2004).
40. Guide for Mapping Types of Information and Information Systems to Security Categories. National Institute of Standards and Technology Special Pub. 800-60, June 2004.
41. Guideline for Identifying an Information System as a National Security System. National Institute of Standards and Technology Special Pub. 800-59, August 2003.
42. Security Considerations for Voice Over IP Systems. National Institute of Standards and Technology Special Pub. 800-58, January 2005.
43. Recommendation for Key Management, National Institute of Standards and Technology Special Pub. 800-57, August 2005.
44. Recommendation for Pair-Wise Key Establishment Schemes Using Discrete Logarithm Cryptography. National Institute of Standards and Technology Special Pub. 800-56A, March 2006.

45. Security Metrics Guide for Information Technology Systems. National Institute of Standards and Technology Special Pub. 800-55, January 2004.
46. Border Gateway Protocol Security. National Institute of Standards and Technology Special Pub. 800-54 (Draft), September 26, 2006.
47. Guide for Assessing the Security Controls in Federal Information Systems. National Institute of Standards and Technology Special Pub. 800-53A (Draft), April 21, 2006.
48. Recommended Security Controls for Federal Information Systems. National Institute of Standards and Technology Special Pub. 800-53 (Revision 1) inclusive of Annex 1 through Annex 3, December 2006.
49. Recommended Security Controls for Federal Information Systems. National Institute of Standards and Technology Special Pub. 800-53 (Revision 1) inclusive of errata updates through June 17, 2005 (files uploaded on Dec. 8, 2005), February 2005.
50. Guidelines for the Selection and Use of Transport Layer Security (TLS) Implementations. National Institute of Standards and Technology Special Pub. 800-52, June 2005.
51. Use of the Common Vulnerabilities and Exposures (CVE) Vulnerability Naming Scheme. National Institute of Standards and Technology Special Pub. 800-51, September 2002.
52. Federal S/MIME V3 Client Profile. National Institute of Standards and Technology Special Pub. 800-49, November 2002.
53. Wireless Network Security: 802.11, Bluetooth, and Handheld Devices. National Institute of Standards and Technology Special Pub. 800-48, August 2002.
54. Security Guide for Interconnecting Information Technology Systems. National Institute of Standards and Technology Special Pub. 800-47, August 2002.
55. Security for Telecommuting and Broadband Communications. National Institute of Standards and Technology Special Pub. 800-46, August 2002.
56. Guidelines on Electronic Mail Security. National Institute of Standards and Technology Special Pub. 800-45 (Version 2), February 2007.
57. Guidelines on Securing Public Web Servers. National Institute of Standards and Technology Special Pub. 800-44 , September 2002.
58. Systems Administration Guidance for Windows 2000 Professional. National Institute of Standards and Technology Special Pub. 800-43, November 2002.
59. Guideline on Network Security Testing. National Institute of Standards and Technology Special Pub. 800-42, October 2003.
60. Guidelines on Firewalls and Firewall Policy. National Institute of Standards and Technology Special Pub. 800-41, January 2002.
61. Creating a Patch and Vulnerability Management Program. National Institute of Standards and Technology Special Pub. 800-40, November 2005.
62. Recommendation for Block Cipher Modes of Operation: Galois/Counter Mode (GMC) for Confidentiality and Authentication. National Institute of Standards and Technology Special Pub. 800-38D (Draft), November 2005.
63. Recommendation for Block Cipher Modes of Operation: the CCM Mode for Confidentiality and Authentication. National Institute of Standards and Technology Special Pub. 800-38C, May 2004.
64. Recommendation for Block Cipher Modes of Operation: the CMAC Mode for Confidentiality and Authentication. National Institute of Standards and Technology Special Pub. 800-38B, May 2005.
65. Recommendation for Block Cipher Modes of Operation - Methods and Techniques. National Institute of Standards and Technology Special Pub. 800-38A, December 2001.

66. Guide for the Security Certification and Accreditation of Federal Information Systems. National Institute of Standards and Technology Special Pub. 800-37, May 2004.
67. Guide to Selecting Information Technology Security Products. National Institute of Standards and Technology Special Pub. 800-36, October 2003.
68. Guide to Information Technology Security Services. National Institute of Standards and Technology Special Pub. 800-35, October 2003.
69. Contingency Planning Guide for Information Technology Systems. National Institute of Standards and Technology Special Pub. 800-34, June 2002.
70. Underlying Technical Models for Information Technology Security. National Institute of Standards and Technology Special Pub. 800-34, December 2001.
71. Introduction to Public Key Technology and the Federal PKI Infrastructure. National Institute of Standards and Technology Special Pub. 800-32, February 2001.
72. Introduction to Public Key Technology and the Federal PKI Infrastructure. National Institute of Standards and Technology Special Pub. 800-31, November 2001.
73. Risk Management Guide for Information Technology Systems. National Institute of Standards and Technology Special Pub. 800-30, July 2002.
74. A Comparison of the Security Requirements for Cryptographic Modules in FIPS 140-1 and FIPS 140-2. National Institute of Standards and Technology Special Pub. 800-29, June 2001.
75. Guidelines on Active Content and Mobile Code. National Institute of Standards and Technology Special Pub. 800-28, October 2001.
76. Engineering Principles for Information Technology Security (A Baseline for Achieving Security), Revision A. National Institute of Standards and Technology Special Pub. 800-27 (Revision A), June 2004.
77. Guide for Information Security Program Assessments and System Reporting Form. National Institute of Standards and Technology Special Pub. 800-26 (Revision 1) (Draft), August 15, 2005.
78. Security Self-Assessment Guide for Information Technology Systems; Revised NIST SP 800-26 Questionnaire with NIST SP 800-53 References and Associated Security Control Mappings. National Institute of Standards and Technology Special Pub. 800-26, November 2001 (revised April 2005).
79. Federal Agency Use of Public Key Technology for Digital Signatures and Authentication. National Institute of Standards and Technology Special Pub. 800-25, October 2000.
80. PBX Vulnerability Analysis: Finding Holes in Your PBX Before Someone Else Does. National Institute of Standards and Technology Special Pub. 800-24, August 2000.
81. Guideline to Federal Organizations on Security Assurance and Acquisition/Use of Tested/Evaluated Products. National Institute of Standards and Technology Special Pub. 800-23, August 2000.
82. A Statistical Test Suite for Random and Pseudorandom Number Generators for Cryptographic Applications. National Institute of Standards and Technology Special Pub. 800-22, October 2000 (Revised May 15, 2001).
83. Guideline for Implementing Cryptography in the Federal Government Second Edition, National Institute of Standards and Technology Special Pub. 800-21-1, December 2005.
84. Modes of Operation Validation System for the Triple Data Encryption Algorithm (TMOVS): Requirements and Procedures. National Institute of Standards and Technology Special Pub. 800-20, October 1999 (Revised April 2000).
85. Mobile Agent Security. National Institute of Standards and Technology Special Pub. 800-19, October 1999.

86. Guide for Developing Security Plans for Federal Information Systems. National Institute of Standards and Technology Special Pub. 800-18 (Revision 1), February 2006.
87. Modes of Operation Validation System (MOVS): Requirements and Procedures. National Institute of Standards and Technology Special Pub. 800-17, February 1998.
88. Information Technology Security Training Requirements: A Role- and Performance-Based Model (supersedes NIST Spec. Pub. 500-172). National Institute of Standards and Technology Special Pub. 800-16, April 1998.
89. Minimum Interoperability Specification for PKI Components (MISPC), Version 1. National Institute of Standards and Technology Special Pub. 800-15, September 1997.
90. Generally Accepted Principles and Practices for Securing Information Technology Systems. National Institute of Standards and Technology Special Pub. 800-14, September 1996.
91. Telecommunications Security Guidelines for Telecommunications Management Network. National Institute of Standards and Technology Special Pub. 800-13, October 1995.
92. An Introduction to Computer Security: The NIST Handbook. National Institute of Standards and Technology Special Pub. 800-12, October 1995.

8.6. FIPS Publications

The Federal Information Security Management Act (FISMA) of 2002, does not allow agencies to waive mandatory Federal Information Processing Standards (FIPS). While a waiver provision is included in the Computer Security Act (CSA) of 1987, FISMA supersedes CSA. Therefore, the references to the "waiver process" contained in many of the FIPS listed below are no longer operative. Note, however, that not all FIPS are mandatory; consult the applicability section of each FIPS for details. FIPS do not apply to national security systems (as defined in FISMA).

1. Personal Identity Verification (PIV) of Federal Employees and Contractors. Federal Information Processing Standard 201-1. National Institute of Standards and Technology, March 2006
   (Document Updated June 26, 2006).
2. Minimum Security Requirements for Federal Information and Information Systems. Federal Information Processing Standard 200. National Institute of Standards and Technology, March 2006.
3. Standards for Security Categorization of Federal Information and Information Systems. Federal Information Processing Standard 199. National Institute of Standards and Technology, February 2004.
4. The Keyed-Hash Message Authentication Code (HMAC). Federal Information Processing Standard 198. National Institute of Standards and Technology, March 2002.
5. Advanced Encryption Standard. Federal Information Processing Standard 197. National Institute of Standards and Technology, November 2001.
6. Entity Authentication Using Public Key Cryptography. Federal Information Processing Standard 196. National Institute of Standards and Technology, February 1997.
7. Guideline for the Analysis of Local Area Network Security. Federal Information Processing Standard 191. National Institute of Standards and Technology, November 1994.
8. Guideline for the Use of Advanced Authentication Technology Alternatives. Federal Information Processing Standard 191. National Institute of Standards and Technology, September 1994.
9. Standard Security Labels for Information Transfer. Federal Information Processing Standard 188. National Institute of Standards and Technology, September 1994.

10. Digital Signature Standard (DSS), Federal Information Processing Standard 186-2. National Institute of Standards and Technology, January 2000. (Note: October 2001 -- A change notice for FIPS 186-2, Digital Signature Standard (DSS), has been made available that addresses key sizes and random number generation. This change notice replaces the item that was posted on August 3, 2001, Recommendations Regarding Federal Information Processing Standard (FIPS) 186-2, Digital Signature Standard (DSS)).
11. Escrowed Encryption Standard. Federal Information Processing Standard 185. National Institute of Standards and Technology, February 1994.
12. Automated Password Generator. Federal Information Processing Standard 181. National Institute of Standards and Technology, October 1993.
13. Secure Hash Standard (SHS). Federal Information Processing Standard 180-2. National Institute of Standards and Technology, August 2002.
14. Security requirements for Cryptographic Modules Annex A through D. Federal Information Processing Standard 140-2. National Institute of Standards and Technology, May 2001.
15. Security Requirements for Cryptographic Modules. Federal Information Processing Standard 140-1. National Institute of Standards and Technology, January 1994.
16. Computer Data Authentication. Federal Information Processing Standard 113. National Institute of Standards and Technology, December 21, 1993.

8.7. Executive Orders, Government Directives, and Circulars

1. Executive Order 13356
2. Homeland Security Presidential Directive 12 (HSPD-12)
3. Homeland Security Presidential Directive 7 (HSPD-7)
4. National Security Directive 42 (NSD-42)
5. Director of Central Intelligence Directives 6-1
6. Director of Central Intelligence Directive 6-3
7. Director of Central Intelligence Directive 6-5
8. Director of Central Intelligence Directive 8-1
9. OMB Circular A-130
10. OMB Circular A-123
11. OMB Circular A-11
12. National Strategy to Secure Cyberspace, February 2003

8.8. Department of Education Policies

1. Handbook for Information Assurance Security Policy
2. Handbook for Information Technology Security Risk Assessment Procedures
3. Handbook for Information Technology Security Certification and Accreditation Procedures
4. Handbook for General Support System and Major Application Inventory Procedures
5. Handbook for Classified National Security
6. Handbook for Protection of Sensitive But Unclassified Information
7. Handbook for Information Technology Security Configuration Management Planning Procedures
8. Handbook for Information Security Incident Response and Reporting Procedures
9. Handbook for Telecommunications
10. Directive on Personal Use of Government Equipment
11. Lifecycle Management (LCM) Framework (OCIO: 1-106)
12. Departmental Directive: Contractor Employee Personnel Security Screenings (OM: 5-101)

13. Departmental Directive: Acquisition Planning (OCFO: 2-107)
14. Departmental Directive: Procuring Electronic and Information Technology (EIT) in Conformance with Section 508 of the Rehabilitation Act of 1973 (OCIO: 3-105)

9. IT Resource Definition

IT Resource -- Information Technology (IT) Resources - IT Resources are electronic technological devices (e.g., network servers) that store, access, process, and transmit information; tools that allow access to electronic technological devices (e.g., computers and software used to access servers); and electronically stored information itself. IT Resources include all computer workstations and servers, network devices such as routers, switches, and hubs; electronic communication, including e-mail and archived messages; computer generated facsimile transmissions; electronic and removable media including CD-ROMs, tapes, floppy and hard disks, and jump drives; external network access such as dial-up and Internet connections; software, including packaged and internally developed systems and applications; and all information and data stored on EDUCATE, as well as any other equipment or communications that are considered IT Resources by ED.

Section D1 – Documents Incorporated by Reference

The following documents are hereby incorporated by reference:

- "ATTACHMENT F 05 July 2007.xls", as solicited (Government furnished Property/Hardware)
- "att G.xls", as solicited (Government Furnished Property/Software)
- "ATTACHMENT H FSA Printer Inventory.xls", as solicited (Government Furnished Property - FSA Printer Inventory). Applicable if optional FSA Printer sub-CLIN is elected by the Government
- Contractor's Conflict of Interest Plan

Section D2 – Service Level Agreement Framework

The EDUCATE SLA framework operates as follows: 1) Perot provides the Department of Education (ED) with a target percent of monthly contract value to be at risk through disincentives, and ED can allocate that total percent among the SLAs any way it wishes, but the sum of all the individual SLA percentages can only add up to the total target percent; 2) at the end of each quarter, ED can choose to reallocate the weightings for the next quarter, which provides ED with the ability to change its view of priority areas of performance over time, as needs may change; and 3) leveraging the approach in the RFP, Perot shall also apply an 8 percent "continuous performance" factor at the SLA level for each month in which an SLA disincentive/incentive is invoked. For EDUCATE, 8 percent of monthly contract revenue shall be at risk through this mechanism. In effect, ED can allocate that 8 percent among the SLAs as it chooses. In terms of the "continuous performance" factor, if a particular SLA has a disincentive invoked in one month due to missing the performance standard, and again misses the performance standard in the next month, then the disincentive percent is increased by 1.08, and this continues until the SLA is achieved without a disincentive; or until the disincentive percent is multiplied by a cumulative 100 percent (doubled). As a result, it is possible for up to 16 percent of contract revenue to be at risk over a one-year period. For incentives, the maximum that can be achieved during a year, even with the compounding factor described above, is 1.95 percent, as required by the contract.

Specific SLAs may be modified by mutual agreement where it makes sense to add more, eliminate some, or make changes to a specific SLA performance standard. When such changes are agreed to, they would go into effect 3 months in the future, to allow Perot Systems to align its resources and processes appropriately for execution against the revised SLAs.

The final element of the incentive/disincentive framework is the timing of using the full SLA performance standard. All SLAs are in force as of Day 61. For most of the SLAs, Perot shall be able to deliver at the full performance standard level at day 61 when it takes over operational responsibilities. In other areas, where Perot requires additional time to achieve the optimized state as reflected in the SLAs, a graduated performance standard will be in effect. The following table is a summary of the established SLAs and their individual incentive/disincentive percentages.

Performance Metric	Performance Definition	Service Level Agreement	Frequency of SLA Calculation	Disincentive % of Month's Invoice	Incentive % of Month's Invoice
			QUALITY		
DR-1: Disaster Recovery (Hot)	% achievement of KPIs	100%	As needed	<100%: 0.05%	None
DR-2: Disaster Recovery (Warm)	% achievement of KPIs	100%	As needed	<100%: 0.05%	None
DR-3: Disaster Recovery (Cold)	% achievement of KPIs	100%	As needed	<100%: 0.05%	None
DR-4: Disaster Recovery (Testing)	% achievement of KPIs	100%	As defined by DRP	<100%: 0.05%	None
EM-2: Email Backups	% achievement of KPIs	100%	Monthly (measured weekly)	<98%: 0.20%	None
GN-4: System Backup	% achievement of KPIs	100%	Monthly (measured weekly)	<98%: 0.05%	None
HD-4: First Call Resolution	% achievement of KPIs (5 minutes)	40% – day 61 50% – day 120 80% – optimized, day 150	Monthly (measured weekly)	Day 61- <40%: 0.3% Day 120- <50%: 0.3% Optimized- 70–79%: 0.1%; <70%: 0.3%	Day 61- >80%: 0.2% Day 120- >80%: 0.2% Optimized- >90%: 0.3%
HD-5 (new): Abandon Rate	% achievement of KPIs (<7%)	<10% – day 61 <8% – day 120 <7% – optimized, day 150	Monthly (measured daily)	Day 61- >10%: 0.05% Day 120- >8%: 0.05% Optimized- 7–10%: 0.05%; >10%: 0.1%	Day 61- <7%: 0.02% Day 120- <7%: 0.02% Optimized- <3%: 0.02%
HD-6 (new): Average Wait Time	% achievement of KPIs	45 sec – day 61 40 sec – day 120 30 sec – optimized, day 150	Monthly (measured daily)	Day 61- >45 sec: 0.05% Day 120- >40 sec: 0.05% Optimized- >30 sec: 0.05%; >45 sec: 0.1%	<20 sec: 0.02%
NS-1: Network Services	% achievement of KPIs	Maintain current service level – day 61 100% – optimized, day 180	Monthly (measured daily)	Day 61- 5% < current: 0.1% Optimized- 95–99.9%: 0.3%; <95%: 0.4%	None

Performance Metric	Performance Definition	Service Level Agreement	Frequency of SLA Calculation	Disincentive % of Monthly Invoice	Incentive % of Monthly invoice
NS-2: Remote Access	% achievement of KPIs	Maintain current service level – day 61 100% – optimized, day 180	Monthly (measured daily)	Day 61- 5% < current: 0.05% Optimized- 95–99.9%: 0.02.%; <95%: 0.05%	None
NS-3: Conferencing Services	% achievement of KPIs	Maintain current service level – day 61 100% – optimized, day 180	Monthly (measured daily)	Day 61- 5% < current: 0.05% Optimized- 95–99.9%: 0.02%; <95%: 0.05%	None
SD-1: Deployment of System Updates	% achievement of KPIs	100%	Monthly (measured daily)	98–99.9%: 0.05% <98%: 0.1%	None
SP-2: Intrusion Detection	% achievement of KPIs	99.6% – day 61 99.9% – optimized, day 91	Monthly (measured daily)	Day 61- 97–99.5%: 0.2%; <97%: 0.2% Optimized- 98–99.8%: 0.2%; <98%: 0.4%	None
SP-3: Enterprise Vulnerability	% achievement of KPIs	99.9%	Monthly (measured daily)	98–99.8%: 0.2% <98%: 0.4%	None
SP-4: Audit and Data Call Support	% achievement of KPIs	100%	Monthly (measured daily)	99–99.9%: 0.1% <99%: 0..2%	None
TOTAL Maximum Quality Disincentive/Incentive				**2.6%**	**0%**
			TIMELINESS		
DS-1: Desktop (MCAR)	% achievement of KPIs	85% – day 61 99% – optimized, day 120	Monthly (measured daily)	Day 61- <85%: 0.2% Optimized- 98–98.9%: 0.1%; <98%: 0.2%	None
GN-2: General Event Notification	% achievement of KPIs	100%	Monthly (measured in minutes)	98–99.9%: 0.05% <98%: 0.1%	None
GN-5: Time to Restore	% achievement of KPIs (modified)	80% – day 61 99% – optimized, day 150	Monthly (measured weekly)	Day 61- <80%: 0.05% Optimized- 98–98.9%: 0.05%; <98%: 0.1%	None
HD-1: Disable User Accounts	% achievement of KPIs (modified)	100%	Monthly (measured weekly)	98–99.9%: 0.05% 98%: 0.1%	None
HD-2: Maintain User Accounts	% achievement of KPIs (modified)	100%	Monthly (measured weekly)	98–99.9%: 0.05% <98%: 0.1%	None

Performance Metric	Performance Definition	Service Level Agreement	Frequency of SLA Calculation	Disincentive % of Month's Invoice	Incentive % of Month's Invoice
HD-3: RCA Delivery	% achievement of KPIs	99.9%	Monthly (measured weekly)	98–99.8%: 0.05% <98%: 0.1%	None
SP-1: Incident Response	% achievement of KPIs	100%	Monthly (measured daily)	98–99.9%: 0.1% <98%: 0.2%	None
TOTAL Maximum Timeliness Disincentive/Incentive				0.9%	0%
AVAILABILITY					
EM-1: Email Availability	% available	99.6%	Monthly (measured in minutes)	99–99.5%: 0.3% <99%: 0.7%	100%: 0.3%
GN-1: General Availability	% available across services	99.6%	Monthly (measured in minutes)	99–99.5%: 0.3% <99%: 0.6%	100%: 0.2%
NS-4: Network Services Availability	% achievement of KPIs	99.0% – day 61 99.6% – optimized, day 180	Monthly (measured daily)	Day 61- 98–98.9%: 0.3%; <98%: 0.5% Optimized- 99–99.5%: 0.3%; <99%: 0.5%	100%: 0.2%
SD-2: Hosting of ISP Availability	% available	99.6%	Monthly (measured daily)	99–99.5%: 0.3% <99%: 0.5%	100%: 0.1%
SD-3: ED.gov Services Availability	% available	99.6%	Monthly (measured daily)	99–99.5%: 0.3% <99%: 0.5%	100%: 0.12%
SD-4: connect ED Services Availability	% available	99.6%	Monthly (measured daily)	99–99.5%: 0.3% <99%: 0.5%	100%: 0.1%
TOTAL Maximum Availability Disincentive/Incentive				3.3%	1.0%
CUSTOMER SATISFACTION					
GN-3: Customer Surveys	% achievement of satisfaction rating	At least 90% of the time, 4 or 5 on a scale of 1 to 5	Monthly (measured daily)	15–20% below 4 or 5: 0.4% >20% below 4 or 5: 0.6%	>95% - 5: 0.2% 100% - 4 or above: 0.4%
GN-7 (new): Customer Satisfaction Support to Business	% achievement of satisfaction rating (based on different questions than GN-3)	At least 90% of the time, 4 or 5 on a scale of 1 to 5	Semi-Annually	15–20% below 4 or 5: 1.8% (0.3%/mo) >20% below 4 or 5: 3.6% (0.6%/mo)	>95% - 5: 0.6% (0.1%/mo) 100% - 4 or above: 3.0% (0.5%/mo)
TOTAL Maximum Customer Satisfaction Disincentive/Incentive				1.2%	0.9%

BUSINESS IMPACT					
TOTAL Maximum Business Impact Disincentive/Incentive (Monthly Impact from Annual Measure)					
TOTAL Maximum Total Program Disincentive/Incentive				8.0%	1.9%

Section D3 – Service Level Agreements

SLA Identification Number:	DR-1	
Customer:	ED / OCIO	
SLA Category:	Disaster Recovery	
SLA Name:	**Managed DR Services (Hot Services)**	
SLA Type:	High - Multiple	
SLA Owner:	IAS/S&RA	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	**Key Performance Indicator (KPI)**	**Performance Standard (Threshold)**
	Readiness	100.00%
	Failover	100.00%
	Sync	100.00%
	Data Loss	100.00%
	IP Services	100.00%
	Fail Back	100.00%
Location(s) Being Measured:	N/A	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Lowest interval available provided by the approved and implemented Managed DR Services, Managed Network Services, and Managed Operations Services application(s) and toolset(s)	
Measurement Period:	Monthly	
SLA Description & Definition:	Contractor shall provide Disaster Recovery Services to be performed across active Contractor Data Centers, and other facilities as required. The contractor shall maintain all Hot DR services and devices in ready state or exceeding the minimum performance	
	Readiness	Hot services and devices shall be ready to failover 100.00% of the time instantly utilizing a Hot-Hot Solution
	Failover	Hot Services and Devices shall be failed over to alternate (DR) site in accordance with ED Disaster Recovery Plan(s), which is a dynamic document dictated by business requirements, instantly in the event of failure of primary, DR Exercise, or declaration
	Sync	Shall ensure that all DR systems are kept in sync 100% of the time with no more than 1 hour of data lapse with production counterparts. This shall also include safeguards to protect data integrity 100% of the time. (i.e.: virus propagation, corrupt data)

	Data Loss	Shall prevent data loss for Hot services and devices of no greater then Sync time (above), (prevent) 100% of the time
	IP Services	Shall provide hot failover of all agency IP Services infrastructure
	Fail Back	Hot services and devices shall be failed back, 100%, within a government approved time frame after a fail over to alternate (DR) site. Fail back shall be conducted upon restoration of normal operations, or upon request to alternate production facility
Metric Components:	**Readiness** **Fallover** **Sync** **Data Loss** **IP Services** **Fail Back**	
SLA Algorithm:	**Readiness**	(THSDF x 100) \ THSD = %THSDNR 100 - %THSDNR = %THSD · THSDF = Total Number of Hot Services inoperable, operating at degraded status, or having more than one reboot per week · THSD = Total Hot Services and Devices · %THSDNR = Percent of Hot Services and Devices not in Readiness · %THSD = Percent of Hot Services and Devices
	Fallover	(THSDNF x 100) \ THSD = %THSDNF 100 - %THSDNF = %THSDFOS · THSD = Total Hot Services and Devices · THSDNF = Total Number of Hot Services and Devices not failed over immediately

		· %THSDNF = Percent Total Hot Services and Devices Not Failed Over · %HSDFOS = Percent of Hot Services and Devices Failed Over Successfully
	Sync	(THSDSF x 100) \ THSDSJ = %THSDSO 100 - %THSDSO = %THSDSA · THSDSF = Total Hot Services and Devices Sync Jobs that either took longer than one hour or failed and were not recovered within 1 hour. · THSDSJ = Total Hot Services and Devices Sync Jobs · %THSDSO = Percent of Total Hot Services and Devices Sync Jobs Over the allotted time period. · %THSDSA = Percent of Total Hot Services and Devices Sync Achieved
	Prevent Data Loss	(THSDDL x 100) \ THSD = %THSDDL 100 - %THSDDL = %THSDPDLA · THSDDL = Total of Hot Services and Devices with any Data Loss · THSD = Total Hot Services and Devices · %THSDDL = Percent of Hot Services and Devices with Data Loss · %THSDPDLA = Percent of Total Hot Services and Devices Prevented Data Loss Achieved
	IP Services	(TVIF x 100) \ TVI = %TVIF 100 - %TVIF = %TVIO · TVIF = Total Number of IP Services infrastructure inoperable, operating at a degraded status, or having more than one reboot per week

		· TVI = Total Number of IP Services Infrastructure · %TVIF = Percent of IP Services infrastructure not working properly. · %TVIO = Percent of IP Services Infrastructure Operational.
	Fail Back	(THSDNS x 100) \ THSD = %THSDNS 100 - %THSDNS = %THSDS · THSDNS = Total Number of Hot Services and Devices not failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government. · THSD = Total Number of Hot Services and Devices · %THSDNS = Percent of Total Number of Hot Services and Devices not failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government. · %THSDS = Percent of Total Number of Hot Services and Devices successfully failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor	
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal in real time to include but not limited to all data elements, devices, and services, for customer review to enable government to validate SLA Metrics. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly	

	Data Elements (to include but NOT limited to): Readiness Percentages per real time/day/week/month Failover Success Percentage (if applicable) Sync Success Percentages per day/week/month Data Loss Percentages per real time/day/week/month IP Services Infrastructure Operational Percentage per real time/day/week/month Fail Back Success Percentage if applicable Executive Level Report to include all data elements with a previous 12 month roll up of percentages of all data elements
Special Notes:	N/A

SLA Identification Number:	DR-2	
Customer:	ED / OCIO	
SLA Category:	Disaster Recovery	
SLA Name:	**Managed DR Services (Warm Services)**	
SLA Type:	High - Multiple	
SLA Owner:	IAS/S&RA	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	**Key Performance Indicator (KPI)**	**Performance Standard (Threshold)**
	Readiness	100.00%
	Failover	100.00%
	Sync	100.00%
	Data Loss	100.00%
	Fail Back	100.00%
Location(s) Being Measured:	N/A	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Lowest interval available provided by the approved and implemented Managed DR Services, Managed Network Services, and Managed Operations Services application(s) and toolset(s)	
Measurement Period:	Monthly	
SLA Description & Definition:	Contractor shall provide Disaster Recovery Services to be performed across active Contractor Data Centers, and other facilities as required. The contractor shall maintain all Warm DR services and devices in ready state or exceeding the minimum performance	
	Readiness	Shall ensure Warm services and devices shall be ready to failover 99.00% of the time with in 8 hours of declaring a disaster
	Failover	Warm Services and Devices shall be failed over to alternate (DR) site in accordance with ED Disaster Recovery Plan(s), which is a dynamic document dictated by business requirements, within 8 hours in the event of failure of primary, DR Exercise, or decla
	Sync	Shall ensure that all DR systems are kept in sync 100% of the time with no more than 8 hours of data lapse with production counterparts. This shall also include safeguards to protect data integrity 100% of the time. (i.e.: virus propagation, corrupt data
	Data Loss	Shall prevent data loss for Warm services and devices of no greater then above Sync time (above), 100% of the time

	Fail Back	Warm services and devices shall be failed back, 100%, after a fail over to alternate (DR) site, within 8 hours, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government.
Metric Components:	**Readiness** **Failover** **Sync** **Data Loss** **Fail Back**	
SLA Algorithm:	**Readiness**	<u>(TWSDF x 100) \ TWSD = %TWSDNR</u> 100 - %TWSDNR = %TWSD · TWSDF = Total Number of Warm Services inoperable, operating at degraded status, or having more than one reboot per week · TWSD = Total Warm Services and Devices · %TWSDNR = Percent of Warm Services and Devices not in Readiness · %TWSD = Percent of Warm Services and Devices
	Failover	(TWSDNF x 100) \ TWSD = %TWSDNF 100 - %TWSDNF = %TWSDFOS · TWSD = Total Warm Services and Devices · TWSDNF = Total Number of Warm Services and Devices not failed over immediately · %TWSDNF = Percent Total Warm Services and Devices Not Failed Over · %TWSDFOS = Percent of Warm Services and Devices Failed Over Successfully
	Sync	(TWSDSF x 100) \ TWSDSJ = %TWSDSO 100 - %TWSDSO = %TWSDSA

		· TWSDSF = Total Warm Services and Devices Sync Jobs that either took longer than one hour or failed and were not recovered within 1 hour. · TWSDSJ = Total Warm Services and Devices Sync Jobs · %TWSDSO = Percent of Total Warm Services and Devices Sync Jobs Over the allotted time period. · %TWSDSA = Percent of Total Warm Services and Devices Sync Achieved
	Prevent Data Loss	(TWSDDL x 100) \ TWSD = %TWSDDL 100 - %TWSDDL = %TWSDPDLA · TWSDDL = Total of Warm Services and Devices with any Data Loss · TWSD = Total Warm Services and Devices · %TWSDDL = Percent of Warm Services and Devices with Data Loss · %TWSDPDLA = Percent of Total Warm Services and Devices Prevented Data Loss Achieved
	Fail Back	(TWSDNS x 100) \ TWSD = %TWSDNS 100 - %TWSDNS = %TWSDS · TWSDNS = Total Number of Warm Services and Devices not failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government. . · TWSD = Total Number of Warm Services and Devices

		%TWSDNS = Percent of Total Number of Warm Services and Devices not failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government. %TWSDS = Percent of Total Number of Warm Services and Devices successfully failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor	
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal in real time to include but not limited to all data elements, devices, and services, for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Readiness Percentages per real time/day/week/month Failover Success Percentage (if applicable) Sync Success Percentages per day/week/month Data Loss Percentages per real time/day/week/month Fail Back Success Percentage if applicable Executive Level Report to include all data elements with a previous 12 month roll up of percentages of all data elements	
Special Notes:	N/A	

SLA Identification Number:	DR-3	
Customer:	ED / OCIO	
SLA Category:	Disaster Recovery	
SLA Name:	**Managed DR Services (Cold Services)**	
SLA Type:	High - Multiple	
SLA Owner:	IAS/S&RA	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	**Key Performance Indicator (KPI)**	**Performance Standard (Threshold)**
	Readiness	100.00%
	Failover	100.00%
	Sync	100.00%
	Data Loss	100.00%
	Fail Back	100.00%
Location(s) Being Measured:	N/A	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Lowest interval available provided by the approved and implemented Managed DR Services, Managed Network Services, and Managed Operations Services application(s) and toolset(s)	
Measurement Period:	Monthly	
SLA Description & Definition:	Contractor shall provide Disaster Recovery Services to be performed across active Contractor Data Centers, and other facilities as required. The contractor shall maintain all Cold DR services and devices in ready state or exceeding the minimum performance	
Metric Components:	**Readiness**	Shall ensure Cold services and devices shall be ready to failover 99.00% of the time with in 72 hours of declaring a disaster
	Failover	Cold Services and Devices shall be failed over to alternate (DR) site in accordance with ED Disaster Recovery Plan(s), which is a dynamic document dictated by business requirements, within 72 hours in the event of failure of primary, DR Exercise, or decla
	Sync	Shall ensure that all DR systems are kept in sync 100% of the time with no more than 72 hours of data lapse with production counterparts. This shall also include safeguards to protect data integrity 100% of the time. (i.e.: virus propagation, corrupt data
	Data Loss	Shall prevent data loss for Cold services and devices of no greater then above Sync time (above), 100% of the time

	Fail Back	Cold services and devices shall be failed back, 100%, after a fail over to alternate (DR) site, within 72 hours, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government.
SLA Algorithm:	**Readiness**	(TWSSDF x 100) \ TWSSD = %TWSSDNR 100 - %TWSSDNR = %TWSSD · TWSSDF = Total Number of Cold Services inoperable, operating at degraded status, or having more than one reboot per week · TWSSD = Total Cold Services and Devices · %TWSSDNR = Percent of Cold Services and Devices not in Readiness · %TWSSD = Percent of Cold Services and Devices
	Failover	(TWSSDNF x 100) \ TWSSD = %TWSSDNF 100 - %TWSSDNF = %TWSSDFOS · TWSSD = Total Cold Services and Devices · TWSSDNF = Total Number of Cold Services and Devices not failed over immediately · %TWSSDNF = Percent Total Cold Services and Devices Not Failed Over · %TWSDFOS = Percent of Cold Services and Devices Failed Over Successfully
	Sync	(TWSSDSF x 100) \ TWSSDSJ = %TWSSDSO 100 - %TWSSDSO = %TWSSDSA

		· TWSSDSF = Total Cold Services and Devices Sync Jobs that either took longer than one hour or failed and were not recovered within 1 hour. · TWSSDSJ = Total Cold Services and Devices Sync Jobs · %TWSSDSO = Percent of Total Cold Services and Devices Sync Jobs Over the allotted time period. · %TWSSDSA = Percent of Total Cold Services and Devices Sync Achieved
	Prevent Data Loss	(TWSSDDL x 100) \ TWSSD = %TWSSDDL 100 - %TWSSDDL = %TWSSDPDLA · TWSSDDL = Total of Cold Services and Devices with any Data Loss · TWSSD = Total Cold Services and Devices · %TWSSDDL = Percent of Cold Services and Devices with Data Loss · %TWSSDPDLA = Percent of Total Cold Services and Devices Prevented Data Loss Achieved
	Fail Back	(TWSSDNS x 100) \ TWSSD = %TWSSDNS 100 - %TWSSDNS = %TWSSDS · TWSSDNS = Total Number of Cold Services and Devices not failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government. · TWSSD = Total Number of Cold Services and Devices

		• %TWSSDNS = Percent of Total Number of Cold Services and Devices not failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government. • %TWSSDS = Percent of Total Number of Cold Services and Devices successfully failed back immediately, upon restoration of normal operations, or upon request to alternate production facility as required and approved by the government.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor	
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal in real time to include but not limited to all data elements, devices, and services, for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Readiness Percentages per real time/day/week/month Failover Success Percentage (if applicable) Sync Success Percentages per day/week/month Data Loss Percentages per real time/day/week/month Fail Back Success Percentage if applicable Executive Level Report to include all data elements with a previous 12 month roll up of percentages of all data elements	
Special Notes:	N/A	

SLA Identification Number:	DR-4	
Customer:	ED / OCIO	
SLA Category:	Disaster Recovery	
SLA Name:	**Managed DR Services (Disaster and Recovery Testing)**	
SLA Type:	High - Multiple	
SLA Owner:	IAS/S&RA	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	**Key Performance Indicator (KPI)**	**Performance Standard (Threshold)**
	DR Exercise Fail Over	See SLA DR-1 to DR-3
	DR Exercise Fail Back	See SLA DR-1 to DR-3
	DR Exercise Participation	100.00%
	DR GAP Analysis	100.00%
	DR Planning	100.00%
Location(s) Being Measured:	N/A	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Lowest interval available provided by the approved and implemented Managed DR Services, Managed Network Services, and Managed Operations Services application(s) and toolset(s)	
Measurement Period:	Semi-Annually	
SLA Description & Definition:	Contractor shall provide Disaster Recovery Services to be performed across both active Contractor Data Centers, and other facilities as required. Contractor shall provide Disaster and Recovery Testing at or exceeding the minimum performance indicators	
Metric Components:	**DR Exercise Fail Over**	The contractor shall conduct a fail over test per DRP and meet SLA DR-1 to DR-3
	DR Exercise Fail Back	The contractor shall conduct a fail back test per DRP and meet SLA DR-1to DR-3
	DR Exercise Participation	The contractor shall ensure all Disaster Recovery Contact Information List (DRCIL) contacts have 100% contractor participation in DR Exercise.
	DR GAP Analysis	The contractor shall identify all gaps in DRP due to business changes and communicate these changes 100% quarterly. All communication of changes will occur prior to exercise and with adequate time to address issues to ensure a successful semi annual DRP

	DR Planning	The contractor shall conduct all planning in conjunction with CM for the DR test to meet ED DRP requirements 100%.
SLA Algorithm:	**DR Exercise Fail Over**	· See SLA DR 1.1 – DR 1.3
	DR Exercise Fail Back	· See SLA DR 1.1 – DR 1.3
	DR Exercise Participation	(TNCNP x 100) \ TNC = %TNCNP 100 - %TNCNP = %TNCP · TNCNP = Total Number of Contractors Not Participating in the exercise · TNC = Total Number of Contractors · %TNCNP= Percent of Total Number of Contractors Not Participating · %TNCP = Percent of Total Number of Contractor Participating
	DR GAP Analysis	(TNGUIB x 100) \ TNGIBA = %TNGUI 100 - %TNGUI = %TNGIBA · TNGUIB = Total Number of Gaps Unidentified Before DR Test · TNGIBA = Total Number of Gaps Identified Before and After DR Test · %TNGUIB = Percent of Total Number of Gaps Unidentified Before DR Test · %TNGIBA = Percent of Total Number of Gap Analysis Achieved
		(TNPRNM x 100) \ TNPR = %TNPRNM 100 - %TNPRNM = %TNPRM · TNPRNM = Total Number of (DR) Plan Requirements Not Met · TNPR= Total Number (DR) Plan Requirements

		· %TNPRNM = Percent Total Number of (DR) Plan Requirements Not Met · %TNPRM = Percent of Total Number of (DR) Plan Requirements Met
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor	
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal in real time to include but not limited to all data elements, devices, and services, for customer review to enable government to validate SLA Metrics. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Semi-Annually **Data Elements (to include but NOT limited to):** DR Test Failover Results as measured by SLA DR-1 to DR-3 DR Test Fail Back Results as measured by SLA DR-1 to DR-3 DR Exercise Participation Percentages DR Plan Gap Analysis Percentages Executive Level Report to include all data elements with a previous 12 month roll up of percentages of all data elements	
Special Notes:	N/A	

SLA Identification Number:	DS-1
Customer:	ED
SLA Category:	Desktop Services
SLA Name:	**Move, Change, Add & Removal (MCAR)**
SLA Type:	High
SLA Owner:	Desktop Services
Service Credit:	N/A
SLA Target Time:	See Performance Standard
SLA Performance Standard:	**Without Cabling Requirement: Standard:** Completed in no more than three (3) business days, 100% of the time. **Platinum**: No more than four (4) hours, 100% of the time.
	With Cabling Requirement: Standard: Completed in no more than ten (10) business days, 100% of the time. **Platinum**: No more than three (3) business days, 100% of the time.
Location(s) Being Measured:	All
SLA Hours of Availability:	Desk Side Support business hours (business days).
Data Capture Frequency:	Measure Daily.
Measurement Period:	Report Weekly, Monthly, Quarterly, and Annually
SLA Description & Definition:	Time elapsed between the receipt of the request and the completion of that request. Mutliple MCARs on a single request shall be counted as single MCAR task and the elapsed time is that for all MCARs to be completed. Contractor to enter, update and close problem ticket in Help Desk's Problem tracking system to reflect the move.
Metric Components:	**Move** = move of existing services (IT and telecom, and if required, cabling) equipment from one location to another, including intra-office moves, intra-building moves and moves between buildings
	Change = a modification of services (IT and telecom, and if required, cabling) to an existing space/location
	Add = the addition of services (IT and telecom, and if required, cabling) to a new or existing space/location
	Remove = removal of existing service (IT and telecom, and if required, cabling) equipment from one location with no subsequent movement or installation (except to return for disposal or storage)
SLA Algorithm:	Average of the time taken to perform function for each request. Each request is the time from request approval to completion of the request. ((# requests - # requests not completed on time) / # requests) * 100 Example (time for a +b + c / 3 = average time to complete). This can be subject to availability service levels or a maximum number of requests as well.
SLA Data Source & Collection Tools:	Tool(s) supplied by Contractor that automatically records via "date and time stamping" for each activity within a process including up-time and downtime data.

Process to Compile & Report SLA:	Monthly report. Reports shall provide a roll-up of all daily reports highlighting any problems and trends.
Special Notes:	Contractor will have tools to adequately estimate and accomplish the moves as requested. Contractor shall meet all ED security requirements and complete all security paperwork for access to telecomm systems. Results shall be posted on Operations Status Dashboard

SLA Identification Number:	EM-1
Customer:	Department of Education
SLA Category:	Email Services
SLA Name:	**Electronic Messaging Services Availability (E-Mail, Voice Message Integration, Wireless E-mail)**
SLA Type:	High
SLA Owner:	Email Service Owners
Service Credit:	N/A
SLA Target Time:	See Performance Standards listed below
SLA Performance Standard:	Availability for each service component, feature, system or application, etc., of the Email Services shall meet the following performance indicator:

Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
Availability (Av)	99.60%

Location(s) Being Measured:	Email services and at all service delilvery points for the service
SLA Hours of Availability:	Measured daily between cores hours (Core Hours = 6:30 AM to 9:30 PM ET Monday through Friday at 99.6% daily), AND not less than 99.6% weekly measure at 15 hours per day times 5 days a week, AND not less than 99.6% per quarterly measure at 24 hours per day times 7 days a week, AND not less than 99.6% annual measure at 24 hours per day times 365 days per year
Data Capture Frequency:	

Key Performance Indicator (KPI)	**Frequency**
Availability (Av)	Continuously

Measurement Period:	Measured by the lowest possible interval (no more than 5-minute intervals) for the given service.
SLA Description & Definition:	Contractor shall provide Email Services at or exceeding the minimum performance indicators
Metric Components:	
SLA Algorithm:	**Availability** is calculated as a percentage of the total reporting interval (RI) time that the service is operationally available. Availability is computed by the standard formula for any and all service components: $Av = \frac{RI\ (MIN) - COT\ (MIN)}{RI\ (MIN)} \times 100$ Av = Availability RI = Reporting Interval COT = Continuous Off-Line Time

	COT = A service is considered unavailable when the service category experiences degraded or loss of service. An unavailable service is considered available when restoration activities have been completed and 30 consecutive minutes have passed without any fluctuations, degradation in quality of service, outages or errors to account for stability and proving period. However, if there are no errors encountered during the proving period of 30 minutes, this will not be counted towards the network service unavailable time.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	The results for each service component and each service delivery point shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** Daily **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Grade of Service (Configuration/Change) Time to Restore (TTR) events
Special Notes:	N/A

SLA Identification Number:	EM-1
Customer:	Department of Education
SLA Category:	Email Services
SLA Name:	**Electronic Messaging Services Availability (E-Mail, Voice Message Integration, Wireless E-mail)**
SLA Type:	High
SLA Owner:	Email Service Owners
Service Credit:	N/A
SLA Target Time:	See Performance Standards listed below
SLA Performance Standard:	Availability for each service component, feature, system or application, etc., of the Email Services shall meet the following performance indicator:

Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
Availability (Av)	99.60%

Location(s) Being Measured:	Email services and at all service delilvery points for the service
SLA Hours of Availability:	Measured daily between cores hours (Core Hours = 6:30 AM to 9:30 PM ET Monday through Friday at 99.6% daily), AND not less than 99.6% weekly measure at 15 hours per day times 5 days a week, AND not less than 99.6% per quarterly measure at 24 hours per day times 7 days a week, AND not less than 99.6% annual measure at 24 hours per day times 365 days per year
Data Capture Frequency:	

Key Performance Indicator (KPI)	**Frequency**
Availability (Av)	Continuously

Measurement Period:	Measured by the lowest possible interval (no more than 5-minute intervals) for the given service.
SLA Description & Definition:	Contractor shall provide Email Services at or exceeding the minimum performance indicators
Metric Components:	
SLA Algorithm:	**Availability** is calculated as a percentage of the total reporting interval (RI) time that the service is operationally available. Availability is computed by the standard formula for any and all service components: $Av = \frac{RI\ (MIN) - COT\ (MIN)}{RI\ (MIN)} \times 100$ Av = Availability RI = Reporting Interval COT = Continuous Off-Line Time

	COT = A service is considered unavailable when the service category experiences degraded or loss of service. An unavailable service is considered available when restoration activities have been completed and 30 consecutive minutes have passed without any fluctuations, degradation in quality of service, outages or errors to account for stability and proving period. However, if there are no errors encountered during the proving period of 30 minutes, this will not be counted towards the network service unavailable time.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	The results for each service component and each service delivery point shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** Daily **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Grade of Service (Configuration/Change) Time to Restore (TTR) events
Special Notes:	N/A

SLA Identification Number:	EM-2
Customer:	Department of Education
SLA Category:	Email Services
SLA Name:	**Email Backups**
SLA Type:	High
SLA Owner:	Email Service Owners
Service Credit:	N/A
SLA Target Time:	See Performance Standard listed below
SLA Performance Standard:	100% data send, receive, modify, and delete must be replicated real-time to geographically separate secondary site 100% data send, receive, modify, and delete must be recorded in the transaction log 100% data send, receive, modify, must be added to and recorded in the "digital safe" 100% daily email backups must be completed no later than the start of the next day 100% Full weekly backup must be completed no later than the start of the next week 100% Full monthly backup must be completed no later than the start of the next month Store daily backup for 8 weeks Store weekly backup for 8 weeks Store monthly system email, journal, and "digital safe" backups in accordance with NARA Record Schedule, Court Ruling, or FOIA requirement which ever is longest
Location(s) Being Measured:	Availability for each service component, feature, system or application, etc., of the Email Services shall meet the following performance indicator:
SLA Hours of Availability:	24 hours a day, 7 days a week, 365 days a year
Data Capture Frequency:	Measure weekly, report monthly
Measurement Period:	24 hours a day, 7 days a week, 365 days a year
SLA Description & Definition:	The Contractor shall perform and complete full data backups of all mailboxes within the backup timeframe.
Metric Components:	100% completion within the appropriate timeframe.
SLA Algorithm:	Number of successful backups / Number of total backups.
SLA Data Source & Collection Tools:	Daily operations report, Dashboard and Escalation Processes.
Process to Compile & Report SLA:	Monthly report with a roll-up of weekly measurements.
Special Notes:	N/A

SLA Identification Number:	GN-1
Customer:	Department of Education
SLA Category:	General Services
SLA Name:	**General Availability (Av)**
SLA Type:	High
SLA Owner:	All Service Owners
Service Credit:	N/A
SLA Target Time:	See Performance Standards listed below
SLA Performance Standard:	Unless otherwise stated in other SLAs, each service component, feature, system or application, etc., shall meet the following performance indicator: **Key Performance Indicator (KPI)** — **Performance Standard (Threshold)** **Availability (Av)** — 99.60%
Location(s) Being Measured:	ALL services and at all service delilvery points for the service
SLA Hours of Availability:	Measured daily between cores hours (Core Hours = 6:30 AM to 9:30 PM ET Monday through Friday at 99.6% daily), AND not less than 99.6% weekly measure at 15 hours per day times 5 days a week, AND not less than 99.6% per quarterly measure at 24 hours per day times 7 days a week, AND not less than 99.6% annual measure at 24 hours per day times 365 days per year
Data Capture Frequency:	**Key Performance Indicator (KPI)** — **Frequency** **Availability (Av)** — Continuously
Measurement Period:	Measured by the lowest possible interval (no more than 5-minute intervals) for the given service.
SLA Description & Definition:	Contractor shall provide General Services at or exceeding the minimum performance indicators
Metric Components:	The following services are given discrete service level availability, including but not limited to: Network, Servers, Storage, Email, Mailing List, Wireless Messaging, and Helpdesk
SLA Algorithm:	**Availability** is calculated as a percentage of the total reporting interval (RI) time that the service is operationally available. Availability is computed by the standard formula for any and all service components: $Av = \frac{RI\ (MIN) - COT\ (MIN)}{RI\ (MIN)} \times 100$ Av = Availability RI = Reporting Interval COT = Continuous Off-Line Time

	COT = A service is considered unavailable when the service category experiences degraded or loss of service. An unavailable service is considered available when restoration activities have been completed and 30 consecutive minutes have passed without any fluctuations, degradation in quality of service, outages or errors to account for stability and proving period. However, if there are no errors encountered during the proving period of 30 minutes, this will not be counted towards the unavailable time.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	The results for each service component and each service delivery point shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** Daily **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Grade of Service (Configuration/Change) Time to Restore (TTR) events
Special Notes:	N/A

SLA Identification Number:	GN-2	
Customer:	Department of Education	
SLA Category:	General Services	
SLA Name:	**Event Notification (EN)**	
SLA Type:	High	
SLA Owner:	All Service Owners	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	Unless otherwise stated in more specific SLAs, each service component, feature, system or application, etc., shall meet the following performance indicator:	
	Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
	Event Notification (EN)	Severity 1: 100% Notify immediately (no more than 15 minutes) of an Emergency event
		Severity 2: 100% Within 15 minutes of an Urgent event
		Severity 3: 100% Within 12 hours of a Routine event
		Severity 4: 100%Within 24 hours of a Low Impact event
Location(s) Being Measured:	ALL services and at all service delilvery points for the service	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	**Key Performance Indicator (KPI)**	**Frequency**
	Event Notification (EN)	Per Event
		Per Event
Measurement Period:	Measured by the lowest possible interval (no more than 5-minute intervals) for the given service.	
SLA Description & Definition:	Contractor shall provide General Services at or exceeding the minimum performance indicators	
Metric Components:	The Event Notification (EN) value represents the elapsed time between the detection of the event and the notification to ED-designated service point of contact(s).	

SLA Algorithm:	Number of Event Notifications on time per Severity level/Total number of Event Notifications per Severity Level
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Time to Restore (TTR) events
Special Notes:	N/A

SLA Identification Number:	GN-3
Customer:	ED
SLA Category:	General Services
SLA Name:	**Customer Surveys**
SLA Type:	High
SLA Owner:	General Services
Service Credit:	N/A
SLA Target Time:	N/A
SLA Performance Standard:	90% of those survey responses with a rating of 4 (out of 5) or above.
Location(s) Being Measured:	All
SLA Hours of Availability:	business hours (business days).
Data Capture Frequency:	Measure Weekly.
Measurement Period:	Report Monthly.
SLA Description & Definition:	The end-user will be surveyed to determine services received were to their satisfaction.
Metric Components:	See SLA Algorithm
SLA Algorithm:	The survey will be rated on a 5-point scale. Each question will be reported as passing, failing, or not counted. 1 – Highly unsatisfactory 2 – Unsatisfactory 3 – Neither unsatisfied nor satisfied 4 – Satisfied 5 – Highly Satisfied Questions receiving "N/A" will not be counted.
SLA Data Source & Collection Tools:	Tool(s) supplied by Contractor that is capable of administering a self-help survey function with online access to the survey by the users and online access to the results by ED
Process to Compile & Report SLA:	Monthly report. Reports shall provide a roll-up of all daily reports highlighting any problems and trends.
Special Notes:	N/A

SLA Identification Number:	GN-4
Customer:	Department of Education
SLA Category:	General Services
SLA Name:	**System Backups**
SLA Type:	High
SLA Owner:	System Owners
Service Credit:	N/A
SLA Target Time:	See Performance Standard listed below
SLA Performance Standard:	100% Daily backup must be completed no later than the start of the next day 100% monthly backup must be completed no later than the start of the next month 100% Full weekly backup must be completed no later than the start of the next week Store daily backup for 8 weeks Store weekly backup for 8 weeks Store monthly backups in accordance with NARA Record Schedule, Court Ruling, or FOIA requirement which ever is longest
Location(s) Being Measured:	All sites
SLA Hours of Availability:	24 hours a day, 7 days a week, 365 days a year
Data Capture Frequency:	Measure weekly, report monthly
Measurement Period:	24 hours a day, 7 days a week, 365 days a year
SLA Description & Definition:	The Contractor shall perform and complete backups within the backup timeframe.
Metric Components:	100% completion within the appropriate timeframe.
SLA Algorithm:	Number of successful backups / Number of total backups.
SLA Data Source & Collection Tools:	Daily operations report, Dashboard and Escalation Processes.
Process to Compile & Report SLA:	Monthly report with a roll-up of weekly measurements.
Special Notes:	N/A

SLA Identification Number:	GN-5	
Customer:	ED	
SLA Category:	General Services	
SLA Name:	**Time to Resolve**	
SLA Type:	High	
SLA Owner:	All Owners	
Service Credit:	N/A	
SLA Target Time:	See Performance Standard listed below	
SLA Performance Standard:	**Standard**	**Platinum**
	99% of all incidents must be completed on-time as follows:	**99% of all incidents must be completed on-time as follows:**
	Severity 1:Time to Resolve within 2 hours Severity 2: Time to Resolve within 4 hours Severity 3: Time to resolve within 8 core hours. Severity 4: Time to resolve within 3 business days	Severity 1: Time to resolve within 1 hour Severity 2: Time to resolve within 2 hours Severity 3: Time to resolve within 4 hours. Severity 4: Time to resolve within 48 hours.
Location(s) Being Measured:	All	
SLA Hours of Availability:	24 hours a day 365 days a year	
Data Capture Frequency:	Measure daily	
Measurement Period:	Report Weekly, Monthly, Quarterly, Annually	
SLA Description & Definition:	Acceptable time to resolve problems for hardware, software and system components within the ED environment that impact Customers. This includes escalation and resoration of service.	
Metric Components:	See SLA Algorithm listed below	
SLA Algorithm:	TTR = (Number of incidents Resolved on time per Severity Level) / (Total number or incidents per Severity Level) x 100	
SLA Data Source & Collection Tools:	Automated Call Distrbution (ACD)/Voice Response Unit (VRU) web application, and e-mail meesage inteface with the helpdesk service center tool supplied by Contractor that automatically records "date and time stamping" for each activity within a process including up-time and downtime data.	
Process to Compile & Report SLA:	Monthly report. Reports shall provide a roll-up of all daily reports highlighting any problems and trends.	
Special Notes:	Contractor shall meet all ED security requirements and complete all security paperwork for access to systems. Results shall be posted on Operations Status Dashboard or Portal for customer review.	

SLA Identification Number:	GN-6
Customer:	ED
SLA Category:	General Services
SLA Name:	**Customer Satisfaction Support to Business**
SLA Type:	High
SLA Owner:	General Services
Service Credit:	N/A
SLA Target Time:	N/A
SLA Performance Standard:	90% of those survey responses with a rating of 4 (out of 5) or above.
Location(s) Being Measured:	OCIO and Principal/Program Offices as mutually defined with OCIO
SLA Hours of Availability:	business hours (business days).
Data Capture Frequency:	Measure Semi-Annually
Measurement Period:	Report Semi-Annually.
SLA Description & Definition:	The OCIO and Principal Offices/Program Offices will be surveyed to determine the extent to which EDUCATE services helped them to do their jobs, achieve their misison
Metric Components:	See SLA Algorithm
SLA Algorithm:	The survey will be rated on a 5-point scale. Each question will be reported as passing, failing, or not counted. 1 – Highly unsatisfactory 2 – Unsatisfactory 3 – Neither unsatisfied nor satisfied 4 – Satisfied 5 – Highly Satisfied Questions receiving "N/A" will not be counted.
SLA Data Source & Collection Tools:	Tool(s) supplied by Contractor that is capable of administering a self-help survey function with online access to the survey by the users and online access to the results by ED
Process to Compile & Report SLA:	Semi-annual report. Reports shall provide a trend from previous semi-annual reports.
Special Notes:	N/A

SLA Identification Number:	HD-1
Customer:	ED
SLA Category:	Helpdesk Services
SLA Name:	**Disable User Accounts**
SLA Type:	High
SLA Owner:	Helpdesk Services
Service Credit:	N/A
SLA Target Time:	Between 15 minutes and 1 hour from time of notification by ED
SLA Performance Standard:	User accounts disabled or suspended to be completed between 15 minutes and 1 hour from time of notification by ED, 100% of the time.
Location(s) Being Measured:	All
SLA Hours of Availability:	24 hours a day 365 days a year
Data Capture Frequency:	Measure Weekly
Measurement Period:	Report Monthly
SLA Description & Definition:	Acceptable time for deletion, suspension, and changes of access authorizations and codes for ED or Contractor. Maintain technical staff capable of resolving security issues on the helpdesk or Point of Contact (POC) for end-user client personnel within defined timeframes.
Metric Components:	See SLA Algorithm listed below
SLA Algorithm:	IDs Deleted within timeframe / Total Number of IDs Deleted = "Service Level Attained".
SLA Data Source & Collection Tools:	Tool(s) supplied by Contractor that automatically records via "date and time stamping" for each activity within a process including up-time and downtime data.
Process to Compile & Report SLA:	Monthly report. Reports shall provide a roll-up of all daily reports highlighting any problems and trends.
Special Notes:	Contractor shall provide Single Point of Contact (SPOC) for all security request calls. Contractor shall meet all ED security requirements and complete all security paperwork for access to server systems. Results shall be posted on Operations Status Dashboard or Portal for customer review.

SLA Identification Number:	HD-2
Customer:	ED
SLA Category:	Helpdesk Services
SLA Name:	**Maintain User Accounts**
SLA Type:	High
SLA Owner:	Helpdesk Services
Service Credit:	N/A
SLA Target Time:	Between Four (4) and Six (6) business hours
SLA Performance Standard:	Between Four (4) and Six (6) business hours until completion from time of notification by ED, 100% of the time.
Location(s) Being Measured:	All
SLA Hours of Availability:	24 hours a day 365 days a year
Data Capture Frequency:	Measure Weekly
Measurement Period:	Report Monthly
SLA Description & Definition:	Addition and Modification of User IDs and access authorizations and codes for ED or Contractor. Contractor to fulfill administration services requests. If a request requires multiple tickets (children) these still count as one request and the elapsed time is for all child tickets to be completed.
Metric Components:	See SLA Algorithm listed below
SLA Algorithm:	IDs created within timeframe / Total Number of IDs created = "Service Level Attained".
SLA Data Source & Collection Tools:	Tool(s) supplied by Contractor that automatically records via "date and time stamping" for each activity within a process including up-time and downtime data.
Process to Compile & Report SLA:	Monthly report. Reports shall provide a roll-up of all daily reports highlighting any problems and trends.
Special Notes:	Contractor shall provide Single Point of Contact (SPOC) for all security request calls. Contractor shall meet all ED security requirements and complete all security paperwork for access to server systems. Systems requiring accounts include: Network, Email and Remote Access (Citrix) accounts. Results shall be posted on Operations Status Dashboard or Portal for customer review.

SLA Identification Number:	HD-3
Customer:	ED
SLA Category:	Helpdesk Services
SLA Name:	**RCA Delivery**
SLA Type:	High
SLA Owner:	Helpdesk Services
Service Credit:	N/A
SLA Target Time:	See SLA Performance Standard
SLA Performance Standard:	99.90% RCAs completed within 1 calendar day of start Severity 1 and Severity 2 incident's
Location(s) Being Measured:	All
SLA Hours of Availability:	24 hours a day 365 days a year
Data Capture Frequency:	Measure Weekly
Measurement Period:	Report Monthly
SLA Description & Definition:	Contractor shall own and manage the root cause analysis process to understand and implement appropriate measures to prevent recurring problems / trends.
Metric Components:	Start Time for severity 1 & 2
SLA Algorithm:	RCAs completed within 1 daysof Severity 1 & 2 incidents
SLA Data Source & Collection Tools:	Service Ticket Time Stamps - Timestamp for the Severity 1 or 2 incident Service Ticket system of record
Process to Compile & Report SLA:	Monthly report. Reports shall provide a roll-up of all daily reports highlighting any problems and trends.
Special Notes:	Contractor to provide processes, procedures, and utilities to capture the start and close time for all severity 1 & 2 incidents. Contractor to provide online access to the measurement results by ED. Results shall be posted on Operations Status Dashboard or Portal for customer review.

SLA Identification Number:	HD-4
Customer:	ED
SLA Category:	Helpdesk Services
SLA Name:	**First Call Resolution**
SLA Type:	High
SLA Owner:	Helpdesk Services
Service Credit:	N/A
SLA Target Time:	See Performance Standard listed below
SLA Performance Standard:	**80% of all incidents must be completed on-time as follows:** First Call Resolution within 5 minutes of Call Answer (ACD/VRU/IVR, e-mail, TTY,or web portal)
Location(s) Being Measured:	All
SLA Hours of Availability:	24 hours a day 365 days a year
Data Capture Frequency:	Measure daily
Measurement Period:	Report Monthly
SLA Description & Definition:	Acceptable time to resolve problems for hardware, software and system components within the desktop environment that impact Customers.
Metric Components:	Note: This includes notification and escalation of service.
SLA Algorithm:	First Call Resolution = (Number of incidents Resolved on time per Severity Level) / (Total number or incidnets per Severity Level) * 100
SLA Data Source & Collection Tools:	Automated Call Distrbution (ACD)/Voice Response Unit (VRU) / Interactive Voice Response (IVR), web application, TTY and e-mail meesage inteface with the helpdesk service center tool supplied by Contractor that automatically records "date and time stamping" for each activity within a process including up-time and downtime data.
Process to Compile & Report SLA:	Monthly report. Reports shall provide a roll-up of all daily reports highlighting any problems and trends.
Special Notes:	Contractor shall meet all ED security requirements and complete all security paperwork for access to systems. Results shall be posted on Operations Status Dashboard or Portal for customer review.

SLA Identification Number:	**HD-5**
Customer:	ED
SLA Category:	Helpdesk Services
SLA Name:	**Abandon Rate**
SLA Type:	High
SLA Owner:	Helpdesk Services
Service Credit:	N/A
SLA Target Time:	See Performance Standard listed below
SLA Performance Standard:	**less than 7% abandoned calls**
Location(s) Being Measured:	All
SLA Hours of Availability:	24 hours a day 365 days a year
Data Capture Frequency:	Measure daily
Measurement Period:	Report Monthly
SLA Description & Definition:	This service level will express the percentage of calls presented to the service desk for which the end users abandoned the call while in the hold queue, waiting for an agent.
	The intended objective of this service level is to ensure that the service desk agents answer the calls promptly, before the callers abandon the calls, thereby reducing the outage times experienced by the end users..
	hold queue is the queue a customer is in while waiting for live agent, after processing (IVR greeting etc).
Metric Components:	
SLA Algorithm:	Abandon Rate = (Total number of calls that was abandoned) / (Total number of calls) * 100
SLA Data Source & Collection Tools:	Automated Call Distrbution (ACD)/Voice Response Unit (VRU) / Interactive Voice Response (IVR)
Process to Compile & Report SLA:	Monthly report.
Special Notes:	Contractor shall meet all ED security requirements and complete all security paperwork for access to systems. Results shall be posted on Operations Status Dashboard or Portal for customer review.

SLA Identification Number:	**HD-6**
Customer:	ED
SLA Category:	Helpdesk Services
SLA Name:	**Average Wait Time**
SLA Type:	High
SLA Owner:	Helpdesk Services
Service Credit:	N/A
SLA Target Time:	See Performance Standard listed below
SLA Performance Standard:	**< 30 seconds**
Location(s) Being Measured:	All
SLA Hours of Availability:	24 hours a day 365 days a year
Data Capture Frequency:	Measure daily
Measurement Period:	Report Monthly
SLA Description & Definition:	Average Wait Time: Average time a customer waits in the hold queue, waiting for live agent, after processing (IVR greeting etc)
Metric Components:	
SLA Algorithm:	Average Wait Time = (Total time spent in hold queue) / (Total number of calls answered) * 100
SLA Data Source & Collection Tools:	Automated Call Distrbution (ACD)/Voice Response Unit (VRU) / Interactive Voice Response (IVR), web application, TTY and e-mail meesage inteface with the helpdesk service center tool supplied by Contractor that automatically records the time spent in each queue
Process to Compile & Report SLA:	Monthly report. Reports shall provide a roll-up of all daily reports highlighting any problems and trends.
Special Notes:	Contractor shall meet all ED security requirements and complete all security paperwork for access to systems. Results shall be posted on Operations Status Dashboard or Portal for customer review.

SLA Identification Number:	NS-1	
Customer:	Department of Education	
SLA Category:	Network Services	
SLA Name:	**Managed Network Services**	
SLA Type:	Medium	
SLA Owner:	Network Services	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	ALL of the following performance indicators must be met to meet the requirements of the Service Level Agreement	
	Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
	Latency	120 ms
	Jitter	10 ms
	Grade of Service (Call Blockage)	Less than or equal to 1%
	Grade of Service (Packet Loss)	0.40%
Location(s) Being Measured:	Includes measurement of all service categories within Network Services, including but not limited to: Managed Network Services, Cabling Support Services, Network Circuits (including all deployed forms of Packet-Switched, Circuit-Switched and MPLS-bsaed services), Voice Services (e.g., Local, Long-Distance, Toll-Free), Unified Messaging Services, Managed Firewall Services, IP Telephony, IP Facsimile Services, IP Video Telephony and Transport Services, IP-TV and CATV Services, Multimedia Services, Audio/Visual Services, Voice/Video/Data Conferencing, and Wireless LAN/MAN/WAN Services	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Lowest interval available provided by the approved and implemented Managed Network Services application(s) and toolset(s). Availability measured Daily, reported weekly and monthly.	
Measurement Period:	24 hours a day, 7 days a week; reported weekly, monthly, and quarterly	
SLA Description & Definition:	Contractor provides real-time proactive network monitoring, rapid troubleshooting and service restoration. The Agency needs contractor support for networks of varying complexity in terms of size, bandwidth, and functionality.	
Metric Components:		

	Latency is the round trip delay experienced by an end-user across the contractor's network to other Agency's sites. Contractor shall meet or exceed standards set by RFC 1242 and 2285. **Jitter:** The average variation or difference either delay between received packets of an IP packet data stream from SDP to SDP. Relevant standard: IETF RFC 1889. This applies to CONUS. The **Grade of Service (Call Blockage)** value represents the proportion of calls that cannot be completed during the busy hour because of limits in the call handling capacity of one or more network elements (e.g., "All trunks busy" condition). The **Grade of Service (Packet Loss)** is defined as the percentage of Internet Protocol (IP) or RTP (real-time protocol) packets, depending on the type of network topology used, that are sent by the source SDP (service delivery point) but never arrive at the destination SDP.
SLA Algorithm:	**Latency:** Speed of Delivery of 5 test packets sent from originating Agnecy's SDPs and the delivery SDPs. Performed every 5 minutes. Speed of Delivery must meet or exceed standards set by: RFC 1242 - Benchmarking Terminology for Network Interconnection Devices, and RFC 2285 - Benchmarking Terminology for LAN Switching Devices **Jitter:** Algorithm as defined by the mesaurement of packet jitter in IETF Standard RFC 2679, A One-way Packet Loss Metric for IPPM. Measurements of Packet Jitter are performed by injecting packets at regular intervals into the network and measuring the variability in the arrival time. Relevant standard is RFC 2679. **Grade of Service (Packet loss)** = Algorithm as defined by the Intternet Control Message Protocol (ICMP) test with a testing interval no more than 5 minutes. **Graade of Service (Call Blockage)** Call Blockage = ((Number of Blocked Calls) / (Total Number of Attempted Calls)) x 100 To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based)

	Format: Contractor commercial format, as approved by government **Frequency:** Daily; Weekly; and Monthly First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Voice Services Performance Report Data Circuit Services Performance Report Remote Access and Teleworking Services Performance Report Internet Protocol Services Performance Report Conferencing and Collaboration Services Performance Report Managed Firewall Services Performance Report Wireless and Mobility Services Performance Report Telecommunications Management Services Performance Report Multimedia Services Performance Report
Special Notes:	N/A

SLA Identification Number:	NS-2
Customer:	Department of Education
SLA Category:	Network Services
SLA Name:	**Remote Access and Teleworking Services**
SLA Type:	HIGH
SLA Owner:	Network Services
Service Credit:	N/A
SLA Target Time:	See Performance Standards listed below
SLA Performance Standard:	ALL of the following performance indicators must be met to meet the requirements of the Service Level Agreement

Teleworking Support Services

Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
Network-Based VPN Services	
Latency (CONUS)	70 ms
Latency (OCONUS)	150 ms
Premise-Based VPN Services	
Latency (CONUS)	120 ms
Latency (OCONUS)	300 ms

Location(s) Being Measured:	TBD
SLA Hours of Availability:	24 hours a day, 7 days a week
Data Capture Frequency:	Lowest interval available provided by the approved and implemented Managed Network Services application(s) and toolset(s)
Measurement Period:	24 hours a day, 7 days a week; reported weekly, monthly, and quarterly
SLA Description & Definition:	Contractor shall support remote access and teleworking solutions that meet the needs of the government to conduct business anywhere, anytime in a secure, user-friendly environment. Environment must support the concurrent use of remote access for at least 60% of the population beyond web-based email services (i.e., access to client-server applications and ED-based IT resources), including during COOP and pandemic events.
Metric Components:	

SLA Algorithm:	**Latency** value is the average round trip transmission between Agency premise routers for an IP VPN with its CONUS and OCONUS sites. Relevant standards are RFC 1242 and RFC 2285. **Latency:** Speed of Delivery of 5 test packets sent from originating Agnecy's SDPs and the delivery SDPs. Performed every 5 minutes. Speed of Delivery must meet or exceed standards set by: RFC 1242 - Benchmarking Terminology for Network Interconnection Devices, and RFC 2285 - Benchmarking Terminology for LAN Switching Devices
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Time to Restore (TTR) Latency Network Statistics Exception Analysis Error Rates Utilization
Special Notes:	N/A

SLA Identification Number:	NS-3
Customer:	Department of Education
SLA Category:	Network Services
SLA Name:	**Audio/Video/Data Conferencing Services**
SLA Type:	HIGH
SLA Owner:	Network Services
Service Credit:	N/A
SLA Target Time:	See Performance Standards listed below
SLA Performance Standard:	ALL of the following performance indicators must be met to meet the requirements of the Service Level Agreement

Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
Grade of Service (Operator-Assistance Response Delay)	60 seconds
Grade of Service (Completed Service Requests) (Network End-to-End, all SDPs)	99.60% of all conference requests are met and occur on time

Location(s) Being Measured:	All Service Delivery Points (SDPs)
SLA Hours of Availability:	Measured daily between cores hours (Core Hours = 6:30 AM to 9:30 PM ET Monday through Friday at 99.6% daily), AND not less than 99.6% weekly measure at 15 hours per day times 5 days a week, AND not less than 99.6% per quarterly measure at 24 hours per day times 7 days a week, AND not less than 99.6% annual measure at 24 hours per day times 365 days per year
Data Capture Frequency:	Lowest interval available provided by the approved and implemented Managed Network Services application(s) and toolset(s)
Measurement Period:	24 hours a day, 7 days a week; reported weekly, monthly, and quarterly
SLA Description & Definition:	Contractor shall support Audio, Video and Data Conferencing Services for business communications on-net and off-net between multiple parties, groups and individuals. Conferences may be audio-only, audio+video, audio+video+data or combinations thereof. In addition, conferencing includes the audio/visual support for concurrent use of the ED Secretary's conference room, the Barnard (LBJ/FB6 Building) auditorium and the Potomac Center (PCP) auditorium including soundstage, lighting, video recording, stream Contractor shall be capable of supporting from 2 to 500 participants in a single session or multiple sessions on a concurrent basis

Metric Components:	**Grade of Service (Operator Assistance Response Delay)** is the delay experienced by conference participants to receive operator assistance during a conference. **Grade of Service (Completed Service Requests)** applies to audio/video/data conferences that are reserved and confirmed. It shall be calculated as the ratio of the number of locations successfully completing a call divided by the total number of locations scheduling a call within a calendar month
SLA Algorithm:	**Grade of Service (Operator Assistance Response Delay)** Delay is measured as the interval between the end of signaling (e.g., dialing for operator assistance) and the receipt of voice response from the operator. **Grade of Service (Completed Service Requests)** The contractor shall compute the number of completed service requests by counting the cumulative number of locations associated with each conference that were successfully completed. The contractor shall compute the number of requests denied by counting the cumulative number of locations associated with each site (or end-point) that could not be scheduled for a particular date and time requested in a calendar month. Conference calls that were disconnected and then re-established only due to the fault of the contractor would be included as a denied request.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Time to Restore (TTR) Grade of Service (Operator Assistance Response Delay)

	Network Statistics Number of operator-assistance responses (Completed/On-time) Exception Analysis Utilization Statistics (each site)
Special Notes:	N/A

SLA Identification Number:	NS-4
Customer:	Department of Education
SLA Category:	Network Services
SLA Name:	**Network Services Availability (Av)**
SLA Type:	High
SLA Owner:	Network Services
Service Credit:	N/A
SLA Target Time:	See Performance Standards listed below
SLA Performance Standard:	Unless otherwise stated in other SLAs, each service component, feature, system or application, etc., for Network Services shall meet the following performance indicator:

Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
Availability (Av)	99.60%

Location(s) Being Measured:	Includes measurement of all service categories within Network Services, including but not limited to: Managed Network Services, Cabling Support Services, Network Circuits (including all deployed forms of Packet-Switched, Circuit-Switched and MPLS-bsaed services), Voice Services (e.g., Local, Long-Distance, Toll-Free), Unified Messaging Services, Managed Firewall Services, IP Telephony, IP Fax Services, IP Video Telephony, Remote Access and Teleworking, IP-TV and CATV Services, Multimedia Services, Audio/Visual Services, Voice/Video/Data Conferencing, and Wired and Wireless LAN/MAN/WAN Services
SLA Hours of Availability:	Measured daily between cores hours (Core Hours = 6:30 AM to 9:30 PM ET Monday through Friday at 99.6% daily), AND not less than 99.6% weekly measure at 15 hours per day times 5 days a week, AND not less than 99.6% per quarterly measure at 24 hours per day times 7 days a week, AND not less than 99.6% annual measure at 24 hours per day times 365 days per year
Data Capture Frequency:	**Key Performance** / **Frequency**

	Indicator (KPI)	
	Availability (Av)	Continuously
Measurement Period:	Measured by the lowest possible interval (no more than 5-minute intervals) for the given service.	
SLA Description & Definition:	Contractor shall provide Network Services at or exceeding the minimum performance indicators	
Metric Components:	Availability is the percentage of time the full range of Network Services is operationally available for use.	
SLA Algorithm:	**Availability** is calculated as a percentage of the total reporting interval (RI) time that the system is operationally available. Availability is computed by the standard formula for any and all service components: $Av = \frac{RI\ (MIN) - COT\ (MIN)}{RI\ (MIN)} \times 100$ Av = Availability RI = Reporting Interval COT = Continuous Off-Line Time COT = A service is considered unavailable when the service category experiences degraded or loss of service. An unavailable service is considered available when restoration activities have been completed and 30 consecutive minutes have passed without any fluctuations, degradation in quality of service, outages or errors to account for stability and proving period. However, if there are no errors encountered during the proving period of 30 minutes, this will not be counted towards the network service unavailable time.	
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor	
Process to Compile & Report SLA:	The results for each service component and each service delivery point shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** Daily **Data Elements (to include but NOT limited to):**	

	Availability Event Notification (EN) Grade of Service (Configuration/Change) Time to Restore (TTR) events
Special Notes:	N/A

SLA Identification Number:	SD-1
Customer:	ED
SLA Category:	System and Data Center Services
SLA Name:	**Deployment of System Updates**
SLA Type:	High
SLA Owner:	Server Services
Service Credit:	N/A
SLA Target Time:	Deploy in accordance with departmental guidelines
SLA Performance Standard:	100% compliance.
Location(s) Being Measured:	HQ Data Center and Regions
SLA Hours of Availability:	24 x 7 x 365
Data Capture Frequency:	Weekly
Measurement Period:	Monthly
SLA Description & Definition:	The Contractor shall test and deploy approved updates and/or patches to System Services assets.
Metric Components:	100% compliance.
SLA Algorithm:	"Compliance Percentage" = (total number of production systems having current updates/patches / (total number of production systems).
SLA Data Source & Collection Tools:	Software/Patch management tool.
Process to Compile & Report SLA:	Quarterly report.
Special Notes:	N/A

SLA Identification Number:	SD-2
Customer:	Department of Education
SLA Category:	ISP Hosting Services
SLA Name:	**ISP Hosting Services Availability (Av)**
SLA Type:	High
SLA Owner:	ISP Service Owners
Service Credit:	N/A
SLA Target Time:	See Performance Standards listed below
SLA Performance Standard:	Each service component, feature, system or application, etc., for ISP Hosting Services shall meet the following performance indicator:

Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
Availability (Av)	99.60%

Location(s) Being Measured:	ISP Hosting services and at all service delilvery points for the service
SLA Hours of Availability:	Measured daily 24 hours a day, AND not less than 99.6% weekly measure at 24 hours per day times 7 days a week, AND not less than 99.6% per quarterly measure at 24 hours per day times 7 days a week, AND not less than 99.6% annual measure at 24 hours per day times 365 days per year
Data Capture Frequency:	

Key Performance Indicator (KPI)	**Frequency**
Availability (Av)	Continuously

Measurement Period:	Measured by the lowest possible interval (no more than 5-minute intervals) for the given service.
SLA Description & Definition:	Contractor shall provide ISP Hosting Services at or exceeding the minimum performance indicators
Metric Components:	
SLA Algorithm:	**Availability** is calculated as a percentage of the total reporting interval (RI) time that the system is operationally available. Availability is computed by the standard formula for any and all service components: $Av = \frac{RI\ (MIN) - COT\ (MIN)}{RI\ (MIN)} \times 100$

	Av = Availability RI = Reporting Interval COT = Continuous Off-Line Time COT = A service is considered unavailable when the service category experiences degraded or loss of service. An unavailable service is considered available when restoration activities have been completed and 30 consecutive minutes have passed without any fluctuations, degradation in quality of service, outages or errors to account for stability and proving period. However, if there are no errors encountered during the proving period of 30 minutes, this will not be counted towards the network service unavailable time.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	The results for each service component and each service delivery point shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** Daily **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Grade of Service (Configuration/Change) Time to Restore (TTR) events
Special Notes:	N/A

SLA Identification Number:	SD-3	
Customer:	Department of Education	
SLA Category:	ED.gov Support Services	
SLA Name:	**ED.gov Services Availability (Av)**	
SLA Type:	High	
SLA Owner:	ISP Service Owners	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	Each service component, feature, system or application, etc., for ED.gov Support Services shall meet the following performance indicator:	
	Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
	Availability (Av)	99.60%
Location(s) Being Measured:	ED.gov Support services and at all service delilvery points for the service	
SLA Hours of Availability:	Measured daily 24 hours a day, AND not less than 99.6% weekly measure at 24 hours per day times 7 days a week, AND not less than 99.6% per quarterly measure at 24 hours per day times 7 days a week, AND not less than 99.6% annual measure at 24 hours per day times 365 days per year	
Data Capture Frequency:	**Key Performance Indicator (KPI)**	**Frequency**
	Availability (Av)	Continuously
Measurement Period:	Measured by the lowest possible interval (no more than 5-minute intervals) for the given service.	
SLA Description & Definition:	Contractor shall provide ED.gov Support Services at or exceeding the minimum performance indicators	
Metric Components:		
SLA Algorithm:	**Availability** is calculated as a percentage of the total reporting interval (RI) time that the system is operationally available. Availability is computed by the standard formula for any and all service components:	

	$Av = \frac{RI\ (MIN) - COT\ (MIN)}{RI\ (MIN)} \times 100$ Av = Availability RI = Reporting Interval COT = Continuous Off-Line Time COT = A service is considered unavailable when the service category experiences degraded or loss of service. An unavailable service is considered available when restoration activities have been completed and 30 consecutive minutes have passed without any fluctuations, degradation in quality of service, outages or errors to account for stability and proving period. However, if there are no errors encountered during the proving period of 30 minutes, this will not be counted towards the network service unavailable time.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	The results for each service component and each service delivery point shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** Daily **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Grade of Service (Configuration/Change) Time to Restore (TTR) events
Special Notes:	N/A

SLA Identification Number:	SD-4	
Customer:	Department of Education	
SLA Category:	connectED Support Services	
SLA Name:	**connectED Services Availability (Av)**	
SLA Type:	High	
SLA Owner:	ISP Service Owners	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	Each service component, feature, system or application, etc., for connectED Support Services shall meet the following performance indicator:	
	Key Performance Indicator (KPI)	**Performance Standard (Threshold)**
	Availability (Av)	99.60%
Location(s) Being Measured:	connectED Support services and at all service delilvery points for the service	
SLA Hours of Availability:	Measured daily between cores hours (Core Hours = 6:30 AM to 9:30 PM ET Monday through Friday at 99.6% daily), AND not less than 99.6% weekly measure at 15 hours per day times 5 days a week, AND not less than 99.6% per quarterly measure at 24 hours per day times 7 days a week, AND not less than 99.6% annual measure at 24 hours per day times 365 days per year	
Data Capture Frequency:	**Key Performance Indicator (KPI)**	**Frequency**
	Availability (Av)	Continuously
Measurement Period:	Measured by the lowest possible interval (no more than 5-minute intervals) for the given service.	
SLA Description & Definition:	Contractor shall provide connectED Support Services at or exceeding the minimum performance indicators	
Metric Components:		
SLA Algorithm:	**Availability** is calculated as a percentage of the total reporting interval (RI) time that the system is operationally available. Availability is computed by the standard formula for any and all service components:	

	$Av = \frac{RI\ (MIN) - COT\ (MIN)}{RI\ (MIN)} \times 100$ Av = Availability RI = Reporting Interval COT = Continuous Off-Line Time COT = A service is considered unavailable when the service category experiences degraded or loss of service. An unavailable service is considered available when restoration activities have been completed and 30 consecutive minutes have passed without any fluctuations, degradation in quality of service, outages or errors to account for stability and proving period. However, if there are no errors encountered during the proving period of 30 minutes, this will not be counted towards the network service unavailable time.
SLA Data Source & Collection Tools:	To Be Determined by Agency and Contractor
Process to Compile & Report SLA:	The results for each service component and each service delivery point shall be posted on Operations Status Dashboard or Portal for customer review. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by government **Frequency:** Daily **Data Elements (to include but NOT limited to):** Availability Event Notification (EN) Grade of Service (Configuration/Change) Time to Restore (TTR) events
Special Notes:	N/A

SLA Identification Number:	SP-1	
Customer:	ED/OCIO	
SLA Category:	Security Operations	
SLA Name:	**Incident Response and Problem Management**	
SLA Type:	High	
SLA Owner:	IAS/Security And Reliability Assurance	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	**Key Performance Indicator (KPI)**	**Performance Standard (Threshold)**
	Event Notification (EN)	100%
	Time to Restore (TTR)	100%
	Grade of Service (Configuration/Change)	100%
	Response Time (On-Site)	100%
Location(s) Being Measured:	All ED data and facilities	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Monitor continuously utilizing weekly, monthly, and quarterly reports as well as reports from any audits conducted internally or 3rd party.	
Measurement Period:	Monthly	
SLA Description & Definition:	The Contractors Incident Response Service shall comply with (but not limited to) the following standards, as applicable. After award, the contractor may propose alternatives at no additional cost to the Government that meet or exceed the provisions of th 1. E-Government Act of 2002, Title III (Federal Information Security Management Act (FISMA)) 2. Internet Engineering Task Force - Request for Comments (IETF-RFC) 2350 Expectations for Computer Security Incident Response 3. National Institute of Standards and Technology (NIST) Federal Information Processing Standards Publication (FIPS) PUB 199 — Standards for Security Categorization of Federal Information and Information Systems 4. NIST Special Publication (SP) 800-61 — Computer Security Incident Handling Guide 5. United States Computer Emergency Readiness Team (US-CERT) reporting requirements 6. All new versions, amendments, and modifications of the above when offered commercially	

	Upon detection of potential critical security events, immediately respond as defined in the Department's Incident Response Plan (IRP) and Escalation Procedure and inform ED within fifteen (15) minutes after the detection of a critical security event 100% Identify - coordinate with network services to determine whether the suspicious event may have been caused by a mis-configuration, outage, or other benign action. Contain - activities to stop the incident from spreading or causing more damage may commence. Eradicate - identifying the cause of the incident and mitigating that cause, as well as removing components of an incident. Recovery - Once the system appears to be performing normally, it must be tested and validated before placing it onto a production network The Contractor shall provide notification to the ED Network Security Officer (NSO) or designee when a high or potentially critical event occurs, and will provide communication to ED based on the direction received from NSO. A draft Root Cause Analysis (R The Contractor shall perform Log Audits from various data source feeds to include but not limited to: a. Host Based IDS/IPS events b. Network Based IDS/IPS events c. Encrypted File Integrity Events d. Anti-Virus Events f. Firewall Events g. Syslog events h. Wireless Intrusion Prevention events i. Enterprise Vulnerability Management data j. Layer 2/3 Network device events k. Windows Event logs l. UNIX events The Contractor shall review the logs and may be required to evaluate sample data in order to affirm that the forensic analysis is accomplishing the goal of determining patterns that lead up to an incident and responding to data requests.	
Metric Components:	**Event Notification (EN)**	Within 4 hours of a Medium category event
		Within 15 minutes of a High category event
	Time to Restore (TTR)	4 hours without dispatch
		8 hours with dispatch
	Grade of Service (Configuration/Change)	Within 5 hours for a Normal priority change

	Within 2 hours for an Urgent priority change
Response Time (On-Site)	Within 36 hours of the notification for a Medium category event
	Within 24 hours of the notification for a High category event
	The Event Notification (EN) value represents the elapsed time between the Contractor's detection of the event and the notification (escalation) to ED. Events are categorized as follows: a. Medium— events in the medium category have a more serious impact on service, and may indicate a possible security breach, threat or attack attempt. They may also cause the service to operate in a degraded state. b. High — events in the high category have a severe impact on service and operations. They indicate an actual threat, breach, or compromise of network security, and are immediately reported via email, pager, or telephone, as specified by ED. Time To Restore (TTR) to equal no more than 4 hours for a non-dispatched resolution and no more than 8 hours for a dispatched resolution The Grade of Service (Configuration/Change) value represents the elapsed time between the configuration/change request by ED and the change completion by the Contractor. Changes are initiated and prioritized by ED, or may be implemented in response to an The on-site response time value represents the elapsed time between the Contractor's notification to ED, and the contractor's arrival to the affected site for implementation of response and investigative procedures. These procedures, as well as what const
SLA Algorithm:	**Event Notification (IR) %** = $\frac{ME + HE}{TE} \times 100$ · ME = Total number of *medium events* identified and escalated within the SLA performance standard threshold (4 hours). · HE = Total number of high events identified and escalated within SLA performance standard threshold (15 minutes). · TE = Total number of all medium and high events within SLA performance standard measurement period. **Time to Restore (TTR) %** = $\frac{W/O\ D + WD}{TR} \times 100$ · W/O D = Total number of systems restored without dispatch within SLA performance standard threshold (4 hours). · WD = Total number of systems restored with dispatch within SLA performance standard threshold (8 hours).

	· TR = Total number of all systems restored within SLA performance standard measurement period. **Grade of Service %** = $\frac{NPC + UPC}{TC} \times 100$ · NPC = Total number of normal priority changes requested and completed within SLA performance standard threshold (5 hours). · UPC = Total number of urgent priority changes requested and completed within SLA performance standard threshold (2 hours). · TC = Total number of all priority changes within SLA performance standard measurement period. **Response Time (On-Site) %** = $\frac{RTM + RTH}{TRT} \times 100$ · RTM = Total number of notifications and implementations of on-site response time for a medium category event within SLA performance standard threshold (36 hours). · RTH = Total number of notifications and implementations of on-site response time for a high category event within SLA performance standard threshold (24 hours). · TRT = Total number of all notifications and implementations of on-site response times within SLA performance standard measurement period.
SLA Data Source & Collection Tools:	All event management tools. The event management data collection shall be posted to the security portal or comparable mutually agreed upon dashboard.
Process to Compile & Report SLA:	The Contractor shall provide a monthly report detailing the number of events, logs reviewed and all pertinent statistical information as well as and respond and escalate per IRP. The Contractor shall provide a monthly report which shall detail the number of events, denial of service attacks, spoofing, probes, Web exploits all pertinent statistical information as well as respond and escalate per IRP. This report shall also include Results shall be posted on Operations Status Dashboard or Portal in real time to include but not limited to all data elements, devices, and services, for customer review to enable government to validate SLA performance standard. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by Government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):**

	Centralized logging, auditing of system event logs and system configurations All Intrusion detection and prevention devices Perimeter firewall management LAN isolation technologies Centralized user authentication and authorization services Vulnerability assessment Security incident tracking and response Reporting management that supports policy compliance detection, enforcement, and quick issue and incident remediation Periodic network scans and penetration tests
Special Notes:	N/A

SLA Identification Number:	SP-2	
Customer:	ED/OCIO	
SLA Category:	Security Operations	
SLA Name:	**Intrusion Detection / Protection Monitoring / Log Analysis**	
SLA Type:	High	
SLA Owner:	IAS/Security And Reliability Assurance	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	**Key Performance Indicator (KPI)**	**Performance Standard (Threshold)**
	Availability	99.90%
	Grade of Service (Configuration/Change)	100%
	Time to Restore (TTR)	100%
	Current Versioning	100%
Location(s) Being Measured:	All ED data and facilities	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Monitor continuously utilizing weekly, monthly, quarterly reports as well as reports from any audits conducted internal or 3rd parties.	
Measurement Period:	Monthly	
SLA Description & Definition:	The Contractors Intrusion Detection and Prevention (IDS/IPS) Service shall comply with (but not limited to) the following standards, as applicable: After award, the contractor may propose alternatives at no additional cost to the Government that meet or e 1. E-Government Act of 2002, Title III (Federal Information Security Management Act (FISMA)) 2. National Institute of Standards and Technology (NIST) Federal Information Processing Standards Publication (FIPS) PUB 140 - Security Requirements for Cryptographic Modules 3. NIST FIPS PUB 199 — Standards for Security Categorization of Federal Information and Information Systems 4. NIST Special Publication (SP) 800-31 — Intrusion Detection Systems (IDS) 5. United States Computer Emergency Readiness Team (US-CERT) reporting requirements 6. All new versions, amendments, and modifications of the above when offered The Contractor shall provide best in class, real-time monitoring of, IDS/IPS, and all other related tools. Contractor shall respond to all alerts as stipulated in the ED Incident Response Plan (IRP). Contractor shall ensure that all ED systems have host	

	The contractor shall perform signature-based or anomaly based detection and analyze system activity for known attacks such as, but not limited to: a. Buffer Overflows b. Brute Force c. Denial of Service (DOS) d. Reconnaissance Efforts Contractor shall ensure that every ED facility (to include all regional offices) have Wireless Intrusion Prevention Systems (WIPS) capability. This capability is to ensure that all square footage of ED facilities are protected with WIPS Sensors that repo This SLA requires that the contractor shall conduct the following steps, at a minimum, on which evaluation shall occur: IDS/IPS Appliance/Device/Software/Platform: Availability (it is up and running when we need it) Current versioning (correct versions, updates, patches, sig files, etc) (ie, N-2) Properly Managed and Monitored (body watching it, or device auto controls being activated)
Metric Components:	

Availability	Available 99.9% of time
Grade of Service (Configuration/Change)	Within 5 hours for a Normal priority change
	Within 2 hours for an Urgent priority change
Time to Restore (TTR)	4 hours without dispatch
	8 hours with dispatch
Current Versioning	No less that N-1 software or hardware current version releases

IDS/IPS Availability is calculated as a percentage of the total reporting interval time that the system is operationally available to ED.

The Grade of Service (Configuration/Change) value represents the elapsed time between the configuration/change request by ED and the change completion by the Contractor. Changes are initiated and prioritized by ED, or may be implemented in response to an

TTR to equal no more than 4 hours for a non-dispatched resolution and no more than 8 hours for a dispatched resolution.

	Availability must be at 99.9% level 24hours per day by 365 days per year · Current versioning (correct versions, updates, patches, sig files, etc) (i.e., N-2 is acceptable, any thing less is a compliance violation) · Properly Managed and Monitored (body watching it, or device auto controls being activated) – persons to contact are always on site or available and managing process and equipment
SLA Algorithm:	**Av (IDPS) %** = RI (HR) - COT (HR) x 100 RI (HR) · Av = Availability · RI = reporting Interval · COT = Continuous Off-line Time. A service is considered unavailable when the service category experiences degraded or loss of service, including backup services. An unavailable service is considered available when restoration activities have **Grade of Service %** = NPC + UPC x 100 TC · NPC = Total number of normal priority changes requested and completed within SLA performance standard threshold (5 hours). · UPC = Total number of urgent priority changes requested and completed within SLA performance standard threshold (2 hours). · TC = Total number of all priority changes within SLA performance standard measurement period. **Time to Restore (TTR) %** = W/O D + WD x 100 TR · W/O D = Total number of systems restored without dispatch within SLA performance standard threshold (4 hours). · WD = Total number of systems restored with dispatch within SLA performance standard threshold (8 hours). · TR = Total number of all systems restored within SLA performance standard measurement period. **Current Versioning (CV) %** = CV x 100 CVT · CV = Total number of systems identified within SLA performance standard threshold (n-1 version). · CVT = Total number of all systems within SLA performance standard threshold.
SLA Data Source & Collection Tools:	All Network and host based intrusion detection and prevention (IDS/IPS) tools. The collection of both network and host based IDS/IPS data shall be the security portal or comparable mutually agreed upon dashboard.

Process to Compile & Report SLA:	The Contractor shall provide a monthly report detailing the number of events, logs reviewed and all pertinent statistical information as well as and respond and escalate per IRP. The Contractor shall provide a monthly report which shall detail the number of events, denial of service attacks, spoofing, probes, Web exploits all pertinent statistical information as well as respond and escalate per IRP. This report shall also include Results shall be posted on Operations Status Dashboard or Portal in real time to include but not limited to all data elements, devices, and services, for customer review to enable government to validate SLA performance standards. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by Government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Centralized logging, auditing of system event logs and system configurations All Intrusion detection and prevention devices Perimeter firewall management LAN isolation technologies Centralized user authentication and authorization services Vulnerability assessment Security incident tracking and response Reporting management that supports policy compliance detection, enforcement, and quick issue and incident remediation
Special Notes:	N/A

SLA Identification Number:	SP-3	
Customer:	ED / OCIO	
SLA Category:	Security Operations	
SLA Name:	**Enterprise Vulnerability Management Service / Analysis / Remediation Recommendations**	
SLA Type:	High	
SLA Owner:	IAS/Security And Reliability Assurance	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	**Key Performance Indicator (KPI)**	**Performance Standard (Threshold)**
	Availability	99.90%
	Grade of Service (Configuration/Change)	100%
	Current Versioning	100%
Location(s) Being Measured:	All ED data and facilities	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Monitor continuously utilizing weekly, monthly, and quarterly reports	
Measurement Period:	Monthly	
SLA Description & Definition:	The Contractors Vulnerability Scanning Service shall comply with (but not limited to) the following standards, as applicable. After award, the contractor may propose alternatives at no additional cost to the Government that meet or exceed the provisions 1. E-Government Act of 2002, Title III (Federal Information Security Management Act (FISMA)) 2. National Institute of Standards and Technology (NIST) Federal Information Processing Standards Publication (FIPS) PUB 199 — Standards for Security Categorization of Federal Information and Information Systems 3. NIST Special Publication (SP) 800-51 — Use of the Common Vulnerabilities and Exposures (CVE) Vulnerability Naming Scheme 4. United States Computer Emergency Readiness Team (US-CERT) reporting requirements 5. All new versions, amendments, and modifications of the above as they become applicable The Contractors Enterprise Vulnerability Management Service shall provide ED a cost-effective and continuous protection against exploitable vulnerabilities. The Contractor service shall include recurring vulnerability scanning and testing, application and · Internal or DMZ networks · Database's · Pre-production baselines · External, Internet-facing networks · Web-based applications · Wireless LANs · Modems and remote access systems	

	The Contractor shall ensure that all ED network segments are continuously monitored by an Enterprise Vulnerability Management System sensor. The Contractors Vulnerability management tool shall allow ED to assign priority based on business functions and t The Contractor shall conduct baseline security system scanning. The responsibility for system baseline vulnerability scanning shall include the proper scanning for any known security weaknesses that could be exploited by internal or external parties. The Prior to issuing a report to ED, the vulnerability assessment Contractor shall review all scan data and, based on ED's individual business risks, prioritizes vulnerabilities. This is to ensure ED receives relevant and functional reports as well as gain re Contractor shall conduct on-going security vulnerability scanning, to include application and database scanning following ED SOPs.
Metric Components:	**Availability** — 99.90% **Grade of Service (Configuration/Change)** — Within 5 hours for a Normal priority change; Within 2 hours for an Urgent priority change **Current Versioning** — No less that N-1 software or hardware current version releases Enterprise Vulnerability Management Availability is calculated as a percentage of the total reporting interval time that the system is operationally available to ED. The Grade of Service (Configuration/Change) value represents the elapsed time between the configuration/change request by ED and the change completion by the Contractor. Changes are initiated and prioritized by ED, or may be implemented in response to an
SLA Algorithm:	**Av (IDPS) %** = RI (HR) – COT (HR) x 100 RI (HR) · Av = Availability · RI = reporting Interval · COT = Continuous Off-line Time. A service is considered unavailable when the service category experiences degraded or loss of service, including backup services. An unavailable service is considered available when restoration activities have However, if there are no errors encountered during the proving period of 30 minutes, this will not be counted towards the service unavailable time. **Grade of Service %** = NPC + UPC x 100 TC · NPC = Total number of normal priority changes requested and completed within SLA performance standard threshold (5 hours).

	· UPC = Total number of urgent priority changes requested and completed within SLA performance standard threshold (2 hours). · TC = Total number of all priority changes within SLA performance standard measurement period. **Current Versioning (CV) %** = $\frac{CV}{CVT} \times 100$ · CV = Total number of systems identified within SLA performance standard threshold (n-1 version). · CVT = Total number of all systems within SLA performance standard threshold.
SLA Data Source & Collection Tools:	Enterprise Vulnerability Management tools. The collection of Vulnerability Management data shall be the security portal or comparable mutually agreed upon dashboard.
Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal in real time to include but not limited to all data elements, devices, and services, for customer review to enable government to validate SLA performance standard. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by Government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Centralized logging, auditing of system event logs and system configurations All Intrusion detection and prevention devices Perimeter firewall management LAN isolation technologies Centralized user authentication and authorization services Vulnerability assessment Security incident tracking and response Reporting management that supports policy compliance detection, enforcement, and quick issue and incident remediation
Special Notes:	N/A

SLA Identification Number:	SP-4	
Customer:	ED / OCIO	
SLA Category:	Security Operations	
SLA Name:	**Audit and Data Call Support**	
SLA Type:	High	
SLA Owner:	IAS/Security And Reliability Assurance	
Service Credit:	N/A	
SLA Target Time:	See Performance Standards listed below	
SLA Performance Standard:	**Key Performance Indicator (KPI)**	**Performance Standard (Threshold)**
	Response Time	100%
	Accuracy	100%
Location(s) Being Measured:	All ED data and facilities	
SLA Hours of Availability:	24 hours a day, 7 days a week	
Data Capture Frequency:	Monitor continuously utilizing weekly, monthly, and quarterly reports	
Measurement Period:	Ad Hoc and Monthly	
SLA Description & Definition:	The contractor shall be responsible for creating new, maintaining current, and retiring old Risk Analysis Form (RAF) documents as directed by the Department of Education based upon the Department of Education's acceptance of risk on ED. The contractor shall conduct monthly analysis, interpretation, evaluation and documentation of RAF data for new RAF's and for all old RAF's that may now be obsolete. The Contractor shall provide industry best practice, recommended solutions, and mitigation strategies for all identified risks. Contractor shall be available to support all audits and reviews. Those audits and reviews shall include all third party, internal and government-wide audits. Contractor shall identify a single point of contact for each audit or review process. The contractor shall store and maintain audit and review related work papers and data in an easily referenced and accessible format. Such data and work papers must be maintained in a secure environment acceptable to ED and for which the Contractor has gained ED concurrence. Formal written report deliverable to the government on a quarterly or ad hoc basis including new, updated, and removed items from the RAF database. Emphasis shall be placed upon identifying devices on ED to which the change in the RAF database applies.	

	Reports are for internal control purposes and shall not be released outside of ED without prior written authorization/approval and shall be properly marked and protected. Contractor shall store and maintain a listing of devices, attached to ED, affected by each RAF. When data for a RAF changes, the Contractor shall work with the EDNet SP contractor group to promptly and properly remediate where necessary. All RAF data will be available to the government and provided upon request. Reference Appendix 1 regarding contractor responsibilities for tape back up for audit and review response and support.	
Metric Components:	**Response Time**	Not to exceed 72 hours
	Accuracy	Contractor shall provide audit response/forms in a grammatically and technically accurate manner.
	The response time value represents the elapsed time between the Contractor's notification from the various audit factions or the Government, and the contractor's completion of delivery for various data requests. Accuracy - Reduction in the number of audit response/forms that are returned due to grammatical and technical deficiencies.	
SLA Algorithm:	**Response Time %** = RT x 100 TRT · **RT** = Total number of audit/data requests satisfied within SLA performance standard threshold (72 hours). · **TRT** = Total number of all audit/data requested within SLA performance standard measurement period. **Accuracy %** = A x 100 AT · **A** = Total number of audit/data requests accurately satisfied within SLA performance standard threshold. · **AT** = Total number of all audit/data requested within SLA performance standard measurement period.	
SLA Data Source & Collection Tools:	Various event logging and forensic capabilities. The event logging and forensic capabilities shall be posted to the security portal or comparable mutually agreed upon dashboard.	

Process to Compile & Report SLA:	Results shall be posted on Operations Status Dashboard or Portal in real time to include but not limited to all data elements, devices, and services, for customer review to enable government to validate SLA Metrics. Performance Report **Deliver To:** **Section:** **Media:** Electronically (web-based) **Format:** Contractor commercial format, as approved by Government **Frequency:** First Report: 5 business days after the first complete calendar month; Updated: Monthly **Data Elements (to include but NOT limited to):** Centralized logging, auditing of system event logs and system configurations All Intrusion detection and prevention devices Perimeter firewall management LAN isolation technologies Centralized user authentication and authorization services Vulnerability assessment Security incident tracking and response Reporting management that supports policy compliance detection, enforcement, and quick issue and incident remediation Periodic network scans and penetration tests
Special Notes:	N/A

Hourly Labor Category Rates

(b)(4)

Labor Category Title	GSA Labor Category	GSA CLIN
Administrative Specialist - I	Administrative Support	MOBIS
Administrative Specialist -II	Administrative Staff	MOBIS
Business Case Analyst - II	Associate Business Manager	SV054
Business Case Analyst-III	Senior Business Manager	SV055
Business Process Reengineering Specialist -II	Associate Business Manager	SV054
Business Process Reengineering Specialist-III	Associate Reengineering Specialist	SV114
Business Process Reengineering Specialist-IV	Senior Reengineering Specialist	SV115
Client Advocate-III	Senior System Engineer	SV087
Client Advocate-IV	Principal System Engineer	SV088
Communications Specialist-II	Associate Network Engineer	SV100
Communications Specialist-III	Senior Network Engineer	SV101
Communications/Network Engineer-III	Principal Network Engineer	SV102
Communications/Network Engineer-IV	Principal System Engineer	SV088
Computer Systems Analyst-II	Associate Computer Systems Analyst	SV063
Computer Systems Analyst-III	Senior Computer Systems Analyst	SV064
Computer Systems Analyst-IV	Principal Computer Systems Analyst	SV065
Configuration Management Specialist-II	Associate Computer Systems Analyst	SV063
Configuration Management Specialist-III	Senior Computer Systems Analyst	SV064
Configuration Management Specialist-IV	Principal Computer Systems Analyst	SV065
Database Analyst/Programmer-II	Principal Computer Systems Analyst	SV065
Database Analyst/Programmer-III	Database Analyst	SV067
Database Analyst/Programmer-IV	Database Administrator	SV099
Deployment Manager-III	Senior Task Order Project Manager	SV095
Deployment Technician-II	Senior Computer Systems Analyst	SV064
Deployment Technician-III	Principal Computer Systems Analyst	SV065
Disaster Recovery Specialist-II	Principal Computer Systems Analyst	SV065
Disaster Recovery Specialist-III	Database Administrator	SV099
Functional Analyst-II	Senior Computer Systems Analyst	SV064
Functional Analyst-III	Functional (Subject Matter) Expert	SV068
Hardware Specialist-II	Associate Information Systems Engineer	SV070
Hardware Specialist-III	Senior Information Systems Engineer	SV071
Information Assurance Manager-IV	Principal System Engineer	SV088
Information Technology Consultant-IV	Principal Information Architecture Specialist	SV119
IT Security Specialist-II	Associate Computer Systems Security Engineer	SV121
IT Security Specialist-III	Senior Computer Systems Security Engineer	SV122
IT Security Specialist-IV	Principal Computer Systems Security Engineer	SV123
LAN/Deskside Support Technician-II	Senior Communication Software Specialist	SV061
Network Manager-IV	Principal System Engineer	SV088
PMO Manager-Level IV	Senior Program Manager	SV077
Program Manager-IV	Principal Program Manager	SV078
Project Control Specialist-II	Principal Computer Systems Analyst	SV065
Project Control Specialist-III	Associate Program Manager	SV076
Project Manager-IV	Principal Program Manager	SV078
Quality Assurance Manager-IV	Senior Task Order Project Manager	SV095
Quality Assurance Specialist-II	Quality Assurance Specialist	SV079
Service Delivery Manager-IV	Principal Program Manager	SV078
Service Desk Manager-III	Associate Task Order Project Manager	SV094
Service Desk Specialist-II	Associate Software Engineer	SV080
Subject Matter Expert-IV	Principal (Functional) Subject Matter Expert	SV125
System Operations Manager-IV	Principal System Engineer	SV088
System Operator-I	ADP Hardware Specialist	SV050
Systems Administrator-II	System Administrator/Operator	SV085
Systems Administrator-III	Principal System Programmer	SV091
Systems Architect-IV	Principal (Functional) Subject Matter Expert	SV125
Systems Engineer-II	Associate Information Systems Engineer	SV070
Systems Engineer-III	Senior Information Systems Engineer	SV071
Systems Engineer-IV	Principal Information Systems Engineer	SV072
Technical Writer/Editor-II	Senior Technical Writer	SV092

Hourly Labor Category Rates

Labor Category Title	GSA Labor Category	GSA CLIN	(b)(4)
Test Engineer-II	Associate Software Engineer	SV080	
Test Engineer-III	Senior Software Engineer	SV081	
Test Engineer-IV	Principal Software Engineer	SV082	
Training Specialist-III	Principal Training Specialist	SV098	
Training Specialist-IV	Associate Task Order Project Manager	SV094	
Transition Manager-IV	Principal Program Manager	SV078	
Web Architect-II	Associate Information Systems Engineer	SV070	
Web Architect-III	Senior Information Systems Engineer	SV071	

Note: Each Labor Category has a Position Description in Section 2.0, Management, and is discussed in Sections 2.5.3.1, Education and Experience Guidelines, and 2.5.3.2., Staff Position

Rates have been escalated to future periods of performance based upon the respective annual excalation in the current GSA Schedule Contract No. GS-00F-0049M

APPENDIX A

PRODUCTS/SERVICES CATALOG

PRODUCTS/SERVICES CATALOG SERVICES

Perot Systems has developed an initial Services Catalog by CLIN for the purposes of the proposal and will provide the necessary resources to maintain the catalog over the term of the contract as products, technology and services evolve. This catalog represents the discounted price for the products and services represented in the Pricing Sheet's "Unit Price" column, as well as additional resources that may be required by ED.

- On an annual basis, or more frequently as is necessary, recommendations for improvements or upgrades will be made to ED for inclusion into the catalog. This may include new models, versions, market price changes, new discounts, etc.
- ED, at any time, may request additions to the catalog.
- Prior to general availability in the catalog, required testing of ED accepted recommendations or ED requested additions will be executed, as well as coordinated with system configuration, change management, refresh plans and requirements.
- Availability of the catalog via a catalog management system will be 120 days after the initial catalog is finalized during either of the Transition In period or the Optimization period.

Perot Systems developed our Services Catalog to provide the Department of Education with an easy mechanism to order its requirements beyond the expected baseline quantities on an ad hoc basis during the period of performance of the EDUCATE contract. Consistent with industry best practices and our hands-on experience with many of our commercial clients, we have developed the Services Catalog to be flexible and available on a "pay for what you use" basis. While the pricing tables reflect the firm fixed price for each item, the simple math of dividing the extended price by the number of units, results in a per unit price that includes both the fixed price and incremental price components for a managed services provider. The fixed price component of the firm fixed price applies to established baseline quantity. Once this baseline quantity has been met, the Department of Education will only be charged the incremental price associated with each additional unit.

If the quantity of units increases, the flexible nature of the Services Catalog pricing results in the Department of Education paying only the increased incremental price and prevents Perot Systems from over-recovering on the fixed price component. Conversely, if the quantity of units reduces, the fixed cost must be recovered over the lowered quantity. Hence, the Services Catalog provides a mechanism to vary the price for an individual unit at solely the incremental costs associated with that unit.

Example of Service Catalog Adjustment

For example, if ED wishes to add one additional user, ED would have the ability to choose the parameters of that user based on the categories from the Desktop, Helpdesk and E-mail category. Assume that the user is determined to be:

CLIN001: Hardware Profile	Standard Admin
CLIN001: Software Profile	Standard
CLIN002 Helpdesk Profile	Staff
CLIN002 Service Profile	Standard
CLIN004 E-mail Components	Enterprise APP
CLIN004 E-mail Components	Web Interface

ED determined that this user would not have a cell phone or a Blackberry. ED also determined that this user's E-mail would require the Encryption and Archiving options.

The impact to price would be computed as:

			One-Time	Monthly
CLIN001: Hardware Profile	Standard	$	(b)(4)	
CLIN001: Software Profile	Standard	$		
CLIN002: Helpdesk Profile	Staff Priority	$		
CLIN002: Service Profile	Standard	$		
CLIN004: E-mail Components	Enterprise APP	$		
CLIN004: E-mail Components	Web Interface (included in Enterprise APP)	$		
	Totals	$		

The following month's invoice would include the appropriate One-Time charges of $ (b)(and monthly charges of (b)(Every month thereafter, the invoice would include the increase in monthly charges of

Similarly, a decrease of the same configuration would be calculated as:

			One-Time	Monthly
CLIN001: Hardware Profile	Standard	$	(b)(4)	
CLIN001: Software Profile	Standard	$		
CLIN002: Helpdesk Profile	Staff	$		
CLIN002: Service Profile	Standard	$		
CLIN004: E-mail Components	Enterprise APP	$		
CLIN004: E-mail Components	Web Interface (included in Enterprise APP)	$		
	Totals	$		

The following month's invoice would include the appropriate One-Time charges of (b)(and a reduction in the monthly charge of (b)(Every month thereafter, the invoice would include the decrease in monthly charges of $(b)(

2.2.4.7.4 Catalog Categories (Service Catalog)

PRICE / UNIT

CLIN001 - Desktop Services

Workstation Profiles	Metric	Description	One-time	Monthly
Principle/Mobile Package	Per profile	• Ultra-light mobile (3-5 lbs) notebook including battery • Docking Stations • Standard keyboard • Mouse • Monitor (19" minimum) • Desk phone • Mobile collaboration device (e.g. Palm Enabled Device and Wireless Phone) • Standard software profile, Expanded software profile, or Custom software profile • Roller case for above devices	(b)(4)	
Power-User Package	Per profile	• High-end desktop computer • Monitor (19" minimum) • Desk phone • Mobile collaboration device • Standard software profile, Expanded software profile, or Custom software profile		
Premier Package	Per profile	• Mid-range desktop computer • Monitor (19" minimum) • Desk phone • Mobile collaboration device • Standard software profile, Expanded software profile, or Custom software profile		
Standard Administrative Package	Per profile	• Mid-range desktop computer • Monitor (19" minimum) • Desk phone • Standard software profile		

Kiosk Package	Per profile	• Low-end desktop computer • Monitor (19" minimum) • Standard software profile	(b)(4)
Software Profiles	***Metric***	***Description***	***Or***
Standard Package	Per profile	• Web browsers • PDF Reader • Media Player Software consistent with Windows, QuickTime and Real Media Applications • Terminal server emulation software • Flash plug-in • Java runtime environment • ED software	
Expanded Software Profile	Per profile	• PDF editor/creator •	
Customer Software Profile	Per profile	• Basic document management tool, scanner/scanning software, document security and associated ODBC tools, and an allocation of leveraged support	
Standard Package – Microsoft	Per profile	• Office automation/productivity software • E-mail client • Includes ED's Microsoft EA pricing from SHI for Office automation/productivity, i.e. Microsoft Office including Outlook email client.	The then current department's EA agreement pricing for additional copies.
Expanded Software Profile – Microsoft	Per profile	• Project management software • Diagram/flow chart software • Includes ED's Microsoft EA pricing from SHI for project management and diagram/flow chart software, i.e. Microsoft project and Visio standard versions. • Incurred only if the quantity exceeds the current ED-licensed user base	The then current department's EA agreement pricing for additional copies.

eRoom License	Per user license	• eRoom license. Incurred only if above 750 licenses.
Engineering	***Metric***	***Description***
SMS Central Server	Per Server	• Enterprise level server located at the PTC that host the asset management system.
SMS Site Server	Per Server	• Remote server located at the DoEd regional offices.
Images	Per Image	• Price per image maintained for desktop support. Based upon hardware configuration profile of desktop and laptops.
Patch Release	Per Patch	• Off-cycle patch release
Events	***Metric***	***Description***
Physical Inventory	Per Device	• Counting and documenting a physical asset. Assumes inventory at a supported location only
Shipping	Per Device	• Shipping of devices to desktop team for imaging and setup.
Disposal	Per PC	• De-imaging, a destruction of data sources and disposal that meets all environmental regulations.
MACR	Per Event	• Move change add requestin existing facilities when it exceeds 520 MACRs per year.
Office Re-location	Per Seat	• Planning • Design / Engineering • Executing with the exception of the associated MACR, i.e. the MACR charge would be incurred. • Supplies • Office re-location from existing floor space to new floor space. New floor space may be either in a new facility or existing facility. Incurred only if the quantity of seats re-located exceeds 520 per year.

(b)(4)

CLIN002 - Helpdesk Support Services				
Priority Levels	*Metric*	*Description*	One-time	Monthly
Executive	Per User	• Presidentially-Apppointed, Senate-Confirmed or above • Senior Executives (SES) • Executive Program staff (e.g. Chief of Staff, Executive Officer) • Executive Support Staff (e.g. Scheduler, Administrative Assistant)	(b)(4)	
Staff	Per User	• ED employees not mentioned above • IT and Telecommunications POCs • ED contractors • ED Affiliated Governing Board Members		
Service Offerings	*Metric*	*Description*	One	
Platinum	Per User	• Premium services provided to ED users (as specified in SLAs and the Product/Service Catalog) who request and purchase the premium services		
Standard	Per User	• Standard services provided to all ED users		

CLIN003 - Systems / Data Center Services				
Windows	*Metric*	*Description*	One	
HP DL140	Per server per month	• One-time: installation of a DL140 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility		
HP DL360	Per server per month	• One-time: installation of a DL360 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility		

(b)(4)

HP DL380	Per server per month	• One-time: installation of a DL380 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility
HP DL580	Per server per month	• One-time: installation of a DL580 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility
Unix	***Metric***	***Description***
Sun SunFire V210	Per server per month	• One-time: installation of a Sunfire V210 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.
Sun SunFire V240	Per server per month	• One-time: installation of a Sunfire V240 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.
Sun SunFire V440	Per server per month	• One-time: installation of a Sunfire V440 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.

Sun SunFire V490	Per server per month	• One-time: installation of a Sunfire V490 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	(b)(4)
Sun SunFire V890	Per server per month	• One-time: installation of a Sunfire V890 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	
IBM p510	Per server per month	• One-time: installation of an IBM p510 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	
IBM p520	Per server per month	• One-time: installation of an IBM p520 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	
IBM p550	Per server per month	• One-time: installation of an IBM p550 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and	

		maintenance), system administration and electricity at a Perot facility.	(b)(4)
IBM p570	Per server per month	• One-time: installation of an IBM p570 server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	
Storage	***Metric***	***Description***	
Tier III - Raid 5	per GB per month	• This storage is neither highly available nor redundant. This storage also utilizes some disk space in a redundant fashion, improving reliability. Example storage systems would be an ATA based disk system; also include disk images like EMC TimeFinder here. An example application for this storage would be backup to disk, file and print. Incurred only for storage greater than 30TB at the PTC and greater than 15TB at the FTC.	
Tier IV - Raid 5	per GB per month	• This is archive storage. This storage also utilizes some disk space in a redundant fashion, improving reliability. An example is tape. This is typically limited to a small number of servers at each location that controls backups. Incurred only for storage greater than 16TB at the PTC and the FTC.	
Data backup	per GB per month	• This is archive storage. An example is tape. This is typically limited to a small number of servers at each location that controls backups.	
Tape	per Tape per month	• This is archive storage stored to tape and stored at an offsite facility. Incurred only for greater than 14,000 tapes.	

CLIN004 - E-Mail Services				
Mailboxes	***Metric***	***Description***	**One-time**	**Monthly**
Mailbox – Enterprise App	Per Mailbox	• Ability to povide secure communications between internal and external servers, devices, and clients and synchronous replication of all mail data and archives to a secondary site. • Includes 30MB of space	(b)(4)	
Mailbox – Web Interface	Per Mailbox	• Web interface for mailbox		
Servers	***Metric***	***Description***		
ISA Servers	Per server per month	• One-time: installation of a ISA server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install, and setup of the ISA application to provide reverse proxy and firewall services for Exchange SMTP and HTTPS. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity.		
OWA Servers	Per server per month	• One-time: installation of a OWA server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install, and setup of the OWA application to provide internet browser access to e-mail. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity.		
Front End Servers	Per server per month	• One-time: installation of a Front-end server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install, and setup of SMTP mail routes. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity.		

Public Folder Servers	Per server per month	• One-time: installation of a Public Folder server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity.	(b)(4)
Back End Servers	Per server per month	• One-time: installation of a Backend Server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration (including MAC of user accounts and mail database maintenance) and electricity.	
BES Servers	Per server per month	• One-time: installation of a BES server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration (including adding and removing wireless device accounts) and electricity.	
List Servers	Per server per month	• One-time: installation of a List Server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity.	
Certificate Servers	Per server per month	• One-time: installation of a Certificate server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity.	

Mailxtender Servers	Per server per month	•	One-time: installation of a Mailxtender server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install, and setup of the MailXtender application and appropriate archiving policies. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity.

(b)(4)

CLIN005 - Network, Telecommunications and Multimedia Services

Network	*Metric*	*Description*	
CISCO Catalyst 4506 Switch	Per Switch per month	•	One-time: installation of a CISCO Catalyst 4506 Switch at either a Perot facility or a DoEd regional office includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.
CISCO Catalyst 6509 Switch	Per Switch per month	•	One-time: installation of a CISCO Catalyst 6509 Switch at either a Perot facility or a DoEd regional office includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.
CISCO Catalyst 3560 Switch	Per Switch per month	•	One-time: installation of a CISCO Catalyst 3560 Switch at either a Perot facility or a DoEd regional office includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.

Cisco 3845 Router	Per router per month	• One-time: installation of a CISCO 3845 Router at either a Perot facility or a DoEd regional office includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	(b)(4)
Cisco 2811 Router	Per router per month	• One-time: installation of a CISCO 2811 Router at either a Perot facility or a DoEd regional office includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	
Cisco 7206 Router	Per router per month	• One-time: installation of a CISCO 3845 Router at either a Perot facility or a DoEd regional office includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	
Cabling Run > 100 meters	Per Run	• One-time: cabling run > 100 meters with heavier spec cable	
CISCO ASA5510 Firewall	Per Switch per month	• One-time: installation of an ASA5510 firewall includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.	

(b)(4)

F5 Big IP appliance	Per Software Instance	• One-Time: Installation of a F5 Big Software instance, this include receiving, installing and testing. Monthly includes all system support all software cost and any associated maintenance.
Wireless	***Metric***	***Description***
Cell Phone (Motorola a840)	Per Cell Phone Per Month	• One-time: Purchase of the cell phone asset. Set up of cell phone account. Monthly: Monthly voice plan (450 minutes).
Blackberry 8703e	Per Blackberry Per Month	• One-time: Purchase of the Blackberry asset. Set up of Blackberry phone account. Monthly: Monthly voice and data plan.
Voice	***Metric***	***Description***
		• Refer to Basis of Estimate
IPT	***Metric***	***Description***
Cisco Call Manager	Per Location Per Month	• Monthly: Hardware (purchase and maintenance), software licenses, system administration and electricity at the Perot facility.
Cisco 7960g IP Telephone	Per Desktop IP phone per month	• One-time: Purchase of a CISCO 7960g IP phone as well as all licenses. Monthly: Usage, monitoring and asset management support.
Cisco 3936 Conference phone	Per Desktop IP phone per month	• One-time: Purchase of a CISCO 3936 IP phone as well as all licenses. Monthly: Usage, monitoring and asset management support.
Voice Mail	***Metric***	***Description***
Unity Server	Per Server	• One-time: installation of a Unity server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity at a Perot facility.

Voicemail Box	Per Voicemail Per Month	• One-time: Setup of voicemail account, hardware and software licenses for the user. Monthly: maintenance of user accounts, and ongoing hardware and software licenses.	(b)(4)
Telework	***Metric***	***Description***	
VPN SSL User	Per User per month	• One-Time: Setup of user to the network, hardware and software maintenance. Monthly: User account support including hardware and software as well as the engineering and systems administration support for the service.	
VPN Thick Client User	Per User per month	• Monthly: User account support including hardware and software as well as the engineering and systems administration support for the service.	
Testing	***Metric***	***Description***	
Per application added to the DR/COOP/BIA plan	Per Application	• Charge for adding an additional application to the DR environment. It includes DR and BIA plan updates required to integrate the new application specific needs into the overall DR strategy.	
Tiered Support	***Metric***	***Description***	
DR Tier 1	Per Device Hosted	• Monthly recurring charges for each Tier 1 DR Microprocessor operating instance hosted at the second datacenter. Perot Pricing is flexible enough to accommodate any and all combinations of the services listed above. Perot's Tier 1 price can be calculated by multiplying the appropriate rate above by a multiplier.	

(b)(4)

DR Tier 2	Per Device Hosted	• Monthly recurring charges for each Tier 2 DR Microprocessor operating instance hosted at the second datacenter. Perot Pricing is flexible enough to accommodate any and all combinations of the services listed above. Perot's Tier 2 price can be calculated by multiplying the appropriate rate above by a multiplier.
DR Tier 3	Per Device Hosted	• Monthly recurring charges for each Tier 3 DR Microprocessor operating instance hosted at the second datacenter. Perot Pricing is flexible enough to accommodate any and all combinations of the services listed above. Perot's Tier 3 price can be calculated by multiplying the appropriate rate above by a multiplier.
DR Tier 4	Per Device Hosted	• Since Tier 4 equates to no DR no charges are applicable.

CLIN007 Special Services

IES	*Metric*	*Description*
Equipment		• Reference Systems / Data Center Services for pricing
Google appliance	Per Device Hosted	• One-time: installation of a Google Appliance Server includes receiving, unpacking, inspect, physical install, electrical install, all networking connections and OS install. Monthly includes all hardware expenses (purchase and maintenance), system administration and electricity.
Citrix	Per Software Instance	• One-Time: Installation of a QA Load software instance, this include receiving, installing and testing. Monthly includes all system support all software cost and any associated maintenance.

OIG	*Metric*	*Description*	One-time	Monthly
Equipment		• Reference Systems / Data Center Services for pricing		

Secured cabinet		• Dedicated lockable racks with physical alarms, separate keys, surveillance, and additional system logging.
CLIN008 - Printer Services		
Scanner	***Metric***	***Description***
HP ScanJet G3010 Photo Flatbed scanner - 8.6 in x 11.8 in - 4800 dpi x 9600 dpi - Hi-Speed USB	per Scanner per month	• One-Time: Installation of scanner, hardware and software. Includes ongoing warranty breakfix support.
HP ScanJet N6010 Document sheetfeed scanner - Legal - 600 dpi x 600 dpi - up to 18 ppm (mono) - ADF (50 sheets) - Hi-Speed USB	per Scanner per month	• One-Time: Installation of scanner, hardware and software. Includes ongoing warranty breakfix support.
HP ScanJet 8390 Document scanner - Legal - 4800 dpi x 4800 dpi - ADF (100 sheets) - up to 1000 scans per day - Hi-Speed USB	per Scanner per month	• One-Time: Installation of scanner, hardware and software. Includes ongoing warranty breakfix support.
Portable Inkjet	***Metric***	***Description***
HP Deskjet 460c Mobile Color inkjet, Up to 17 PPM B/W, Up to 16 PPM Color, Up to 4800x1200 dpi, 2 USB/1 CompactFlash/1 Secure Digital	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.
HP Deskjet 460wbt Mobile Color inkjet, Up to 17 PPM B/W, Up to 16 PPM Color, Up to 4800x1200 dpi, 2 USB/1 CompactFlash/1 Secure Digital, built-in Ethernet, WiFi 802.11g	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.

(b)(4)

Multi Function All-in-One	Metric	Description	One-time	Hourly
HP LaserJet 3052 AIO Multifunction (B/W), Laser, Copying (up to): 19 ppm, Printing (up to): 19 ppm, 260 Sheets, Hi-Speed USB, 10/100 Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.	(b)(4)	
HP LaserJet M3027 MFP Monochrome laser, Up to 27 ppm, Up to 1200x1200 dpi	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.		
Xerox 4150c	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.	$	

Color Inkjets	Metric	Description	On
HP Business Inkjet 1200dtwn Color Inkjet, Up to 28 PPM B/W, UP to 8 PPM Color, Up to 1200x1200 dpi, Parallel/USB, duplex, network, wireless	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.	
HP Business Inkjet 2800 Color Inkjet, Up to 24 PPM B/W, Up to 21 PPM Color, Up to 1200x600 dpi, IEEE 1284-compliant parallel/USB 2.0/1 EIO slot, duplex	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.	

B/W Laserjets	Metric	Description	One-time	Hourly

(b)(4)

HP Laserjet 1022n Monochrome laser, Up to 1200x1200 dpi, Up to 18 ppm, Hi-speed USB; 10/100Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.
HP Laserjet 4240n Up to 40 ppm, Up to 1200x1200 dpi	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.
HP Laserjet 4350n Monochrome laser, Up to 1200x1200 dpi, Up to 55 ppm, Parallel; Hi-Speed USB; 10/100Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.
HP Laserjet 9050n Printer - B/W - laser - Tabloid Extra (12 in x 18 in) - 1200 dpi x 1200 dpi - up to 50 ppm - capacity: 1100 sheets - Parallel, 10/100Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.
Color Laserjets	***Metric***	***Description***
HP Color Laserjet 2600n Color laser, Up to 600x600 dpi, Up to 8 ppm B/W, Up to 8 ppm color, Hi-Speed USB; 10/100Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.
Phaser 6120N: Letter Size Color Printer 110V. 5 ppm Color, 20 ppm B&W, 2400 dpi. , USB 2.0 & Parallel Ports, 10/100 Ethernet Networking	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.
Xerox 8560N Color, Up to 2400 dpi, Parallel; Hi-Speed USB; 10/100Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.

TX

(b)(4)

HP Color Laserjet 4700n Color laser, Up to 600x600 dpi, Up to 31 ppm (mono), Up to 31 ppm (color), Parallel; Hi-Speed USB; 10/100Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.
HP Laserjet 9500n Color laser, Up to 600x600 dpi, Up to 24 ppm (mono), Up to 24 ppm (color), Parallel; 10/100Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware software and warranty breakfix support. Paper and ink supplies to be centrally supplied.

Dot Matrix / Impact	*Metric*	*Description*
OKI Microline 420n Printer - B/W - dot-matrix - 10 in (width) - 240 dpi x 216 dpi - 9 pin - up to 570 char/sec - Parallel, USB, 10/100Base-TX	Per Printer per month	• One-Time: Installation of printer, Hardware softwa and warranty breakfix support. Paper and ink sup to be centrally supplied.

Printer Consumables	*Metric*	*Description*
Printer Consumables - Personal	Per event	• Consumbles for personal printers, i.e. toner • Incurred for consumables used above the 2.5 consumables average per year.

Printer Consumables - Small	Per event	• Consumables for light duty printers, i.e. toner • Incurred for consumables used above the 2.5 consumables average per year.	(b)(4)
Printer Consumables - Medium	Per event	• Consumables for medium capacity printers, i.e. toner • Incurred for consumables used above the 2.5 consumables average per year.	
Printer Consumables - Large	Per event	• Consumables for large capacity printers, i.e. toners, drums (if applicable), maintenance kit • Incurred for consumables used above the 2.5 consumables average per year.	
Printer Consumables – HP 4700n	Per event	• HP4700n consumables, i.e. toners, drums (if applicable), maintenance kit • Incurred for consumables used above the 2.5 consumables average per year.	
Printer Consumables – 9500n	Per event	• HP9500n consumables, i.e. toners, drums (if applicable), maintenance kit • Incurred for consumables used above the 2.5 consumables average per year.	

Security & Privacy Information Assurance				
Security	*Metric*	*Description*	One-time	Monthly

RSA SecureID Appliance Configuration	Per 2 Redundant Appliances	• RSA SecureID Appliance Hardware	(b)(4)
RSA SecureID User	Per User	• RSA SecureID Authenticator SID700 – Token • RSA SecureID Appliance Base Software License and maintenance • RSA SecureID Authenticator SID700	
PGP Whole Disk Encryption	Per User	• WDE – Perpetual license and maintenance	
USB Fingerprint Keyboard	Per device	• USB Fingerprint Keyboard device • Provisioning and distribution	
USB Smart Card Reader	Per device	• USB Smart Card Reader device • Provisioning and distribution	
Account Management	Per Touch Point	• Security administration add, change or delete for AD, Citrix or certificate management	
AirDefense Appliance	Per Device Hosted	• Installation and configuration of AirDefense 1150 appliance able to monitor up to 50 sensors	
AirDefenSe Sensor	Per Device Installed	• Installation, Configuration and 24x7 monitoring of an AirDefense 510 sensor	
Foundstone 1000 Appliance	Per Device Hosted	• Installation and configuration of a Foundstone 1000 appliance for vulnerability management	
Foundstone 850 Appliance	Per Device Hosted	• Installation and configuration of a Foundstone 800 appliance for vulnerability management	
Foundstone Enhanced Reporting Module	Per Device Monitored	• Purchase of Foundstone license to scan an additional device	
Foundstone Enterprise Software	Per Device Monitored	• Purchase of Foundstone license to scan an additional device	
Foundstone Remediation Module	Per Device Monitored	• Purchase of Foundstone license to scan an additional device	
Foundstone Threat Correlation Module	Per Device Monitored	• Purchase of Foundstone license to scan an additional device	
Host Intrusion Prevention	Per Device Monitored	• Entercept software license, setup and 24x7 Monitoring/Management of the HIDS	
Network Intrusion Prevention	Per Device Monitored	• Setup and 24x7 Monitoring/Management of the NIDS	

(b)(4)

Solutionary ActiveGuard Device	Per Device Hosted	• Installation and configuration of Solutionary ActiveGuard correlation appliance
Tripwire	Per Device Installed	• Tripwire software license and instillation for additional devices
Cross Functional		
Records Management, FOIA, E-Discovery		
Retrieval of mailbox to meet FOIA requirements	per mailbox retrieved	The retrieval and support of mailbox data. This applies only prior to the implementation optimized e-mail state.

Assistive Technology	*Metric*	*Description*
Dragon Naturally Speaking Pro		
Dragon Naturally Speaking Legal		
Window-Eyes w/ SMA		
Kurzweil 3000		
Jaws 40-users		
Accessibility Engineer, Senior		
Accessibility SME		

Notes:

1. The Description field is intended to be the general indication of the basic tasks each line item represents. These descriptions are not all inclusive and should be superseded by commitments found elsewhere in this document.
2. Unit prices depicted here are used to increase or decrease the current volumes. See the example that is provided at the beginning of this appendix
3. Unit volumes defined in the pricing forms and in the accompanying documentation is subject to a 15% floor and ceiling. For example if the number of principle users were to climb above 897 (780 * 115%), volume discounts would begin take affect and Perot would pass those on ED. As a result, Perot will provide new service catalog prices to reflect the materially changed ED business model.
4. For new projects reference the labor rates in the pricing forms.

EDUCATE PROPOSAL PRICING TABLE

Base Period

Transition In **Months 1-2**
§ 6.1.1.5 / 6.1.1.5.1

Transition In Total: **$1,050,373.00**

Operations **Months 3-14**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services *§ 6.1.2.1*	Helpdesk Support Services *§ 6.1.2.2*	Systems / Data Center Services *§ 6.1.2.3*	E-Mail Services *§ 6.1.2.4*	Network, Telecommunications, and Multimedia Services *§ 6.1.2.5*	Disaster Recovery Services *§ 6.1.2.6*	Special Services *§ 6.1.2.7*	Printer Services (Optional) *§ 6.1.2.8*
	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***		**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	Principal/Mobile 790	1 - Executives 120	Facilities	Enterprise App 5200	Network Services	Facilities	ES Support	Equipment
	Power-User 790	0 - Staff 5080	Equipment	Web Interfaces 5200	Telecom	Equipment	OIG	Support
	Premier 520	*Each user will be assigned profile	Support	Blackberry/PDA 800	Multimedia	Support		Consumables
	Standard 0120			Mail - list Services				
	Kiosk 120							
	TOTAL: 5300	TOTAL: 5200	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	Software Profiles	**Service Profiles***	**Special Services**		**Supporting Services**			**Printer Services (FSA)**
	Standard 4240	Platinum 520	Web Hosting		Telework			Equipment
	Expanded 530	Standard 4620	Coll/Doc Mgmt.		IP Service			Support
	Custom 530				Unified Messaging			Consumables
	TOTAL: 5300	TOTAL: 5200	TOTAL:		TOTAL:			TOTAL:
§ 6.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project
§ 6.1.1.6	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.7	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.8	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering
§ 6.1.1.9	Assistive Tech 450	Assistive Tech	Assistive Tech	Assistive Tech 450	Assistive Tech 450	Assistive Tech	Assistive Tech	Assistive Tech 45
§ 6.1.1.10	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training 520
	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:

(b)(4)

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN. Build in any additional areas and costs within the given fields.
NOTE: The Price Sheets shall not be modified or changed. The offeror shall incorporate any additional areas or costs within the existing fields within the Price Sheets. Any non compliance with these instructions may make the offeror ineligible for award.

Operations Total

Base Period Total: **$45,946,560.67**

EDUCATE PROPOSAL PRICE SHEET

Option Year 1 Period

Operations **Months 15-26**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services § 6.1.2.1	Helpdesk Support Services § 6.1.2.2	Systems / Data Center Services § 6.1.2.3	E-Mail Services § 6.1.2.4	Network, Telecommunications, and Multimedia Services § 6.1.2.5	Disaster Recovery Services § 6.1.2.6	Special Services § 6.1.2.7	Printer Services (Optional) § 6.1.2.8
	Description / Qty / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***		**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	PrincipalMedia 760	1 - Executives 120	Facilities	Enterprise App 5200	Network Services	Facilities	ES Support	Equipment
	Power-User 760	0 - Staff 5080	Equipment	Web Interface 5200	Telecom	Equipment	OIG	Support
	Premier 520	*Each user will be assigned profile	Support	Blackberry/PDA 800	Multimedia	Support		Consumables
	Standard 3120	TOTAL: 5200	TOTAL:	Mail-List Services	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	Kiosk 100			TOTAL:				
	TOTAL: 5300	**Service Profiles***	**Special Services**		**Supporting Services**			**Printer Services (FSA)**
	Software Profiles	Platinum 520	Web Hosting		Telework			Equipment
	Standard 4240	Standard 4680	Cell/Doc Mgmt		IP Service			Support
	Expanded 530	TOTAL: 5200			Unified Messaging			Consumables
	Custom 530		TOTAL:		TOTAL:			TOTAL:
	TOTAL: 5300	**GenerAM Services**						
§ 6.1.2	**General Services**		**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.7	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.8	Audit/Engineering	Audit/Engineering	Audit/Engineering	Audit/Engineering	Audit/Engineering	Audit/Engineering	Audit/Engineering	Audit/Engineering
§ 6.1.1.9	Assistive Tech 450	Assistive Tech	Assistive Tech	Assistive Tech 450	Assistive Tech 450	Assistive Tech	Assistive Tech	Assistive Tech 4
§ 6.1.1.10	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training 52
	TOTAL:	TOTAL	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:

(b)(4)

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN. Build in any additional areas and costs within the given fields.
NOTE: The Price Sheets shall not be modified or changed. The offeror shall incorporate any additional areas or costs within the existing fields within the Price Sheets. Any non compliance with these instructions may make the offeror ineligible for award

Option Period 1 Total

EDUCATE PROPOSAL PRICE SHEET

Option Year 2 Period

Operations **Months 27-38**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services § 6.1.2.1	Helpdesk Support Services § 6.1.2.2	Systems / Data Center Services § 6.1.2.3	E-Mail Services § 6.1.2.4	Network, Telecommunications, and Multimedia Services § 6.1.2.5	Disaster Recovery Services § 6.1.2.6	Special Services § 6.1.2.7	Printer Services (Optional) § 6.1.2.8
	Description / Qty / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***	Facilities	**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	PrincipalMobile 760	1 - Executives 120	Equipment	Enterprise App 5200	Network Services	Facilities	ES Support	Equipment
	Power-User 760	0 - Staff 5080	Support	Web Interface 5200	Telecom	Equipment	OIG	Support
	Premier 520	*Each user will be assigned a profile		Blackberry/PDA 800	Multimedia	Support		Consumables
	Standard 3120			Mail-List Services				
	Kiosk 100	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	TOTAL: 5300				**Supporting Services**			**Printer Services (FSA)**
	Software Profiles	**Service Profiles***	**Special Services**		Telework			Equipment
	Standard 4240	Platinum 520	Web Hosting		IP Service			Support
	Expanded 530	Standard 4680	Cell/Doc Mgmt		Unified Messaging			Consumables
	Custom 530							
	TOTAL: 5300	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
§ 6.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.7	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.8	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering
§ 6.1.1.9	Assistive Tech 450	Assistive Tech	Assistive Tech	Assistive Tech 450	Assistive Tech 450	Assistive Tech	Assistive Tech	Assistive Tech 4
§ 6.1.1.10	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training 52
	TOTAL:	TOTAL	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:

(b)(4)

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN. Build in any additional areas and costs within the given fields.
NOTE: The Price Sheets shall not be modified or changed. The offeror shall incorporate any additional areas or costs within the existing fields within the Price Sheets. Any non compliance with these instructions may make the offeror ineligible for award

Option Period 2 Total

EDUCATE PROPOSAL PRICE SHEET

Option Year 3 Period

Operations Months 39-50

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services § 6.1.2.1	Helpdesk Support Services § 6.1.2.2	System's / Data Center Services § 6.1.2.3	E-Mail Services § 6.1.2.4	Network, Telecommunications, and Multimedia Services § 6.1.2.5	Disaster Recovery Services § 6.1.2.6	Special Services § 6.1.2.7	Printer Services (Optional) § 6.1.2.8
	Description Qty. Unit Price Ext. Price	Description Qty. Unit Price Ext. Price	Description Qty. Ext. Price	Description Qty. Unit Price Ext. Price	Description Qty. Ext. Price	Description Qty. Ext. Price	Description Qty. Ext. Price	Description Qty. Ext. Price
	Hardware Profiles	**Priority Profiles***	Facilities	**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	Principal/Mobile 760 (b)(4)	1 - Executives 120 (b)(4)	Equipment	Enterprise App 5200 (b)(4)	Network Services (b)(4)	Facilities (b)(4)	IES Support (b)(4)	Equipment (b)(4)
	Power-User 760	0 - Staff 5080	Support	Web Interface 5200	Telecom	Equipment	OIG	Support
	Premier 500	*Each user will be assigned a profile		Blackberry/PDA 500	Multimedia	Support		Consumables
	Standard 3120			Mail-List Services				
	Kiosk 100							
	TOTAL: 5200	TOTAL: 5200	TOTAL	TOTAL	TOTAL:	TOTAL:	TOTAL	TOTAL:
	Software Profiles	**Service Profiles***	**Special Services**		**Supporting Services**			**Printer Services (FSA)**
	Standard 4240	Platinum 520	Web Hosting		Telework			Equipment
	Expanded 580	Standard 4620	Cost/Doc Mgmt.		IP Service			Support
	Custom 580				Unified Messaging			Consumables
	TOTAL: 5300	TOTAL: 5200	TOTAL	TOTAL	TOTAL:			TOTAL:
§ 6.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	PIA/Oning/Project	PIA/Oning/Project	PIA/Oning/Project	PIA/Oning/Project	PIA/Oning/Project	PIA/Oning/Project	PIA/Oning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.7	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.8	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering
§ 6.1.1.9	Assistive Tech 450	Assistive Tech	Assistive Tech	Assistive Tech 450	Assistive Tech 450	Assistive Tech	Assistive Tech	Assistive Tech 45
§ 6.1.1.10	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training 52
	TOTAL:	TOTAL:	TOTAL	TOTAL	TOTAL:	TOTAL:	TOTAL	TOTAL:
	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN. Build in any additional areas and costs within the given fields.
NOTE: The Price Sheets shall not be modified or changed. The offeror shall incorporate any additional areas or costs within the existing fields within the Price Sheets. Any non compliance with these instructions may make the offeror ineligible for award

Option Period 3 Total

EDUCATE PROPOSAL PRICE SHEET

Option Year 4 Period

Operations **Months 51-62**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services *§ 6.1.2.1*	Helpdesk Support Services *§ 6.1.2.2*	Systems / Data Center Services *§ 6.1.2.3*	E-Mail Services *§ 6.1.2.4*	Network, Telecommunications, and Multimedia Services *§ 6.1.2.5*	Disaster Recovery Services *§ 6.1.2.6*	Special Services *§ 6.1.2.7*	Printer Services (Optional) *§ 6.1.2.8*
	Description / Qty / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***	Facilities	**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	PrincipalMobile 760	1 - Executives 120	Equipment	Enterprise App 5200	Network Services	Facilities	ES Support	Equipment
	Power-User 760	0 - Staff 5080	Support	Web Interface 5200	Telecom	Equipment	OIG	Support
	Premier 520	*Each user will be assigned a profile.		Blackberry/PDA 800	Multimedia	Support		Consumables
	Standard 3120			Mail List Services				
	Kiosk 100	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	TOTAL: 5300				**Supporting Services**			**Printer Services (FSA)**
	Software Profiles	**Service Profiles***	**Special Services**		Telework			Equipment
	Standard 4240	Platinum 520	Web Hosting		IP Services			Support
	Expanded 530	Standard 4680	Call/Ticket Mgmt		Unified Messaging			Consumables
	Custom 530							
	TOTAL: 5300	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:			TOTAL:
§ 6.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	IMAPlanning/Project	IMAPlanning/Project	IMAPlanning/Project	IMAPlanning/Project	IMAPlanning/Project	IMAPlanning/Project	IMAPlanning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.6	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.7	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering
§ 6.1.1.8	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 400	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 40
§ 6.1.1.9	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training 520
§ 6.1.1.10	TOTAL:	TOTAL	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	CLIN TOTAL:	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**

(b)(4)

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN; Build in any additional areas and costs within the given folks.
NOTE: The Price Sheets shall not be modified or changed. The offeror shall incorporate any additional areas or costs within the existing fields within the Price Sheets. Any non-compliance with these instructions may make the offeror ineligible for award

Option Period 4 Total

EDUCATE PROPOSAL PRICE SHEET

Option Year 5 Period

Operations **Months 63-74**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services *§ 6.1.2.1*	Helpdesk Support Services *§ 6.1.2.2*	Systems / Data Center Services *§ 6.1.2.3*	E-Mail Services *§ 6.1.2.4*	Network, Telecommunications, and Multimedia Services *§ 6.1.2.5*	Disaster Recovery Services *§ 6.1.2.6*	Special Services *§ 6.1.2.7*	Printer Services (Optional) *§ 6.1.2.8*
	Description / Qty / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***	Facilities	**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	PrincipalMobile 760	1 - Executives 120	Equipment	Enterprise AQp 5200	Network Services	Facilities	ES Support	Equipment
	Power-User 760	0 - Staff 5080	Support	Web Interface 5200	Telecom	Equipment	OIG	Support
	Premier 520	*Each user will be assigned profile.		Blackberry/PDA 800	Multimedia	Support		Consumables
	Standard 3120			Mail List Services				
	Kiosk 100	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	TOTAL: 5300	**Service Profiles***	**Special Services**		**Supporting Services**			**Printer Services (FSA)**
	Software Profiles	Platinum 520	Web Hosting		Telework			Equipment
	Standard 4240	Standard 4680	Cell/Pcn Mgmt		IP Services			Support
	Expanded 500				Unified Messaging			Consumables
	Custom 500	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:			TOTAL:
	TOTAL: 5300							
§ 6.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	PMO/Planning/Project	PMO/Planning/Project	PMO/Planning/Project	PMO/Planning/Project	PMO/Planning/Project	PMO/Planning/Project	PMO/Planning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.6	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.7	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering
§ 6.1.1.8	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 400	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 4
§ 6.1.1.9	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training 52
§ 6.1.1.10	TOTAL:	TOTAL	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	CLIN TOTAL:	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**

(b)(4)

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN; Build in any additional areas and costs within the given folks.
NOTE: The Price Sheets shall not be modified or changed. The offeror shall incorporate any additional areas or costs within the existing fields within the Price Sheets. Any non-compliance with these instructions may make the offeror ineligible for award

Option Period 5 Total

EDUCATE PROPOSAL PRICE SHEET

Option Year 6 Period

Operations **Months 75-86**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services *§ 6.1.2.1*	Helpdesk Support Services *§ 6.1.2.2*	Systems / Data Center Services *§ 6.1.2.3*	E-Mail Services *§ 6.1.2.4*	Network, Telecommunications, and Multimedia Services *§ 6.1.2.5*	Disaster Recovery Services *§ 6.1.2.6*	Special Services *§ 6.1.2.7*	Printer Services (Optional) *§ 6.1.2.8*
	Description / Qty / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***		**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	PrincipalMobile 780 (b)(4)	1 - Executives 120 (b)(4)	Facilities (b)(4)	Enterprise ARp 5200 (b)(4)	Network Services (b)(4)	Facilities (b)(4)	ES Support (b)(4)	Equipment (b)(4)
	Power-User 780	0 - Staff 5080	Equipment	Web Interface 5200	Telecom	Equipment	OIG	Support
	Premier 520	*Each user will be assigned profile.	Support	Blackberry/PDA 800	Multimedia	Support		Consumables
	Standard 3120			Mail List Services				
	Kiosk 100							
	TOTAL: 5300	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	Software Profiles	**Service Profiles***	**Special Services**		**Supporting Services**			**Printer Services (FSA)**
	Standard 4240	Platinum 520	Web Hosting		Telework			Equipment
	Expanded 530	Standard 4680	Call/Ticket Mgmt		IP Services			Support
	Custom 530				Unified Messaging			Consumables
	TOTAL: 5300	TOTAL 5200	TOTAL:		TOTAL:			TOTAL:
§ 6.1.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.6	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.8	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering
§ 6.1.1.9	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 400	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 4
§ 6.1.1.10	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training 52
	TOTAL:	TOTAL	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	CLIN TOTAL:	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN; Build in any additional areas and costs within the given folks.
NOTE: The Price Sheets shall not be modified or changed. The offeror shall incorporate any additional areas or costs within the existing fields within the Price Sheets. Any non-compliance with these instructions may make the offeror ineligible for award

Option Period 6 Total

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

EDUCATE PROPOSAL PRICE SHEET

Option Year 7 Period

Operations **Months 87-98**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services *§ 6.1.2.1*	Helpdesk Support Services *§ 6.1.2.2*	Systems / Data Center Services *§ 6.1.2.3*	E-Mail Services *§ 6.1.2.4*	Network, Telecommunications, and Multimedia Services *§ 6.1.2.5*	Disaster Recovery Services *§ 6.1.2.6*	Special Services *§ 6.1.2.7*	Printer Services (Optional) *§ 6.1.2.8*
	Description / Qty / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***	Facilities	**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	PrincipalMobile 760	1 - Executives 120	Equipment	Enterprise ASP 5200	Network Services	Facilities	ES Support	Equipment
	Power-User 760	0 - Staff 5080	Support	Web Interface 5200	Telecom	Equipment	OIG	Support
	Premier 520	*Each user will be assigned profile.		Blackberry/PDA 800	Multimedia	Support		Consumables
	Standard 3120			Mail List Services				
	Kiosk 100	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	TOTAL: 5300				**Supporting Services**			**Printer Services (FSA)**
	Software Profiles	**Service Profiles***	**Special Services**		Telework			Equipment
	Standard 4240	Platinum 520	Web Hosting		IP Services			Support
	Expanded 530	Stand/Std 4680	Cell/Pcr Mgmt		Unified Messaging			Consumables
	Custom 530							
	TOTAL: 5300	TOTAL 5200	TOTAL:	TOTAL:	TOTAL:			TOTAL:
§ 6.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	PlAsning/Project	PlAsning/Project	PlAsning/Project	PlAsning/Project	PlAsning/Project	PlAsning/Project	PlAsning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.6	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.7	Arch/Engineering	ASch/Engineering	ASch/Engineering	ASch/Engineering	ASch/Engineering	ASch/Engineering	ASch/Engineering	ASch/Engineering
§ 6.1.1.8	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 400	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech
§ 6.1.1.9	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training
§ 6.1.1.10	TOTAL:	TOTAL	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	CLIN TOTAL:	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**	**CLIN TOTAL:**

(b)(4)

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN; Build in any additional areas and costs within the given folks.
NOTE: The Price Sheets shall not be modified or changed. The offeror shall incorporate any additional areas or costs within the existing fields within the Price Sheets. Any non-compliance with these instructions may make the offeror ineligible for award

Option Period 7 Total

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

EDUCATE PROPOSAL PRICE SHEET

Option Year 8 Period

Operations **Months 99-110**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services § 6.1.2.1	Helpdesk Support Services § 6.1.2.2	System's / Data Center Services § 6.1.2.3	E-Mail Services § 6.1.2.4	Network, Telecommunications, and Multimedia Services § 6.1.2.5	Disaster Recovery Services § 6.1.2.6	Special Services § 6.1.2.7	Printer Services (Optional) § 6.1.2.8
	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***	Facilities	**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	Principal/Mobile 780 (b)(4)	1 - Executives 120 (b)(4)	Equipment	Enterprise ATp 5200 (b)(4)	Network Services (b)(4)	Facilities (b)(4)	ES Support (b)(4)	Equipment (b)(4)
	Power-User 780	0 - Staff 5080	Support	Web Interface 5200	Telecom	Equipment	DIG	Support
	Premier 520	*Each user will be A signed profile.		Blackberry/PDA 500	Multimedia	Support		Consumables
	Standard 3120			Mail List Services				
	Kiosk 100							
	TOTAL 5200	TOTAL: 5200	TOTAL	TOTAL	TOTAL:	TOTAL:	TOTAL	TOTAL:
	Software Profiles	**Service Profiles***	**Special Services**		**Supporting Services**			**Printer Services (FSA)**
	Standard 4240	Platinum 520	Web Hosting		Telework			Equipment
	Executive 500	Standard 4680	Cell/Text Mgmt		IP Service			Support
	Custom 500				Unified Messaging			Consumables
	TOTAL 5300	TOTAL: 5200	TOTAL	TOTAL	TOTAL:			TOTAL:
§ 6.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	PlAnning/Project	PlAnning/Project	PlAnning/Project	PlAnning/Project	PlAnning/Project	PlAnning/Project	PlAnning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.6	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.7	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering
§ 6.1.1.8	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 400	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 4
§ 6.1.1.10	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training 52
	TOTAL	TOTAL:	TOTAL	TOTAL	TOTAL:	TOTAL:	TOTAL	TOTAL:
	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN; Build in any additional areas and costs within the given fields.
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Option Period 8 Total

EDUCATE PROPOSAL PRICE SHEET

Option Year 9 Period

Operations **Months 111-122**

CLIN	1	2	3	4	5	6	7	8
Performance Work Statement Sections	Desktop Services § 6.1.2.1	Helpdesk Support Services § 6.1.2.2	System's / Data Center Services § 6.1.2.3	E-Mail Services § 6.1.2.4	Network, Telecommunications, and Multimedia Services § 6.1.2.5	Disaster Recovery Services § 6.1.2.6	Special Services § 6.1.2.7	Printer Services (Optional) § 6.1.2.8
	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Unit Price / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price	Description / Qty. / Ext. Price
	Hardware Profiles	**Priority Profiles***	Facilities	**E-Mail Components**	**Service Areas**	**DR Components**	**Special Services**	**Printer Services (non-FSA)**
	Principal/Mobile 780	1 - Executives 120	Equipment	Enterprise Apps 5200	Network Services	Facilities	IES Support	Equipment
	Power-User 780	0 - Staff 5080	Support	Web Interface 5200	Telecom	Equipment	DIG	Support
	Premier 520	*Each user will be ASsigne profile.		Blackberry/PDA 500	Multimedia	Support		Consumables
	Standard 3120			Mail List Services				
	Kiosk 100							
	TOTAL 5200	TOTAL: 5200	TOTAL	TOTAL	TOTAL:	TOTAL:	TOTAL	TOTAL:
	Software Profiles	**Service Profiles***	**Special Services**		**Supporting Services**			**Printer Services (FSA)**
	Standard 4240	PAUlimit 520	Web Hosting		Telework			Equipment
	Firewalls 500	Start/AUM 4680	Call/Trac Mgmt		IP Service			Support
	Custom 500				Unified Messaging			Consumables
	TOTAL 5300	TOTAL: 5200	TOTAL	TOTAL:	TOTAL:			TOTAL:
§ 6.1.1	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**	**General Services**
§ 6.1.1.1	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing	Billing/Invoicing
§ 6.1.1.2	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing	Auditing
§ 6.1.1.3	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting	Reporting
§ 6.1.1.4	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project	Planning/Project
§ 6.1.1.5	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy	Security/Privacy
§ 6.1.1.7	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA	Records/FOIA
§ 6.1.1.8	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering	Arch/Engineering
§ 6.1.1.9	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech 400	Assistive Tech 400	Assistive Tech	Assistive Tech	Assistive Tech
§ 6.1.1.10	Training 5200	Training	Training	Training 5200	Training 5200	Training	Training	Training
	TOTAL	TOTAL:	TOTAL	TOTAL	TOTAL:	TOTAL:	TOTAL:	TOTAL:
	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:	CLIN TOTAL:

(b)(4)

Instructions: Breakout only the General and Supporting Services LISTED for each CLIN; Build in any additional areas and costs within the given fields.
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Option Period 9 Total