ENVIRONMENTAL PROTECTION AGENCY

Network and Security Operations

TASK ORDER REQUEST FOR QUOTATION
TORFQ # ITS-EPA II-RFQ-10-0014

8/6/2010

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Network and Security Operations

Task Order Request for Quotation

This Task Order Request for Quotation (TORFQ) for Network and Security Operations is being issued by the US Environmental Protection Agency (EPA) with the intent to award a Task Order (TO) under an ITS-EPA II Blanket Purchase Agreement (BPA). The terms and conditions of the contractor's BPA and the contractor's corresponding General Services Administration (GSA) contract apply to this task as appropriate.

1. QUOTATION INSTRUCTIONS

The contractor shall comply with the following instructions for preparing the TORFQ. Failure to do so may result in the contractor's quotation being considered non-compliant with the terms and conditions of their BPA.

The first page of the technical portion of the quotation and the cost/price portion of the quotation should each indicate the TORFQ Number ITS-EPA II-RFQ-10-0014 and title: Network and Security Operations.

Written and Oral Quotations

The contractor shall submit a written quotation as outlined in the table below.

ITS-EPA II Contractor Quotation	**Page Limit (Double-Sided)**
Technical Approach	*
Task Level Experience	*
Quality Assurance Plan	*
Staff Plan	*
Transition Plan	*
Past Performance	See Section 1.1
Cost/Price Quotation	See Section 1.2

*Total Not to Exceed 125 pages

Written and Oral Presentations

Please note that the page limitations are double sided, i.e. 125 double sided equates to 250 total pages of text. Each section shall stand alone on its own merits without reference to any other section. For purposes of this RFQ, quotations shall be prepared using "Arial" or "Times New Roman" 12-point font style on 8½ x 11 inch white paper. Tables and illustrations may use a reduced font style, not less than 8-point. Margins shall be not less than one (1) inch on all sides. All material submitted may be single-spaced.

The Written Quotation shall:

- Include a Table of Contents with page numbers for all major paragraphs and subparagraphs by number and descriptive title as well as the corresponding page numbers. The quotation shall also contain a page that lists all deliverables and milestones for the task order in table format. Cover pages, transmittal letters, table of contents, deliverables, resumes, letters of intent, pages left intentionally blank and milestones do not count toward the page limits. Submit your technical quotations as a separate part of the total quotation package. Omit all pricing details from the technical quotation.

- Include an exceptions section that identifies and explains in detail any exceptions, deviations, or conditional assumptions taken with the objectives of the SOW. Any exception, etc., taken must contain sufficient amplification.

- Include the TORFQ number in the header or footer of each page of the contractor's submission.

- Number each page within each section using a consistent numbering scheme. This scheme shall also be used for all supporting documentation, such as charts, figures, etc.

- Format each page with adequate margins on each side (at least one inch). Header/footer information (which does not include any information to be evaluated) may be included in the 1" margin space. Fold outs for organization charts and/or graphics are permissible up to 11" by 17", if secured within the binder. Large sheets (i.e., greater than 8 by 11 inch) shall count as two pages

- One electronic copy of the technical and cost quotation shall be submitted as a Microsoft (MS) Word document (version 2003 or earlier),

Those contractors evaluated as the most highly rated quotations offered, considering both technical and price will be invited to participate in oral presentations. This presentation must include participation by those individuals who play key roles in the performance of the task order. If a participant is determined to be unable to meet the EPA's requirements or terminates employment,

contractors will have one opportunity to substitute that person and submit the required resume and letter of commitment. Any clarifications identified by the Government as a result of their initial technical/price review must be addressed by the contractors during this presentation. After the initial presentation, the contractor may be given a scenario to present to the evaluation panel. EPA may have additional clarifying questions regarding a contractor's initial technical/price review and scenario presentation. Contractors will have time to prepare the answers to any additional questions. The Contractor will be allowed up to 30 MS PowerPoint slides.

Oral presentations will not be scored in the first round of technical evaluation. The Contracting Officer will provide the format, date and time for the oral presentations to participating contractors. The information presented as a result of the clarifications requested from the initial technical/price review will constitute the contractor's revised proposal. If the answers to the government's questions require a change or addition to the technical proposal, these must be presented to the Government at the presentation.

Quotes are due by 12:00 PM Eastern Time on September 10, 2010.

Please note that there are distinct addresses designated for quote submission for US Mail and Other Than US Mail.

Contractors are responsible for ensuring that their quotes (and any amendments, modifications, withdrawals, or revisions thereto) are submitted so as to reach the Government office designated prior to the designated date and time established for receipt. Contractors are also responsible for allowing sufficient time for the quote to be processed through EPA's internal mail distribution system described below so as to reach the designated location for quote receipt on time.

Six (6) copies, inclusive of one (1) original and five (5) copies of the technical quote and Two (2) copies, inclusive of one (1) original and one (1) copy of the cost quote are required. Theses quotes shall be submitted by 12:00 ET on September 10, 2010 to: Quotations shall be clearly marked "SOLICITATION NUMBER TORFQ# ITS-EPA II-RFQ-10-0014 FOR NETWORK AND SECURITY OPERATIONS" and sent to the following address:

Courier & Hand Carrier
U.S. Environmental Protection Agency
Attention: Laconda Cannady
RTP Procurement Operations Division (D143-01)
4930 Page Road
Durham, NC 27703

U.S. Mail
U.S. Environmental Protection Agency
Attention: Laconda Cannady
RTP Procurement Operations Division (E105-02)
109 T.W. Alexander Drive Research Triangle Park, NC 27711

1.1 Technical Quotation Factors

Contractors shall include the following in their Task Order Quotation.

Sub-Factor 1 – Technical Approach: Vendors shall provide a clear and concise narrative description that addresses their knowledge to meet the technical requirements for each section of the PWS and shall demonstrate a thorough understanding of the technical requirements in the PWS. Vendors shall concisely and accurately discuss the nature of the services to be performed.

Vendors shall demonstrate a detailed and workable approach to performing all of the required services in the PWS. They shall provide detailed information that addresses their proposed approach and capabilities to meet the technical requirements of the PWS. This approach must be technically sound, logistically appropriate, as well as efficient.

The vendors approach must explain how they will coordinate work that involves multiple task orders, EPA customers, and other development contractors. Vendors must explain their approach for managing projects that depend upon performance of other ITS-EPA II task orders.

The approach shall include an itemized schedule of all milestones and deliverables for the managing of the Task Order. The contractor shall describe their plan for incorporating customer and stakeholder input and review throughout the project lifecycle.

Vendors shall demonstrate that their proposed approach reflects a significant understanding of the program objectives, operating environment and constraints, and relationship of information and IT with respect to those objectives.

Sub-Factor 2 – Task Level Experience: Vendors shall provide project experience similar in size, scope, and complexity to the effort in this TORFQ. This section of the Written Quotation shall describe similar Task Level Experience:

1. For 3 efforts during the last 2 years (this can include work performed under this BPA or similar performance-based orders/contracts),
2. For the vendor and all major subcontractors or team members proposed for this Task Order,
3. Include a description and scope of the effort with dollar value,
4. Provide details of the results of the effort and how they relate to this TORFQ effort.

5. If a teaming arrangement is proposed, each firm in the teaming arrangement will be evaluated on its task level experience. In the case of a teaming arrangement where the entity is relying on the experience of personnel, partners on the team, or a major subcontractor, the proposal must clearly explain "whose" experience, and "how" that experience is relevant to the effort required under the Performance Work Statement for this RFQ.

Sub-Factor 3 –Quality Assurance: Contractors shall provide a specific Quality Assurance Plan that will ensure compliance with the performance indicators specified in the PWS. The Quality Assurance Plan must include systems and methods for periodic measurement, collection, and reporting of its performance data.

Sub-Factor 4 – Staffing Approach: Contractors shall describe their staffing approach including resumes for key personnel and any specialized expertise. Contractors shall demonstrate their ability to select, provide, maintain, and retain appropriate personnel, staffing levels, both in number and expertise, and necessary technical skills throughout the life of the task order. Retention of good employees is important for the stability of any program. The contractor's retention plan should specify in detail their corporate approach to retention of employees, including a detailed description of all employee benefits and incentives.

Sub-Factor 5 – Past Performance:

(a) Contractors shall submit the information requested below as part of their quotation for both the contractor and any proposed subcontractors for subcontracts expected to exceed $3.9M. The information may be submitted prior to other parts of the quotation in order to assist the Government in reducing the evaluation period.

(b) Contractors shall submit a list of at least three (3) contracts and subcontracts completed in the last three (3) years, and all contracts and subcontracts currently in process, which are similar in nature to this requirement.

The contracts and subcontracts listed may include those entered into with Federal, State, and local governments, and commercial businesses, which are of similar scope, magnitude, relevance, and complexity to the requirement, which is described in the PWS. Include the following information for each contract and subcontract listed:

a. Name of contracting activity (include address, phone number, and fax number)

b. Point of Contact (include phone number and email address)

c. Contract number

d. Contract title

e. Contract type

f. Brief description of contract or subcontract and relevance to this requirement

g. Total contract value

h. Dollar value of relevant work – Name of project/contract number

i. Period of performance

j. Specify, by name, any key personnel who participated in this contract and are proposed to support the task order resulting from this TORFQ. Also, indicate their contractual roles for both contracts.

k. CO, telephone number, and email address (if available)

l. Program manager/project officer, telephone number, and email address (if available)

m. Administrative CO, if different from (k) above, telephone number, and email address (if available)

n. List of subcontractors (if applicable)

o. Compliance with subcontracting plan goals for small disadvantaged business concerns, monetary targets for small disadvantaged business participation, and the notifications submitted under FAR 19.1202-4 (b), if applicable

(c) Contractors should not provide general information on their performance on the identified contracts and subcontracts. General performance information will be obtained from the references.

1) Contractors may provide information on problems encountered and corrective actions taken on the identified contracts and subcontracts.

2) References that may be contacted by the Government include the CO, Program Manager/Project Officer, or the Administrative CO identified above.

3) If no response is received from a reference, the Government will make an attempt to contact another reference identified by the contractor, to contact a reference not identified by the contractor, or to complete the evaluation with those references who responded. The Government shall consider the information provided by the references, and may also consider information obtained from other sources, when evaluating a contractor's past performance.

4) Attempts to obtain responses from references will generally not go beyond two telephonic messages and/or written requests from the Government, unless otherwise stated in the solicitation. The Government is not obligated to contact all of the references identified by the contractor.

(d) If negative feedback is received from a contractor's reference, the Government will compare the negative response to the responses from the contractor's other references to note differences. A score will be assigned appropriately to the contractor based on the information. The contractor will be given the opportunity to address adverse past performance information obtained from references on which the contractor has not had a previous opportunity to comment, if that information makes a difference in the Government's decision to include the contractor's quote or exclude the contractor's quote among the most highly rated quotations. Any past performance deficiency or significant weakness will be discussed during discussions with contractors whose quotation was considered as the most highly rated quotation.

(e) Contractors must send Client Authorization Letters (see Attachment 1) to each reference listed in their quotation to assist in the timely processing of the past performance evaluation. Contractors are encouraged to consolidate requests whenever possible (i.e., if the same reference has several contracts, send that reference a single notice citing all applicable contracts). Contractors may send Client Authorization Letters electronically to references with copies forwarded to the CO.

a. If a contractor has no relevant past performance history, a contractor must affirmatively state that it possesses no relevant past performance history.

b. Client Authorization Letters should be mailed or emailed to individual references no later than five (5) working days after proposal submission. The contractor should forward a copy of the Client Authorization Letter to the CO simultaneously with mailing to references.

(f) Each contractor may describe any quality awards or certifications that indicate the contractor possesses a high quality process for developing and producing the product or service required. Such awards or certifications include, for example, the Malcolm Baldrige Quality, other Government quality awards, and private sector awards or certifications.

a. Identify the segment of the company (one division or the entire company) which received the award or certification.

b. Describe when the award or certification was bestowed. If the award or certification is over three years old, present evidence that the qualifications still apply.

(g) Past performance information will be used as an evaluation factor for award. The Past Performance Questionnaire identified in Attachment 2 will be used to collect information on a contractor's performance under existing and prior contracts/subcontracts for products or services similar in scope, magnitude, relevance, and complexity to this requirement in order to evaluate contractors consistent with the past performance evaluation factor. References other than those identified by the contractor may be contacted by the Government and used in the evaluation of the contractor's past performance.

(h) Any information collected concerning a contractor's past performance will be maintained in the official contract file.

(i) Contractors with no relevant past performance history, or for whom information on past performance is not available, will be evaluated neither favorably nor unfavorably on past performance.

Sub-Factor 6 - Transition Plan: Contractors shall provide a detailed transition plan to affect a smooth transition so as to be fully operational on the effective date of the contract. The contractor shall also describe the methodology and milestones associated with achieving the desired end state for full execution of EPA's Network Operations Security Center (NOSC). EPA will evaluate the schedule and effectiveness of the contractor's transition plan (plan should clearly exhibit how the contractor intends to assume the functions currently being performed as well as migration to fully functional NOSC provisioned with EPA security and network monitoring tools) based on the following elements. EPA considers the following elements of equal importance.

a. The plan must address how the contractor proposes to assure minimum disruption to the EPA services described in the PWS.

b. The plan must identify and discuss the resolution of all problems that the contractor foresees.

c. The plan shall describe the methods, policies and procedures for accomplishing a timely and effective transition of current services as well as steady state NOSC operations.

d. The plan must identify specific steps and a timeline for accomplishing transition. Include any meetings required with government staff that are necessary to accomplish the transition, and outline any critical milestones necessary for successful task execution.

Sub-Factor 7 - Oral Presentation: Those contractors evaluated as the most highly rated quotations offered, considering both technical and price will be invited to present an oral presentation of their Written Quotation. This presentation must include the key personnel plus

up to two additional individuals who will play key roles in the performance of the task order. Any clarifications identified by the Government as a result of their initial technical/price review must be addressed by the contractors during this presentation. After the initial presentation, the vendor will be given a scenario to present to the evaluation panel. EPA may have additional clarifying questions regarding a vendor's initial technical/price review and scenario presentation. Vendors will have time to prepare the answers to any additional questions. The information presented as a result of the clarifications requested from the initial technical/price review will constitute the contractor's revised proposal. If the answers to the government's questions require a change or addition to the technical proposal, these must be presented to the Government at the presentation. The Vendor will be allowed up to 30 MS PowerPoint slides.

Oral presentations will be scored to determine if proposed personnel validate the experience and resumes submitted with the written proposal and to evaluate technical knowledge and abilities that are not easily ascertainable through resumes. This section will not be scored in the first round of the technical evaluation. If a participant is determined to be unable to meet the EPA's requirement or terminates employment, Vendors will have one opportunity to substitute that person and submit the required resume and letter of commitment.

1.2 Cost Factor

The contractor shall prepare a Cost Quotation in accordance with the information below.

Time & Material (T&M) Task Order Cost – the contractor shall provide a T&M cost quotation for this Task Order. The cost quotation should provide an estimate of hours to accomplish the work described in the Task Order and shall provide a breakdown of these hours by labor category, specific task and rates per the contractor's GSA contract. Any discounts provided at the BPA level should be reflected in the cost quotation and any additional offered discounts for this task order should be reflected and detailed as well. If subcontractor(s) labor rates are being proposed and the subcontractor(s) is a GSA contractor, the published labor rates plus any offered discounts should be provided as well. All other direct costs (ODC) shall be listed and detailed supporting information shall be provided with the initial price quotation. A task order ceiling shall be proposed and reflected in the Task Order. For any portion of work to be performed under a subcontract exceeding $500,000.00, the Contractor shall identify the subcontractor name, the expected task being performed, and expected dollar amount in their cost quotation.

Other Direct Costs

All contractors shall use the following ODC estimate for use in their Cost Quotation:

ODCs: $629,000.00

These ODC amounts apply to each task order year.

As the overall objective of this task is to implement a fully functional NOSC, each contractor should clearly delineate transition costs and costs associated with steady state operations required for NOSC provisioning.

Service Contract Act
A wage determination is attached. If Vendors propose any labor categories subject to the attached wage determination, the Vendor shall identify those labor categories and provide a certification that the wages paid to these employees are at least the prevailing rates and fringe benefits as set forth in the attached wage determination.

1.3 Other Quotation Information

This section provides additional information to facilitate the preparation of the TORFQ.

1. From time to time, the contractor must respond to certain incidents under this TO that would require the deployment of person(s) to physically work on network equipment in the NCC, within thirty minutes of the incident. This requirement and the contractor's approach must be addressed in all contractor responses.

2. Under this TO, EPA intends to combine the technical operations and maintenance components of the **WAN Telecommunications Operations and NCC Security Management** under a **Network Operations Security Center (NOSC)**, with key personnel located within the NCC at Research Triangle Park (RTP), NC. The NOSC shall provide continuous monitoring and oversight of the EPA WAN, NCC operations, and security operations. All other requirements (i.e., other than operations) do not mandate physical location of personnel within the NCC. EPA requires a proposed NOSC solution as part of this solicitation. Contractors shall propose a design and implementation strategy for a combined NOSC, including organizational structure, operations plan, functional separation of duties, required tools and technologies, and staffing plan.

Each response shall address:

- Data Telecommunications Operational Support for the EPA WAN
- Security Operational Support for the EPA WAN and the NCC
- Detailed plan of execution for migrating existing network and security functions into a NOSC
- Proposed solution and methodology for operation and support of a NOSC

3. Documents and information that may be useful to contractors for defining, scoping, and

pricing proposals are provided in a Technical Reference Library CD-ROM that will be provided to each contractor under separate cover.

Some content is considered sensitive, and is not to be further distributed beyond contractor staff directly involved in this TORFQ. A confidentiality/non-disclosure form is included in Attachment 3. Contractors shall sign and return to the CO within three (3) business days of receipt of this TORFQ to certify your understanding and acceptance of the conditions for the use and handling of these materials. Upon receipt of that certification, the CD-ROM will be mailed to you. At the completion of this solicitation, all originals and any copies of these materials must be returned to the Agency, or a notification must be returned to certify that all materials have been destroyed (see Attachment 4).

1.3.1 On-site Contractor Support

__ Yes __ No _X__Both The task order requires on-site contractor support.

This task includes staffing a Network Operations Security Center (NOSC). The NOSC facility will be co-located within the National Computer Center (NCC) at Research Triangle Park (RTP), North Carolina (NC). Physical presence of key support staff is required for operation of the NOSC during EPA business hours (6:30 A.M. to 8:00 P.M EST) five (5) days per week. Residual hours of NOSC operation may be accomplished via an EPA approved remote solution, which will provide timely monitoring, management, and resolution of network and security events.

1.3.2 Government Furnished Space or Property (GFP)

_X_ Yes __ No. The task order involves the provision of government space.

Adequate government space will be provided in the NCC for network engineers and security specialists for staffing the NOSC (see section 1.4.1) with key personnel. Storage will be provided for tools, diagnostic equipment, and hardware spares as required to support the network. Badge access to the NCC will be provided on an as required basis in accordance with facilities and security access procedures and guidelines.

_X_ Yes __ No. The task order involves the provision of Government Furnished Property (GFP).

Access to basic network hand tools and network diagnostic equipment will be provided. The contractor shall also have access to tools used to identify, analyze, and report on network and security events. A copy of the GFP listing will be provided in an amendment to this TO RFQ.

1.3.3 Additional Progress or Financial Reporting

_X_ Yes __ No. The task order requires additional progress or financial reporting.

The contractor shall provide financial information required for Working Capital Fund (WCF) workload reporting and cost reporting. This information shall include reporting hours and dollars monthly expended by Cost Center and Project Code (WCF registration ID). The contractor shall provide monthly text reports of the work accomplished by Cost Center and Project Code (WCF registration ID). These reports should be individual MS Word documents that include the financial information. After approval by the Task Order Contracting Officer Representative (TOCOR), the contractor shall email the reports to the Subtask TOCOR identified by the Government

1.3.4 Period of Performance (POP)

_X_ Yes __ No. The task requires services beyond one year.

Base Period:
Date of Award to September 30, 2011

Option Period:
1. October 1, 2011 to September 30, 2012
2. October 1, 2012 to September 30, 2013
3. October 1, 2013 to September 30, 2014
4. October 1, 2014 to September 30, 2015
5. October 1, 2015 to September 30, 2016

1.3.5 Key Personnel

_X_ Yes ___No The task will specify specific positions that are considered key.

Network and Security Task Order Manager: The task order manager is responsible for all managerial and financial aspects of this task order, including coordination with the EPA Task Order Contracting Officer's Representative (TOCOR), EPA Task Managers, other task orders, and NCC EPA customers. The task order manager must have demonstrated experience managing similar work of similar size and complexity. The task order manager must have a four year degree or equivalent work experience, and at least 15 years work experience.

Senior Network Engineer: The senior network engineer is responsible for all technical networking aspects of this task order, including coordination with other task orders and contracts with WAN requirements and/or implications. Professional certification(s), such as Cisco Certified Internetwork Expert (CCIE) and Cisco Certified Network Professional (CCNP), are highly desirable. The senior network engineer must have a four year degree or equivalent work experience, and at least 15 years work experience.

Senior Security Engineer: The senior security engineer is responsible for all technical security aspects of this task order, including coordination with other task orders and contracts with security requirements and/or implications. Professional certification(s), such as Certified Information Systems Security Professional (CISSP) and Cisco Certified Security Professional (CCSP), are highly desirable. The senior security engineer must have a four year degree or equivalent work experience, and at least 10 years work experience.

All key positions require a Top Secret security clearance or equivalent, and conversant in Information Technology Infrastructure Library (ITIL) foundation and planning principles.

1.3.6 Conflict of Interest

The services to be performed under this Task Order present:

__X__No Conflict of Interest

____An Actual Conflict of Interest

____Potential Conflict of Interest

1.4 Quality Assurance

The contractor shall propose a Quality Assurance Plan (see section 1.2) that is commensurate with the size and complexity of this task order.

The contractor's Quality Assurance Plan shall describe the quality assurance measures (e.g., type, method, and frequency of product review) to be applied to the task.

2. EVALUATION CRITERIA

EPA intends to issue the Task Order to the contractor offering the best value to the Government. The Technical and Cost Factors will be evaluated to determine the solution with the highest quality and lowest risk providing the best value to the Government. Quotations will be evaluated on the basis of strengths, weaknesses, and risks for each of the following factors, with the Technical Factors being significantly more important than the Price Factor.

2.1 Technical Factor Evaluation

Sub-Factor 1 – Technical Approach (40 Points):

Knowledge of and Technical Approach to the Performance Work Statement (PWS)

The following factors will be evaluated and considered of equal importance:

a. Demonstrated understanding of the technical requirements in the PWS;

b. Illustration of technical approach that is viable, sustainable, logistically appropriate, and

effective;

c. Clear demonstration of an approach that reflects an understanding of this task's objectives, interrelationships with other applicable tasks objectives, and EPA's IT operating environment and associated constraints.

Sub-Factor 2 – Task Level Experience (5 Points):

The contractor shall be evaluated on its demonstrated experience in projects of similar size, scope, complexity and results for each sub task in this TORFQ.

Sub-Factor 3 –Quality Assurance (5 Points):

The contractor's proposed Quality Assurance Plan will be evaluated to the extent that it is:

a) Aligned clearly with the project objectives,

b) Comprehensive in its ability to measure, quantify, track, and report operational performance(e.g., decision-making), program implementation, project management, customer satisfaction, and mission results, where feasible, and

c) Tied to performance incentives and disincentives that are outlined in the Task Order's PWS. .

Sub-Factor 4 – Staffing Approach (10 Points):

EPA will evaluate the demonstrated capability of proposed Key Personnel to perform the PWS, as evidenced by meeting the required minimum work experience, education, demonstrated ability, and availability. Contractors shall submit resumes for each of those individual who are proposed as Key Personnel under this contract. Also, contractor's shall submit a letter of intent for each individual proposed as Key Personnel for this task order. For personnel other than those specified as "Key", will be evaluated on their qualifications to provide the requested services and demonstrated experience in projects of similar size, scope, complexity and results. Contractors shall also demonstrate their ability to select, provide, maintain, and retain appropriate personnel, staffing levels, both in number and expertise, and necessary technical skills throughout the life of the task order.

The contractor shall provide technically competent personnel to support this task The network personnel shall have proper technical certifications such as Cisco/Microsoft certifications with strong skills and previous experiences with mainstream networking equipment such as Cisco. Security personnel shall possess appropriate certifications, such as CISSP (where applicable), and have in-depth knowledge and practical experience with traditional Internet protocol security (IPSEC) devices, such as enterprise level firewalls, security incident and event management

(SIEM), intrusion detection sensors (IDS), intrusion prevention sensors (IPS), cache and proxy servers. All personnel shall possess a strong background in IT security principles, networking and network troubleshooting and repair, support of diverse network architectures, and transmission control protocol/Internet protocol (TCP/IP) (versions 4 and 6), including sub-netting and routing protocols. Network personnel shall have in-depth working knowledge of, and extensive experience in using, tools such as ping, traceroute, nslookup, telnet, ftp, and network analytical equipment and systems, such as Fluke and HP Openview. Each candidate must also have the technical ability to troubleshoot and resolve complex network problems and coordinate with other task personnel, as well as with external technical and security groups such as Computer Security Incident Response Center (CSIRC), Hosting, and Helpdesk. All personnel must be able to provide direct support with a high degree of customer satisfaction for EPA end-users who possess minimal knowledge of networking or security principles. Appropriate personnel shall be able to provide written and oral briefings to various individuals and groups with diverse experiences or professional backgrounds and interests.

Sub-Factor 5 – Past Performance (25 Points):

Quotes will be evaluated on the extent to which they show relevant performance and likelihood of success in meeting the Government's requirements as identified in the Statement of Work with a demonstration of successful past performance in quality of products or services, timeliness of performance, effectiveness of management, initiatives in meeting requirements, response to technical direction, responsiveness to performance problems, compliance with cost estimates, customer satisfaction, and overall performance.

Demonstrated successful past performance of the contractor and any major subcontractors as evidenced by information gathered concerning the identified list of contracts and subcontracts completed during the past three (3) years and those currently in process or if work is ongoing, a substantial amount of the work shall have been performed by the date of quote submission. Work which would be considered similar includes: Information technology support comparable in size and complexity to the services requested in this Request for Quotations. The operation(s) should be specifically identified, and information submitted must include the scope of operations and any other information you feel is pertinent to establish your firm's capability to perform under this requirement. The contractor's past performance will be evaluated based on the information contained in the Past Performance Questionnaires or any other information that is available to the Government.

-- (Instructions: As discussed in the quotation instructions, contractors shall submit information on the three (3) most recent contracts and subcontracts completed during the past three (3) years and all contracts and subcontracts currently in process for similar work. This should include information on three (3) contracts and subcontracts and may include similar contract(s) with the Federal, state and local governments, as well as commercial businesses. Information should be provided as indicated in the provision.)

-- Note: As discussed in the quotation instructions, if a contractor has no available past performance, a neutral rating of "Adequate" (score = 3) will be assigned for the past performance factors.

Sub-Factor 6 – Transition Plan (15 Points):

EPA will evaluate the contractor's transition plan of how work will be transitioned from ITS-EPA to ITS-EPA II for completeness and feasibility. All four factors a-d of Section 1.1 sub-factor 6 will be considered in the evaluation.

Sub-Factor 7 – Oral Presentation (15 additional points): Vendors will be given a scenario of a possible event that could occur under this task order. EPA will evaluate the vendor's approach to the situation, including completeness of the solution, their presentation of the solution, and if proposed personnel validate the experience and resumes submitted with the written proposal and to evaluate technical knowledge and abilities that are not easily ascertainable through resumes.

2.2 Cost Factor

Proposed costs will be evaluated to determine if the estimates are realistic for the work to be performed, reflect a clear understanding of the requirements, and are consistent with the unique methods of performance. The proposed cost will be evaluated to determine if it is unreasonable in relation to the proposed technical and management approaches and in comparison with the Independent Government Cost Estimate (IGCE).

3. PERFORMANCE WORK STATEMENT (PWS)

3.1 Background

The National Computer Center (NCC) provides computing, telecommunications services, and technology support for the Agency. This operations environment includes support for computing and associated services with other Federal agencies, state and local environmental offices, as well as EPA contractors and grantees. Additionally, EPA has a Federal mandate to make certain data available and accessible to the public. The diversity of this mission and customer requirements creates unique challenges for networking and securing the Agency's IT resources and data.

EPA currently has multiple tasks performing disparate functions that will be combined under this TO. EPA intends to combine the technical operations and maintenance components of the **WAN Telecommunications Operations** and **NCC Security Management** under a **Network**

Operations Security Center (NOSC), with key personnel located within the NCC at Research Triangle Park (RTP), NC. The NOSC shall provide continuous monitoring and oversight of the EPA WAN, NCC operations, and security operations. All other requirements (i.e., other than operations) do not mandate physical location of personnel within the NCC. A key requirement for contractor proposals is a design and implementation strategy for a combined NOSC, including discussions on management and organizational structure, tactical operations plan, functional separation of duties, required tools and technologies, and anticipated staffing. Additionally, each contractor proposal shall describe how the on-going operational support requirements for WAN telecommunications and security will be accomplished.

To summarize, contractors shall provide an integrated and comprehensive project plan, including a critical path analysis and schedule, to address each of the four key areas below:

- Data Telecommunications Operational Support for the EPA WAN
- Security Operational Support for the EPA WAN and the NCC
- Detailed plan of execution for migrating existing network and security functions into a NOSC
- Proposed solution and methodology for operation and support of a NOSC

The paragraphs below summarize the current operational model and functional requirements of EPA's **WAN Telecommunications Operations** and **NCC Security Management**. These descriptions are intended to benchmark the current scope of requirements within these technical areas. Contractors are reminded that some re-distribution of functional requirements across different contracts is likely during the term of this TO. Innovative and recognized strategies for improving the economies and efficiencies of telecommunications and security operations are to be included as well.

Current **WAN Telecommunication Operations** is responsible for providing day-to-day operations and maintenance for the EPA Wide Area Network (WAN) connecting the 10 U.S. Regions (including Alaska, Hawaii and Puerto Rico), research laboratories, Washington, D.C. Headquarters, and RTP sites. These responsibilities include managing implementation of new requirements via the present Telecommunication Service Request (TSR) process, operating the RTP-based Network Control Facility (NCF), and providing second level Network Technical Support (NTS). WAN first level support is provided by the NCF, where active monitoring of the network is done and initial network trouble calls are received. The NCF is currently located within the computer room of the NCC. If necessary, the NCF escalates troubleshooting to second level support in the Network Telecommunications Services (NTS) group. **WAN Telecommunications Operations** provides design, procurement, installation, upgrade/changes, documentation, reporting, and ongoing maintenance support. Further, it manages and coordinates with support contractors and telecommunications services contractors to provide circuits, services, hardware/software, maintenance, billing/dispute resolution, and problem resolution. Currently, circuit hardware, software, service orders, and billing/dispute resolution are provided jointly by EPA, the current ITS-EPA contractor, Computer Sciences Corporation,

and a secondary support contractor, ECS under the ITS-ACT contract, GS-06F-0332Z, Delivery Order #15. The current support contractor manages the EPA-owned routers, central switches, telecom servers/appliances, and telecom diagnostic equipment. Primary contract support includes:

- Support for WAN operations including moves, additions, and other changes, and network service restoration.
- Support for a Request for Change/Telecommunications Service Request system to manage incoming WAN work requests.
- Procurement of hardware, software, supplies, maintenance, and other telecommunications services when advantageous for the government.
- Circuit provisioning and billing/dispute resolution, and tracking of service level agreement (SLA) failure credits for the bulk of the present network. Residual Federal Telecommunications Service (FTS) circuits and a small number of circuits, provisioned under the General Services Administration (GSA) NETWORX contract, are managed by ECS under contract GS00T07NSD0041. EPA expects these functions to be merged under EPA's WAN2010 NETWORX contract award, which is imminent. EPA expects the circuits remaining under FTS and the old NETWORX contract to be migrated to the WAN2010 NETWORX provider.
- Documentation including network diagrams, procedures, recommendations, problem root cause analysis, reports, inventories and support for response to audits.

From time to time, the contractor must respond to certain incidents under this Task Order which would require the deployment of person(s) to physically work on network equipment in the NCC, within thirty minutes of the incident.

With the award of the WAN2010 solicitation, the provisioning, maintenance, and operation of all WAN routers will be transitioned to a managed service. EPA fully expects this managed service to significantly reduce the number of primary contractor support engineering labor hours necessary to support the WAN. However, some residual level of primary support engineering expertise will still be required for network troubleshooting, NCC and EPA Headquarters MAN support, and interfacing with the WAN2010 NETWORX provider. Occasionally, field travel is required to support EPA conference network set up and operation, EPA site surveys, engineering, implementation, or troubleshooting. Physical access and meetings will still be required, but a reduced local presence and increased remote access to the network is envisioned and the change in support structure is expected. Secure remote system administration is ongoing and expected by network support personnel and other support contractor staff.

NCC Security Management is responsible for ensuring adequate logical protection for systems, network-attached resources, and data assets of the Agency. Physical protection is the responsibility of facilities management organizations, with possible technical consulting from the NCC for specialized physical security requirements involving the centralized data center. Due to the Agency's highly distributed network topology, security management responsibilities

must be decentralized to some degree. Local system administrators (SAs) and local area network (LAN) administrators throughout the Agency programs, Regional offices, and laboratories share the security management responsibilities for the logical protection of their locally managed resources. NCC's Security Management team defines its scope of responsibility to cover the centralized assets within the NCC, the wide area network (WAN) providing connectivity among the distributed sites, and the distributed network routers that mark the connectivity transition between the WAN and the LAN environment at the distributed sites.

The objectives of **NCC Security Management** are to provide the technical operations and support the operations security management requirements for the centrally managed computing environment, the Agency WAN environment, and the technical assistance and support to the operations security requirements of the Agency distributed systems environment. Today, the scope of these requirements involves two operations security management areas: (1) **Security Technical Operations**, which covers the operations and maintenance of EPA's network security infrastructure devices (e.g., firewalls, intrusion detection system/intrusion prevention system (IDS/IPS) sensors, security appliances, security management and monitoring equipment) for the WAN and the NCC; and (2) **Operations Security Program Management**, which covers security operations oversight and monitoring, security management and reporting, security assessment and consulting, and security audits support for the WAN and the NCC.

Security Technical Operations provides security management using industry best practices and by applying risk management concepts and theories that effectively manage and monitor EPA's IT security infrastructure. Security functions also include providing engineering support in the configuration, management, audit and operation of security components including, but not limited to, firewalls, IDS/IPS, authentication servers, Virtual Private Networks (VPN), and server/network vulnerability and assessment tools. **Security Technical Operations** is responsible for, and uses, the Firewall Rule Request (FRR) process to provide customer support in development and review of firewall rules. This process is used to ensure requests are technically correct, accurate, and any associated risks are quantified.

EPA has two active points of presence to the Internet. Each is protected by a formal firewall complex (load balanced with failover capability). A co-located Continuity of Operations site (COOP)/Disaster Recovery (DR) site (currently in Boulder, Colorado) is updated and tested as appropriate such that, if activated, the rule set and controls will allow safe operation of DR facilities. Specific functions related to firewall system management include:

- Perform administration, management, and support of production firewall clusters and test lab systems.
- Provide recommendations to NCC Security, as appropriate, to improve EPA's security posture or address a specific situation/incident.
- Ensure the firewall systems are hardened, monitored, and maintained so as to provide protection against malicious external threats through stateful inspection of network traffic

to and from EPA's intranet, public access, demilitarized zone (DMZ), and Network Extension resources.

Security Technical Operations operates and manages multiple IDS/IPS sensors that are strategically placed to monitor and detect potentially malicious activity for the following EPA traffic flows: Intranet, Region-to-Region, Internet entry, DMZ, Network Extension, and COOP/DR site. These systems provide real-time alerting for intrusions and incidents that occur within the monitored segments. The current effort also includes a contract with Internet Security Systems (ISS), on behalf of the EPA, to provide 24X7 monitoring of the Internet-facing IDS sensors in HQ and RTP. Uniformity in management and performance of the sensors is accomplished via documented procedures and processes that are kept current by the contractor.

Emerging and future requirements for **Security Technical Operations** include security configuration assessments, operations standards development and implementation, and security measurement and monitoring of technologies including virtualization, Web 2.0 collaboration suites, cloud computing, security zone definition and implementation within the NCC, and the implementation and use of sophisticated security, network, and server monitoring tools (e.g., BigFix, ArcSight security incident and event management [SIEM], Science Logic's EM7 tool, Symantec Endpoint Protection [SEP], etc.). Existing skills, experience, and capabilities in these emerging areas will be evaluated favorably.

Security Technical Operations operates the EPA SEIM tool (Arcsight) and coordinates with technology owners to gather log data. The CSIRC group will be the primary customer of the SEIM tool, but utilization by agency ISOs, SAs and NOSC is expected.

Security Technical Operations operates the EPA SNMP monitoring tool (EM7) from ScienceLogic. EM7 is used to monitor network devices (firewalls, IDS, routers, servers, etc…) and applications via SNMP. EM7 will also receive SNMP traps to alert on specific conditions. The NOSC will use EM7 as one of the key tools for situational awareness of EPA systems.

Security Technical Operations will support the NCC transition from perimeter firewall support to a security zone model that provides protection of the datacenter from the intranet. The new WAN2010 contract and Managed Trusted IP Services (MTIPS) security infrastructure will provide EPA perimeter security. The use of VMware within the NCC requires a new approach to security including the use of VM specific security (firewall, IDS, etc…) technology.

Operations Security Program Management supports the development, review, and updating of system security plans, performs security analysis and provides recommendations for proposed Agency initiatives resulting in modifications to the infrastructure and/or EPA's security posture.

Operations Security Program Management also provides auditing for the Enterprise Server (IBM z/OS Mainframe) five times a day to detect and identify any unauthorized use of

mainframe resources. These audits are also supported during EPA disaster recovery efforts. Recommendations are provided to NCC Security, as appropriate. Experience and expertise in using the Vanguard auditing tool and Resource Access Control Facility (RACF) controls is required to perform this function.

Operations Security Program Management administers a portion of EPA's monitoring and compliance initiative via BindView. BindView is used for compliance checking and quarterly Federal Information Security Management Act (FISMA) reporting for all Agency systems. NCC's portion is focused on the BindView tool for UNIX. BindView engineers maintain and create BindView policies in accordance with EPA policy and coordinate an exception process with NCC Security for approval by EPA's Technology & Information Security Staff (TISS). BindView engineers provide support and issue resolution for the BindView tool and coordinate with EPA's Distributed System Support (DSS) organization to periodically review Standard Configuration Documents (SCD) for changes to ensure that the BindView queries match these changes. BindView is scheduled for replacement in 2010, so this work function may encompass a very short period of time. BigFix will be utilized for compliance monitoring in FY2011.

Operations Security Program Management operates the EPA Vulnerability Management (VM) initiative using the McAfee Foundstone tool. EPA currently maintains 5,000 Foundstone licenses. VM functions currently include the following:

Technical Vulnerability Assessments (TVA)

- Perform vulnerability scans as directed by NCC Security.
- Submit results of scan to system administrator (SA) for port justification and review of vulnerabilities found.
- Assist System Administrators (SAs) with interpreting scan results and remediation efforts
- Create final reports at completion of scan and submit to NCC Security.
- Perform monthly scans of firewall-related servers and graphical user interface (GUI) access desktops. Submit results to NCC Security.

Vulnerability Management Support.

- Perform monthly discovery scans for all Internet Protocol (IP)-reachable, network-attached devices and provide in a searchable inventory database (DB).
- Identify server operating systems (OSs) and perform monthly vulnerability scans on systems identified as running server OSs.
- Support and maintain the EPA-purchased VM infrastructure of servers, business process, knowledge base, and a website for VM customer support.
- Use Foundstone's Remediation Module to manage the remediation of Agency servers in concert with responsible system administrators and Information Security Officers (ISOs).

- Produce a Vulnerability Management Dashboard and routine reports reflecting Agency-wide remediation activity by office/region on a monthly basis. Roll-up shall be by OS, site/location/organization, level of risk, etc.
- Support EPA's TISS/Technical Vulnerability Assessment Lab (TVAL) per established Memorandum of Understanding (MOU) agreement. A copy of the MOU is provided in the Technical Reference Library provided for this TO.
- Maintain VM documentation (e.g., processes, statements of work [SOWs], system documentation, etc.).
- Conduct data backups of VM devices as needed.

The Foundstone tool is scheduled for replacement during the first quarter of 2011. Following this replacement, vulnerability management support functions may be eliminated or redefined under this task.

Similar to the WAN Telecommunications Operations transition under the WAN2010 contract, EPA expects its security infrastructure operations to transition as well. WAN2010 will deliver the Federally-mandated Managed Trusted Internet Protocol Services (MTIPS), which will include the provisioning and management of all perimeter network security devices, including Internet-facing firewalls and sensors. Managed firewall services for non-Internet-facing devices will also be optionally available under WAN2010. However, currently, EPA expects all Intranet security operations and management to be supported by the TO.

3.1.1 WAN Operations Support

This task requires network operational support for the EPA WAN. Close coordination and assistance to the other tasks in this TO are required, especially with WAN Security Operations, which includes NETWORX MTIPS for the Agency Internet connection(s). With the implementation of the WAN2010 effort and the award of the NETWORX contract, specification, procurement, implementation, configuration and management of WAN routers will not be within scope of this task. Close coordination with the NETWORX provider to properly specify, order, install, bring into and maintain in operational status WAN circuits and hardware is within scope, however. Any WAN circuits, hardware, software, maintenance, or support services necessary for WAN operations not procured through the NETWORX contract are within scope of this task. It is the goal of the task to keep the WAN operating as close to 100% availability as scheduled maintenance and budget allows. Support shall be provided at a base level with no additional cost to the EPA customer and at an elevated level with additional chargeback for network LAN support. Note that this task does not provide normal LAN operations. Support for the Washington D.C. Metropolitan Area Network is within scope as are operations of the network in the NCC. In addition to supporting large user populations, these two sites operate as the Agency's Internet gateways with the

associated security infrastructure. In general, WAN servers shall be provisioned and operated by the ITS-EPA hosting task for use by telecom. This task shall provide WAN Domain Name Services, IP registrations and address management, WAN device access control (presently provided by TACACS+), Agency web proxy, caching and content filtering (presently provided by Blue Coat and Juniper appliances), WAN monitoring and reporting (presently provided by HPOV, TAVVE, Scrutinizer and other tools), and WAN diagnostics using network sniffers and similar tools.

All WAN equipment shall be operational 24 hours x 7 days per week to perform the prescribed support services. Hours for delivery of services are 06:30 A.M. - 8:00 P.M. Eastern Time. After hours pager support for network troubleshooting response is required. Some weekend or after-hours operations shall be required. Occasional travel to field sites for engineering, troubleshooting, and conference support shall be required. The task standard maintenance window is Wednesday nights, from 6 p.m. to 4:00 a.m. Eastern Time and 8 p.m. to midnight Eastern Time on the second Sunday of every month. Maintenance occurring outside these windows must be scheduled at least a week prior and approved by EPA. This policy excludes emergency maintenance. The contractor shall record all service requests in an approved tracking system that allows for escalation and workload reporting. The contractor shall respond to outages within 30 minutes. On-site response at NCC and DC, if required for repair, to non-business-hour outages will be within two hours of notification of an outage. The contractor shall track all open trouble tickets.

3.1.2 WAN Operations Tasks and Deliverables

Deliverables shall be provided electronically unless hard copies are requested. Network drawings are conducive to hard copy for increased clarity.

- Network Service Desk Function. Provide a single point of contact for network administrators. Facilitate network service restoration with minimal business impact within Service Level Agreements due to incidents. Provide TCO/TFN/SMA notifications shortly after each unscheduled outage or service degrading incident or prior to a scheduled outage via email.
- Network Incident Management. Provide normal service restoration as quickly as possible while minimizing adverse business operations impact. This responsibility includes escalation to higher level support group(s) as necessary. The responsibility includes logging, tracking, and managing the resolution to all WAN-related incidents, end-to-end, as well as handling and coordinating resolution of incidents related to external networks impacting the EPA. This responsibility includes identifying, resolving, and reporting security-related incidents. The contractor shall not allow any incident to go insufficiently

resolved through lack of ownership or lack of coordination on the part of any member of the contractor's staff or any portion of the contractor's organization. This process also includes network Requests For Change (RFCs), currently provided under the Telecommunications Service Request (TSR) system. The RFC encompasses EPA IT customer requested moves, additions, and changes to the WAN including network project management and special projects to support evaluations, cross-task efforts, presentations, exercises and conferences. Provide and maintain all network documentation and procedures. Update documents as changes occur. All documentation shall be available in electronic format. The contractor shall review and correct all documentation for accuracy, grammar, spelling, and professional appearance, and deliver final versions in Agency standard formats and software. The intent is to create a logical, integrated, easily accessible repository for the task documentation of procedures, scripts, configurations, security changes, project history, and other WAN documentation. Sensitive task documentation shall be protected by appropriate security measures consistent with policy and data sensitivity. When directed by the task manager(s), the contractor shall incorporate specific documentation in EPA web site(s) in a timely manner. The contractor shall perform warehouse functions (including coordinating with EPA warehouse contractors) for items that affect the WAN task, including local and remote shipping and transportation associated with WAN equipment installations, spare parts replacement, normal and emergency equipment repair for all EPA WAN sites. TSR Reports with New/Pending status shall be available on-line shortly after TSRs are received, and shall be updated as changes occur. TSR Review and Recommendations-Created as assigned through the TSR process. See accompanying Technical Reference Library CD-ROM for TSR system report examples. A Technical Direction Status Report- Weekly shall be delivered: this report provides the weekly status of implementation of EPA technical direction to the support contractor.

- Network Problem Management. This responsibility includes identifying problems, reporting and tracking problems via the Remedy system, developing and providing the root cause analysis of incidents and initiating improvement or corrective actions to prevent incident recurrence. A Circuit Trouble Report - Status, trending, recommendations shall be delivered: this report provides the weekly status of circuit issues. A Root Cause Analysis Report shall be delivered: this report provides recommendations for corrective actions for each significant network problem within one month.

- Network Configuration Management. This responsibility includes accounting for all network assets and configurations. Provide and maintain documentation of network assets and configurations, including security configurations. An example is the WAN Security Plan. Provide WAN hardware and software inventory and network hardware configurations. Coordinate EPA property and loaner equipment movement with the task manager(s), EPA property office(s), and support contractor(s) and contractor(s) (including maintenance providers) property offices so that the proper groups are notified and property is properly accounted for. The contractor shall maintain historical property

information and otherwise assist EPA in locating EPA equipment including physical inventories of WAN tools, equipment, and software. Provide or provide input to a central Configuration Management Database/System and Definitive Software Library. Properly secure, control and maintain network software. Provide updates as changes occur, preferably automatically. WAN drawings shall be updated as changes occur. Hard copies shall be produced and delivered upon request. Periodic inventory reconciliations and reports to auditors shall be produced and delivered as requested. An example is the annual network hardware inventory audit.

- Network Change Management. Manage the network additions, modifications, or removals of WAN hardware, software, or circuits. Participate in Change Advisory Board (CAB) and engineering review boards governing network changes. Produce or provide input to a Forward Schedule of Change(s) (FAC). Input changes according to EPA guidelines in the EPA system for Change management, presently the Remedy system. Provide or participate in Post Implementation Reviews (PIR) to ensure the change met objectives, caused no unanticipated negative consequences and to solicit effected parties' feedback to monitor the effect of the change. Manage RFCs using industry standard project management professional (PMP) principles, guidelines and rigor. Ensure change back out plans are provided, tested, and approved prior to scheduled changes. A Task manager weekly report of network changes for previous weeks' changes shall be prepared and delivered. A Monthly report of network changes for previous month shall be prepared and delivered within 10 business days of month end. This report shall include PIR results and recommendations for improvement. Reports to include statistics including number of emergency changes shall be prepared and delivered on request. Focus shall be on reducing the number of emergency changes. The contractor shall provide email notification to the Task Manager of pending scheduled changes at risk due to incomplete approval and which approvers/areas are lacking.
- Network Service Level Management. Monitor and report on Service Level Agreement (SLA) performance monthly with service providers, such as the WAN 2010 NETWORX provider. Monitor and report on all WAN performance metrics to continuously improve network performance. Project bandwidth trends and report same monthly with previous month's data included with recommendations for WAN changes. Research, review, analyze, recommend and initiate RFCs for network changes to improve performance. Provide documentation of these activities, including information papers, decision/recommendation papers, and project plans. The Quality Technology Subcommittee (QTS) Report of WAN circuit performance shall be provided monthly on the fifth business day of the new month for the previous month's performance. (A sample of this report is included in the Technical Reference Library)
- Network Security Management. Respond to security audits and required Automated Security Self-Evaluation and Remediation Tracking (ASSERT) database updates, as required. Support EPA development and maintenance of the WAN Security Plan which documents processes, procedures, architecture, interdependencies, and assumptions by which the EPA WAN implements, tests, and complies with governing federal security

standards such as under the latest version of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, Recommended Security Controls for Federal Information Systems and Organizations.

- Network Business Management. Procurement of hardware, software, maintenance, circuits, and services as directed by EPA. Maintain network maintenance contract records including costs. Ensure that maintenance is in place, upon expiration of warranty for new systems, software, and hardware (except "as is" property) that support the task. Advise the task manager(s) 90 days prior to expiration so that sufficient time is available and arrangements may be made to cover the equipment or software with the appropriate maintenance contract. Advise the EPA task manager(s) when covered items may be safely removed from maintenance and periodically review, in coordination with the task manager(s) maintenance coverage to reduce maintenance costs. Ensure that maintenance contracts are revised in a timely fashion to account for items swapped out under maintenance contract so that the old item is removed and the new item is included under maintenance and there is no double coverage of old and new or lapse in coverage. Feed information to RFCs for cost analysis/impact of proposed RFC. Maintain WAN circuit listing including associated network costs, and update as changes occur. Cost listing should provide meaningful statistics including, but not limited to, the following: identify the last time the circuit was billed and paid as well as an outstanding balance; account summary for each circuit and how many months the billing is in arrears as of the end of the current month. Maintain monthly WAN circuit outage credit report including monetary credits for circuit outages and missed SLAs. Provide monthly hardware and software maintenance summary report. Provide monthly circuit invoice status report to ensure invoices are paid within government prompt payment guidelines and to prevent accrual of late payment charges and large invoice balances.

3.1.3 WAN Operations Schedule of Deliverables

DESCRIPTION	FREQUENCY	MEDIA	DISTRIBUTION
NOSC Project Plan	One-time delivery (Date of award + 30 days)	Hardcopy (2), Electronic attachment via Email	CO, TOCOR
TCO/TFN/SMA	Within 30 minutes	Email	TOCOR

Notifications	(prime shift) and within one (1) hour (non-prime shift) of unscheduled events; Within two (2) days of scheduled events		
TSR Receipt Acknowledgement	Within one (1) business day of receipt	Email	TOCOR, TSR Originator
Technical Direction Status Report	Weekly	Email	TOCOR
Circuit Trouble Report	Weekly	Email	TOCOR
Root Cause Analysis Report	Within seven (7) days of event (Page 24 says 1 month – please make sure they are consistent)	Electronic attachment via Email	TOCOR
Task Manager Weekly Report	Weekly	Email	TOCOR
Network Changes Report	Monthly	Electronic attachment via Email	TOCOR
Emergency Changes Report	Ad hoc on request	Email	TOCOR
Scheduled Changes At Risk Report	As dictated by status	Email	TOCOR
SLA Performance Report	Monthly	Electronic attachment via Email	CO, TOCOR
QTS WAN Performance Report	Monthly by the fifth business day	Electronic attachment via Email	TOCOR
Hardware/Software Maintenance Report	Monthly	Electronic attachment via Email	TOCOR
Circuit Invoice Status Report	Monthly	Electronic attachment via Email	TOCOR

3.1.4 WAN Operations Applicable Documents

Documents and information that may be useful to contractors for defining, scoping, and pricing proposals are provided in the accompanying Technical Reference Library CD-ROM.

3.1.5 WAN Operations Acceptance Criteria

Desired Outputs	**Required Services**	**Performance Indicator**	**Monitoring Method**	**Incentives Positive & Negative**
EPA is notified of WAN outages in a timely manner **Value = 1% of cost of labor for Subtask 3.1 (this amount will be determined at task order award)**	**Contractor shall produce WAN outage notifications of the time in a timely manner**	**Notification is made within 30 minutes, 99.5% of the time during normal working hours and 99.5% of the time within 1 hour after normal working hours**	**Compare system time stamp of outage to Telecom Critical Outage notification email time stamp.**	When performance is above the standard, 10% of the Value specified for this SLA will be awarded the contractor, per contract quarter. When performance is below the standard, 25% of the Value specified for this SLA will be assessed against the contractor, per contract quarter. These conditions apply to all events occurring during the measurement period (i.e., not singular events). *See Note Below*

EPA is notified of scheduled outages of the WAN **Value = 1% of cost of labor for Subtask 3.1 (this amount will be determined at task order award)**	**Contractor shall notify EPA of all scheduled outages of the WAN with complete reports which shall contain, but not be limited to, such items as: date and time of outage; updates as restoration progresses; date and time the network was back online and operational; explanation of problem; an explanation of the impact of the outage on end uses; a list of impacted organizations; and, steps taken to restore to the pre-outage state**	**99.5% of the time within 2 days in advance of scheduled outage**	**Compare email time stamp of notification to the actual outage date.**	When performance is above the standard, 10% of the Value specified for this SLA will be awarded the contractor, per contract quarter. When performance is below the standard, 25% of the Value specified for this SLA will be assessed against the contractor, per contract quarter. These conditions apply to all events occurring during the measurement period (i.e., not singular events). *See Note Below*

Upon restoration of service, EPA receives a Root Cause Analysis (RCA) of outage and/or disruption of service. **Value = 1% of cost of labor for Subtask 3.1 (this amount will be determined at task order award)**	**Contractor shall provide a Root Cause Analysis report when directed by EPA for large impact outages**	**98% of the time within 7 days of notification by EPA of need**	**Time differential between time stamp of written notification of need and time stamp of actual delivery. Recommended method of delivery for notification and report is via Notes mail.**	When performance is above the standard, 10% of the Value specified for this SLA will be awarded the contractor, per contract quarter. When performance is below the standard, 25% of the Value specified for this SLA will be assessed against the contractor, per contract quarter. These conditions apply to all events occurring during the measurement period (i.e., not singular events). *See Note Below*

TSRs will be installed within the EPA-specified time frames **Value = 1% of cost of labor for Subtask 3.1 (this amount will be determined at task order award)**	**The Contractor shall meet the specified installation commitments for the various TSR complexity categories 99.5% of the time**	**Complexity 1 with an installation commitment of 30 days including central rapid application deployment with an installation commitment of 3 business days; Complexity 2 with an installation commitment of 60-90 days; and, Complexity 3 with an installation commitment of 90-120 days**	**Time stamp comparison of TSR receipt email notifications to completion dates.**	When performance is above the standard, 10% of the Value specified for this SLA will be awarded the contractor, per contract quarter. When performance is below the standard, 25% of the Value specified for this SLA will be assessed against the contractor, per contract quarter. These conditions apply to all events occurring during the measurement period (i.e., not singular events). *See Note Below*

Network Performance **Value = 1% of cost of labor for Subtask 3.1 (this amount will be determined at task order award)**	**The Contractor shall maintain the NCC production network**	**99.9% availability excluding scheduled and approved outages**	**Comparison and difference of total potential availability less scheduled and approved outages minus actual unapproved outage total time rendered into a percentage of actual availability.**	When performance is above the standard, 10% of the Value specified for this SLA will be awarded the contractor, per contract quarter. When performance is below the standard, 25% of the Value specified for this SLA will be assessed against the contractor, per contract quarter. These conditions apply to all events occurring during the measurement period (i.e., not singular events). *See Note Below*

NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher.

DESIRED OUTPUT	REQUIRED SERVICE	PERFORMANCE INDICATOR
Inventory is accurate at all times	The contractor shall maintain inventory and make updates as changes occur	100% accuracy
Documentation must be accurate, concise, error-free, professional and timely	The contractor shall provide accurate, concise, error-free, professional, and timely documentation 100% of the	100% accuracy

	time and according to specified delivery schedules. Some content leeway will be allowed for unscheduled outage reports generated in midst of service restoration	
Configuration changes must be processed through the change control systems before implementation.	The contract shall process all configuration changes through the change control system before implementation. Configuration changes spawned by unscheduled outages will be documented within the change control system as soon as time allows without negatively impacting service restoration.	100% compliance

3.2 National Computer Center (NCC) Security Management

3.2.1 NCC Security Management Support

Security Technical Operations involves the daily operations, maintenance, and administration of all security infrastructure devices used to protect and defend Agency IT resources and data. These devices include, but are not limited to, network monitoring appliances; host monitoring appliances; intrusion detection/prevention sensors, their placement, and their controls; and firewalls. Continuous monitoring and analyses of the data observed and reported by these components is also a routine requirement. Security Technical Operations adheres to, and ensures compliance with, all Agency technology standards for configurations, and is responsible for all operations procedures and documentation. Engineering support from the technical operations team is required whenever device testing and/or infrastructure changes are necessitated. The NCC currently operates all security infrastructure devices for protecting the Agency centralized computing resources and the WAN, including perimeter devices separating the EPA domain from the Internet, firewalls and sensors protecting public-facing IT resources in a de-militarized zone (DMZ), and firewalls and sensors protecting EPA's more sensitive Intranet resources. The Federal directives from the Office of Management and Budget for Trusted Internet Connections (TIC) and the inclusion of Managed Trusted Internet Protocol Services (MTIPS) within the scope of EPA's WAN2010 contract will likely result in a new distribution of security technical operations responsibilities. Until clarity in both Federal mandates and contract provisions is available, EPA will sub-divide Security Technical Operations support into two parts. Intranet Security Technical Operations will provide support for all devices related to protecting and

defending EPA's more sensitive Intranet resources. Internet/Extranet Security Technical Operations will provide support for all devices related to protecting and defending EPA's perimeter and DMZ resources. Operations support for some or all of the Internet/Extranet devices may shift to WAN2010 MTIPS over time. Operations support for Intranet devices may also change as a consequence of more stringent EPA security requirements than those supported by more generic MTIPS controls.

Operations Security Program Management provides the oversight, analyses, assessment and implications, documentation, recommendations, consulting, and reporting support to NCC Security Management. Security Change Management assesses, recommends, implements, and documents all potential changes to EPA's security infrastructure. Security Access Management considers the security implications and connectivity alternatives available for supporting NCC and WAN customers. Security Infrastructure Assessment and Planning provides strategic analyses and vision for Agency security needs compared to emerging technologies and the need for operations changes. Security consulting services to NCC customers may also be a part of this support. Lastly, Security Compliance Assessment and Reporting provides regular, recurring monitoring and analyses to ensure compliance of Agency IT resources with both Agency and Federal IT Security requirements; performs regular, recurring compliance monitoring and reporting; and supports special assessment projects that include, but are not limited to, Office of Inspectors General (OIG) audits/reviews, other oversight requirements from both internal EPA offices and external entities; risk assessment support for the NCC and WAN environments; and certification and accreditation support in accordance with Federal Information Security Management Act (FISMA) requirements.

3.2.2 NCC Security Management Tasks and Deliverables

Deliverables are to be provided electronically unless hard copies are requested. Security infrastructure drawings are conducive to hard copy for increased clarity.

Intranet Security. The contractor shall provide the technical implementation and operations support for the hardware and software security components of the Agency's security infrastructure for Intranet security. These components include, but are not limited to, network monitoring appliances (e.g., RealSecure); host monitoring appliances for NCC's Intranet devices (e.g., Bindview); intrusion detection sensors, their placement, and controls; firewall administration (i.e., the main Agency Checkpoint firewall (AGF)); and, technical leadership in the evaluation and decisions regarding distributed network security appliances. The contractor shall provide all labor and supervision to provide operations and system maintenance for dedicated security servers and security software as identified by the Agency through written technical direction. Included in the implementation of operation and maintenance activities for new technologies is the development of installation instructions, operational security procedures, and other appropriate documentation. The contractor shall serve as the System Administrator (SA) for dedicated production security servers. The contractor shall ensure compliance with

NCC operations and security directives.

Internet Security. Until the Agency transitions its Internet connectivity and security to its WAN2010 managed services under MTIPS, the contractor supporting this TO shall provide the technical implementation and operations support for the hardware and software security components of the Agency's security infrastructure for Internet security. These components include, but are not limited to, network monitoring appliances (e.g., RealSecure); host monitoring appliances for NCC's DMZ devices (e.g., Bindview); intrusion detection sensors, their placement, and controls; and, firewall administration (i.e., the Agency DMZ Checkpoint firewall (PA)). The contractor shall provide all labor and supervision to provide the operations and system maintenance for dedicated security servers and security software as identified by the Agency through written technical direction. Included in the implementation of operation and maintenance activities for new technologies is the development of installation instructions, operational security procedures, and other appropriate documentation. The contractor shall serve as the SA for dedicated production security servers. The contractor shall ensure compliance with NCC operations and security directives. Following the transition to MTIPS, the contractor supporting this TO shall primarily focus on Intranet security (described above), but shall continue to be responsible for collaboration, communication, consultation, and analyses with the WAN2010 MTIPS contractor as necessary to monitor, trouble-shoot, investigate, and/or mitigate technical problems, issues, and/or incidents related to Internet connectivity. These levels of support are required to be normal operations practices and procedures of the EPA NOSC.

For both **Intranet Security** and **Internet Security** operations, the contractor shall:

--operate and maintain all security infrastructure devices identified by EPA under the scope of this task order at the specified service level. The contractor shall measure and report availability for each device as:

> Availability = 100 % uptime / (uptime + downtime), where downtime does not include regularly scheduled maintenance time nor EPA-approved emergency maintenance time. Device availability reports shall be produced monthly as part of an SLA Performance Report.

--provide 24X7 on-call support to resolve issues with security infrastructure devices.
--review and monitor security infrastructure device logs daily and act on all identified issues.
--review and monitor firewall logs daily to identify trends and assist incident response activities.
--perform specialized and general system maintenance, including patching, user access, and contractor interfaces.
--develop, maintain, and document various scripts for security infrastructure devices and support systems, including monitoring, integrity checking, log rotation and retention, operating system maintenance, and statistics/trending.
--support, identify, and plan various security system backup methods and operations.
--test and patch production operating systems and applications as determined by software

contractors and/or alerts from Government or commercial sources.
--update documentation for system administration, troubleshooting, GUI access procedures as needed.
--coordinate with all other NCC operations components as needed for problem and incident resolution.
--provide support and maintenance for firewall logs/archival. Respond to ad hoc requests for log data.
--implement root/administrator access restriction to a known set of support personnel.
--ensure that access to system-level files and services is restricted by use of operating system level file permissions. The contractor shall maintain a database listing users, their access and permissions, their roles, and security level.
--use Agency standard configurations for all security infrastructure devices as available.

Security Engineering. The contractor shall provide engineering support for the configuration, management, audit, and operation of EPA's security infrastructure components, including, but not limited to, firewalls, IDS/IPS, authentication servers, virtual private networks (VPNs), and server assessment tools. The contractor shall provide engineering support for security pilots, technology testing/product assessments, and standards development. A security test-lab environment shall be established for purposes of testing the effects and implications of security infrastructure changes, including, but not limited to, hardware and software changes, firewall rule changes, script changes, scanning and monitoring procedures and parameter changes.

Security Change Management. The contractor shall utilize an automated Change Management process to identify, schedule, notify, and implement changes to all major operating environments at NCC managed data center(s). Specific EPA managers as well as contractor groups are required to review and approve/disapprove changes as submitted to the Change Management process. This task requires attendance by the contractor to all Change Management meetings as well as approving all change requests. For NCC Security Management, change management includes, but is not limited to, required and/or proposed changes to system configurations, and required and/or proposed changes to system security controls. Due to data sensitivity, the NCC Firewall Rule Request (FRR) process operates independently from the normal operations change management process. The contractor shall manage the FRR workflow, coordinating meetings and FRR development between the various stakeholders, and ensuring sufficient documentation is present to justify the change. The contractor shall work with customers to develop FRR documentation. While the majority of FRRs will be related to NCC Application Deployment Checklist (ADC) application, the contractor shall also help create FRRs for other customers.

Security Access Management. The contractor shall develop, manage, and oversee a security access management process for requests and requirements from the Internet and/or Intranet, as well as among diverse security zones within the NCC. The contractor shall be responsible for utilizing Agency approved security controls and monitoring software tools to perform daily auditing of security infrastructure system and system file access attempts; failed logon attempts, repeated password changes, attempts to modify or alter the contents or protection of system files,

changes to system exits, started tasks and Program Properties tables.

Security Assessment and Planning. The contractor shall conduct regular recurring vulnerability scanning of IP-reachable network-attached devices within the EPA Intranet (up to the licensing limits of the vulnerability toolset), review NCC's general support systems (GSSs) and major application (MA) security plans, review security plans required and prepared as par of the Application Deployment Checklist (ADC) workflow process as described in the Custom Applications Management task order under the ITS-EPA II BPA, and evaluate new and emerging security technologies to identify security risks and impacts to the NCC operations environment. Identified vulnerabilities must be verified, documented, and remediated within Agency-prescribed processes and schedule. Security plans must be checked for compliance with the National Institute and Standards (NIST) 800-18, Guide for Developing Security Plans for Federal Information Systems, guidelines and for technical content appropriateness. The contractor shall coordinate with the GSS and MA system owners to ensure that all technical security controls have been tested and perform as required. The contractor shall ensure that documentation is maintained to show evidence of the implementation and successful operation of all technical security controls. The contractor may also provide security assessment and planning consulting services on demand to EPA customers of the NCC, under the direction and involvement of the TOCOR. These services may take the form of security plan reviews and assessments, security architecture advice, and/or security incident mitigation strategies. Security technologies for evaluation shall be indentified by and/or approved by the task manager through written technical direction. Reports shall be generated and presented to the task manager in NCC approved formats for either informational purposes or in support of NCC decisions on security technology strategic direction.

Security Compliance Assessment and Reporting. The contractor shall manage compliance checking and quarterly Federal Information Security Management Act (FISMA) reporting for Agency general support systems (GSSs). This effort includes the execution of approved Agency compliance tools on a regularly defined schedule; review and assessment of compliance results against approved system configuration and security control policies and procedures; management and oversight of all remediation activities; and the preparation of quarterly reports documenting NCC GSS compliance. Ad hoc compliance testing, assessment, remediation, and reporting are also required as dictated by emergency situations, such as critical system patches and/or system security control changes due to imminent threats. The contractor shall support and participate in external oversight audits as needed, ensuring inquiries and responses are coordinated, documented, and reviewed by the NCC.

3.2.3 NCC Security Management Schedule of Deliverables

DESCRIPTION	FREQUENCY	MEDIA	DISTRIBUTION
NOSC Project Plan	One-time delivery (Date of award + 30 days)	Hardcopy (2), Electronic attachment via Email	CO, TOCOR
Technical Direction Status Report	Weekly	Email	TOCOR
Task Manager Weekly Report	Weekly	Email	TOCOR
SLA Performance Report	Monthly	Electronic attachment via Email	CO, TOCOR
NCC GSS Compliance Report	Quarterly by the fifth business day	Electronic attachment via Email	TOCOR, NCC ISO
Server Policy Compliance Report	Monthly	Electronic attachment via Email	TOCOR, NCC ISO
Vulnerability Assessment Report	Monthly	Electronic attachment via Email	TOCOR. NCC ISO
GSS/MA Security Plan Assessment	Receipt of plan for review + 5 business days	Email	TOCOR, NCC ISO, System/application owner
Firewall Rule Request Status Report	Weekly	Electronic attachment via Email	TOCOR
Emerging Security Technology Review	Bi-annual	Technical Briefing	TOCOR, NCC/SBMB
Open Security Issues Status Report	Monthly	Email	TOCOR, NCC ISO
Security Access Report	Quarterly by the fifth business day	Electronic attachment via Email	TOCOR, NCC ISO

3.2.4 NCC Security Management Applicable Documents

Documents and information that may be useful to contractors for defining, scoping, and pricing proposals are provided in the accompanying Technical Reference Library CD-ROM.

3.2.5 NCC Security Management Acceptance Criteria

Desired Outputs	Required Services	Performance Indicator	Monitoring Method	Incentives Positive & Negative
All security infrastructure components will be available and operational **Value = 2% of cost of labor for Subtask 3.2 (this amount will be determined at task order award)**	**The Contractor shall maintain and operate all security infrastructure components under its management control at a minimum availability and operating status, during the Agency's 24 X 7 operations schedule (excepting the regular, recurring weekly systems maintenance window and/or any emergency scheduled maintenance windows declared by EPA)**	**99.9% of the time**	**Task Manager review of monthly SLA report.**	When performance is above the standard, 10% of the Value specified for this SLA will be awarded the contractor, per contract quarter. When performance is below the standard, 25% of the Value specified for this SLA will be assessed against the contractor, per contract quarter. These conditions apply to all components under operation and maintenance during the measurement period (i.e., not singular components). *See Note Below*

Severity 1 security incidents shall be escalated in a timely manner **Value = 1% of cost of labor for Subtask 3.2 (this amount will be determined at task order award)**	**The contractor shall escalate all severity 1 incidents within 30 minutes**	**99.5% of the time**	**Task Manager review of monthly**	When performance is above the standard, 10% of the Value specified for this SLA will be awarded the contractor, per contract quarter. When performance is below the standard, 25% of the Value specified for this SLA will be assessed against the contractor, per contract quarter. These conditions apply to all events occurring during the measurement period (i.e., not singular events). *See Note Below*

All security infrastructure components are maintained and operated so that compliance with Agency policies and standards are maintained, there are no customer service disruptions, or reduced availability **Value = 2% of cost of labor for Subtask 3.2 (this amount will be determined at task order award)**	**The Contractor shall maintain and operate all security infrastructure components under its management contract such that security incidents do not result in customer services disruptions or reduced availability**	**Less than 1% of all security incidents result in customer service disruptions or reduced availability**		When performance is above the standard, 10% of the Value specified for this SLA will be awarded the contractor, per contract quarter. When performance is below the standard, 25% of the Value specified for this SLA will be assessed against the contractor, per contract quarter. These conditions apply to all components under operation and maintenance during the measurement period (i.e., not singular components). *See Note Below*

NOTE: Each quarter's incentive, positive or negative will be accumulated in a pool. At the end of the contract year, this pool will be assessed and if the amount in the pool is positive, the contractor will be paid the accumulated pool amount. If the amount is negative, the negative amount in the pool will be withheld in a subsequent voucher.

DESIRED OUTPUT	REQUIRED SERVICE	PERFORMANCE INDICATOR
All security infrastructure components are maintained at EP's "green" patch level status	The contractor shall maintain all security infrastructure components under its management control at EPA's "green" patch level status consistently from month to month. "Green" patch level status means that 90% or more cumulative patches and updates have been installed	100%
Little or no re-submittal for all Firewall Rule Requests and there are little or no failure results for all firewall rule implementations.	The Contractor shall maintain a 5% or less re-submittal result for all Firewall Rule Requests and shall maintain 5% or less failure results fro all firewall rule implementation.	100% of the time

4. GENERAL BUSINESS REQUIREMENTS AND OBJECTIVES

The contractor must adhere to all applicable EPA, OEI, OTOP, NCC, and Agency Working Capital Fund (WCF) policies, procedures, directives, and standards.

4.1 Interfaces/Communication

Coordination and communication across tasks and separate task orders is paramount. Interfaces include, but are not limited to, the NCC Management, NCC Deployment Team, NCC Hosting Team, NCC Security Team, Business Intelligence and Analytics Center (BIAC), Customers, Contractors, Agency Teams, and other technology experts required to deliver the services specified in the task/task order. The contractor shall continuously coordinate and communicate across tasks, task orders, and, when necessary, other contracts, including ITS-EPA, ITS-BISS, and WAN2010.

The contractor will also use OTOP's Management Information Center (OMIC) for task/work assignments and contract deliverables and eBusiness for Working Capital Fund order processing, reporting, workload and other requirements, as needed.

5. Task Order Clauses

5.1. KEY PERSONNEL (EPAAR 1552.237-72) (APR 1984)

(a) The Contractor shall assign to this contract the following key personnel:

To be filled in at award

(b) During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the Contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.
(c) The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

5.2. CONTRACT ADMINISTRATION REPRESENTATIVES (EP 52.242-100) (AUG 1984)

Task Order Project Officer(s) for this contract:

Project Officer:
TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Alternate Project Officer:
TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Contract Specialist(s) responsible for administering this contract:

Contract Specialist:
TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

Administrative Contracting Officer:
TO BE IDENTIFIED AT TIME OF CONTRACT AWARD

5.3. SUBCONTRACT CONSENT (EP 52.244 100) (APR 1984)

The Contractor shall submit the information required by the "Subcontracts" clause to the Contracting Officer and assigned. The Contracting Officer will provide written notice to the Contractor of his decision.

Consent is given to issue the following subcontracts:

Subcontractor Name	Value	Subcontract Type
_____	_____	_____

5.4. CONTRACTOR PERFORMANCE EVALUATIONS (EPAAR 1552.209 76) (OCT 2002)

The contracting officer shall complete a Contractor Performance Report (Report) within ninety (90) business days after the end of each 12 months of contract performance (interim Report) or after the last 12 months (or less) of contract performance (final Report) in accordance with EPAAR 1509.170 5. The contractor shall be evaluated based on the following ratings:

0 = Unsatisfactory,
1 = Poor,
2 = Fair,
3 = Good,
4 = Excellent,
5 = Outstanding,
N/A = Not Applicable.

The contractor may be evaluated based on the following performance categories:

Quality,
Cost Control,
Timeliness of Performance,
Business Relations,
Compliance with Labor Standards,
Compliance with Safety Standards, and
Meeting Small Disadvantaged Business Subcontracting Requirements.

(a) The contracting officer shall initiate the process for completing interim Reports within five (5) business days after the end of each 12 months of contract performance by requesting the project officer to evaluate contractor performance for the interim Report. In addition, the contracting officer shall initiate the process for completing final Reports within five (5) business

days after the last 12 months (or less) of contract performance by requesting the project officer to evaluate contractor performance for the final Report. The final Report shall cover the last 12 months (or less) of contract performance. Within thirty (30) business days after the project officer receives a request from the contracting officer to complete an evaluation, the project officer shall:

(1) Complete a description of the contract requirements;

(2) Evaluate contractor performance and assign a rating for quality, cost control, timeliness of performance, compliance with labor standards, and compliance with safety standards performance categories (including a narrative for each rating);

(3) Provide any information regarding subcontracts, key personnel, and customer satisfaction;

(4) Assign a recommended rating for the business relations performance category (including a narrative for the rating); and
(5) Provide additional information appropriate for the evaluation or future evaluations.

(b) The contracting officer shall:

(1) Ensure the accuracy of the project officer's evaluation by verifying that the information in the contract file corresponds with the designated project officer's ratings;

(2) Assign a rating for the business relations and meeting small disadvantaged business subcontracting requirements performance categories (including a narrative for each rating).

(3) Concur with or revise the project officer's ratings after consultation with the project officer;

(4) Provide any additional information concerning the quality, cost control, timeliness of performance, compliance with labor standards, and compliance with safety standards performance categories if deemed appropriate for the evaluation or future evaluations (if any), and provide any information regarding subcontracts, key personnel, and customer satisfaction; and

(5) Forward the Report to the contractor within ten (10) business days after the contracting officer receives the project officer's evaluation.

(c) The contractor shall be granted thirty (30) business days from the date of the contractor's receipt of the Report to review and provide a response to the contracting officer regarding the contents of the Report. The contractor shall:

(1) Review the Report;

(2) Provide a response (if any) to the contracting officer on company letter head or electronically;
(3) Complete contractor representation information; and

(4) Forward the Report to the contracting officer within the designated thirty (30) business days.

(d) The contractor's response to the Report may include written comments, rebuttals (disagreements), or additional information. If the contractor does not respond to the Report within the designated thirty (30) business days, the specified ratings in the Report are deemed appropriate for the evaluation period. In this instance, the contracting officer shall complete the Agency review and sign the Report within three (3) business days after expiration of the specified 30 business days.

(e) If the contractor submits comments, rebuttals (disagreements), or additional information to the contracting officer which contests the ratings, the contracting officer, in consultation with the project officer, shall initially try to resolve the disagreement(s) with the contractor.

(f) If the disagreement(s) is (are) not resolved between the contractor and the contracting officer, the contracting officer shall provide a written recommendation to one level above the contracting officer for resolution as promptly as possible, but no later than five (5) business days after the contracting officer is made aware that the disagreement(s) has (have) not been resolved with the contractor. The individual who is one level above the
contracting officer shall:

(1) Review the contracting officer's written recommendation; and

(2) Provide a written determination to the contracting officer for summary ratings (ultimate conclusion for ratings pertaining to the performance period being evaluated) within five (5) business days after the individual one level above the contracting officer receives the contracting officer's written recommendation.

(g) If the disagreement is resolved, the contracting officer shall complete the Agency review and sign the Report within three (3) business days after consultation.

(h) The contracting officer shall complete the Agency review and sign the Report within three (3) business days after the contracting officer receives a written determination for summary ratings from one level above the contracting officer.

(i) An interim or final Report is considered completed after the contracting officer signs the Report. The contracting officer must provide a copy of completed Reports (interim and final) to the contractor within two (2) business days after completion.

5.5 OPTION TO EXTEND THE EFFECTIVE PERIOD OF THE CONTRACT-TIME AND MATERIALS OR LABOR HOUR CONTRACT (EPAAR 1552.217 75) (JUN 1984)

(a) The Government has the option to extend the effective period of this contract for six additional period(s). If more than sixty (60) days remain in the contract effective period, the Government, without prior written notification, may exercise this option by issuing a contract modification. To unilaterally exercise this option within the last 60 days of the effective period, the Government must issue written notification of its intent to exercise the option prior to that last 60-day period. This preliminary notification does not commit the Government to exercising the option.

(b) If the option(s) are exercised, the "Ceiling Price" clause will be modified to reflect a new and separate ceiling price of $__ for the first option period, a new and separate ceiling price of $__ for the second option period, a new and separate ceiling price of $_____for the third option period, a new and separate ceiling price of $_____for the fourth option period, a new and separate ceiling price of $_____for the fifth option period, and a new and separate ceiling price of $_____for the sixth option period.

(c) The "Period of Performance" clause will be modified to cover a base period from Date of award to September 30, 2011 and option periods from:
Period Start Date End Date

Option Period I October1, 2011 September 30, 2012
Option Period II October1, 2012 September 30, 2013
Option Period III October1, 2013 September 30, 2014
Option Period IV October1, 2014 September 30, 2015
Option Period V October1, 2015 September 30, 2016

5.6. TECHNICAL DIRECTION (EPAAR 1552.237 71) (APR 1984)

(a) The Project Officer is the primary representative of the Contracting Officer authorized to provide technical direction on contract performance.

(b) Individuals other than the Project Officer may be authorized to provide technical direction. If individuals other than the Project Officer are authorized to provide technical direction, their names will be specified in the contract, delivery order, work assignment or technical direction document as appropriate. A Delivery Order Project Officer, Work Assignment Manager or Task Manager is authorized to provide technical direction, subject to the limitations set forth below, only on his/her delivery order, work assignment or technical direction document.

(c) Technical direction includes:

(1) Direction to the contractor which assists the contractor in accomplishing the Statement of Work.

(2) Comments on and approval of reports or other deliverables.

(d) Technical direction must be within the contract and the delivery order, work assignment or technical direction document statement of work. The Project Officer or any other technical representative of the Contracting Officer does not have the authority to issue technical direction which (1) institutes additional work outside the scope of the contract, delivery order, work assignment or technical direction document; (2) constitutes a change as defined in the "Changes" clause; (3) causes an increase or decrease in the estimated cost of the contract, delivery order, work assignment or technical direction document; (4) alters the period of performance; or (5) changes any of the other express terms or conditions of the contract, delivery order, work assignment or technical direction document.

(e) Technical direction will be issued in writing or confirmed in writing within five (5) calendar days after verbal issuance. One copy of the technical direction memorandum will be forwarded to the Contracting Officer and the Project Officer.

5.7. EPA SPONSORED MEETINGS, WORKSHOPS, CONFERENCES (RTP H 4)

If this contract requires contractor support for an EPA sponsored meeting, workshop, conference, etc., the following shall apply:

EPA meetings shall be held in Federal facilities whenever available. EPA is required to notify GSA when the Agency has a short term need for meeting facilities and such facilities are not available within the Agency. (FPMR 101 17.104 4). The EPA Project Officer or Work Assignment Manager will determine and advise contractor as to the availability of Federal facilities.

Except for contractor, experts, consultants, subcontractor, or other personnel necessary for performance of the work called for by this contract, the cost of travel, subsistence, lodging, etc. for other participants or attendees shall not be an allowable cost under this contract. All such required personnel for which costs are being claimed must be approved by the Project Officer.

Light refreshments for Agency-sponsored conferences are allowed for Federal attendees only, provided at least 50% of the Federal attendees are in a travel status. (Light refreshments are defined as coffee, tea, milk, juice, soft drinks, donuts, bagels, fruit, pretzels, cookies, chips, or muffins.)

The cost of any beverages, food, or refreshments shall not be an allowable charge under this contract if for other than an Agency-sponsored conference, for other than Federal attendees, and/or where 50% of the Federal attendees are not in travel status.

Any registration fees must be approved by the Contracting Officer. If approved, fees collected must be accounted for and turned over to the EPA Finance Office. They may not be used to offset any of the cost for performing the contract.

5.8. SUBCONTRACTS FAR 52.244 2 (JUN 2007)

(a) *Definitions.* As used in this clause—

"Approved purchasing system" means a Contractor's purchasing system that has been reviewed and approved in accordance with Part 44 of the Federal Acquisition Regulation (FAR).

"Consent to subcontract" means the Contracting Officer's written consent for the Contractor to enter into a particular subcontract.

"Subcontract" means any contract, as defined in FAR Subpart 2.1, entered into by a subcontractor to furnish supplies or services for performance of the prime contract or a subcontract. It includes, but is not limited to, purchase orders, and changes and modifications to purchase orders.

(b) When this clause is included in a fixed-price type contract, consent to subcontract is required only on unpriced contract actions (including unpriced modifications or unpriced delivery orders), and only if required in accordance with paragraph (c) or (d) of this clause.

(c) If the Contractor does not have an approved purchasing system, consent to subcontract is required for any subcontract that—

(1) Is of the cost-reimbursement, time-and-materials, or labor-hour type; or
(2) Is fixed-price and exceeds—

(i) For a contract awarded by the Department of Defense, the Coast Guard, or the National Aeronautics and Space Administration, the greater of the simplified acquisition threshold or 5 percent of the total estimated cost of the contract; or

(ii) For a contract awarded by a civilian agency other than the Coast Guard and the National Aeronautics and Space Administration, either the simplified acquisition threshold or 5 percent of the total estimated cost of the contract.

(d) If the Contractor has an approved purchasing system, the Contractor nevertheless shall obtain the Contracting Officer's written consent before placing the following subcontracts:

(e)(1) The Contractor shall notify the Contracting Officer reasonably in advance of placing any subcontract or modification thereof for which consent is required under paragraph (b), (c), or (d) of this clause, including the following information:

(i) A description of the supplies or services to be subcontracted.

(ii) Identification of the type of subcontract to be used.

(iii) Identification of the proposed subcontractor.

(iv) The proposed subcontract price.

(v) The subcontractor's current, complete, and accurate cost or pricing data and Certificate of Current Cost or Pricing Data, if required by other contract provisions.

(vi) The subcontractor's Disclosure Statement or Certificate relating to Cost Accounting Standards when such data are required by other provisions of this contract.

(vii) A negotiation memorandum reflecting—

(A) The principal elements of the subcontract price negotiations;
(B) The most significant considerations controlling establishment of initial or revised prices;

(C) The reason cost or pricing data were or were not required;

(D) The extent, if any, to which the Contractor did not rely on the subcontractor's cost or pricing data in determining the price objective and in negotiating the final price;

(E) The extent to which it was recognized in the negotiation that the subcontractor's cost or pricing data were not accurate, complete, or current; the action taken by the Contractor and the subcontractor; and the effect of any such defective data on the total price negotiated;

(F) The reasons for any significant difference between the Contractor's price objective and the price negotiated; and

(G) A complete explanation of the incentive fee or profit plan when incentives are

used. The explanation shall identify each critical performance element, management decisions used to quantify each incentive element, reasons for the incentives, and a summary of all tradeoff possibilities considered.

(2) The Contractor is not required to notify the Contracting Officer in advance of entering into any subcontract for which consent is not required under paragraph (b), (c), or (d) of this clause.

(f) Unless the consent or approval specifically provides otherwise, neither consent by the Contracting Officer to any subcontract nor approval of the Contractor's purchasing system shall constitute a determination—

(1) Of the acceptability of any subcontract terms or conditions;

(2) Of the allowability of any cost under this contract; or

(3) To relieve the Contractor of any responsibility for performing this contract.

(g) No subcontract or modification thereof placed under this contract shall provide for payment on a cost-plus-a-percentage-of- cost basis, and any fee payable under cost-reimbursement type subcontracts shall not exceed the fee limitations in FAR 15.404-4(c)(4)(i).

(h) The Contractor shall give the Contracting Officer immediate written notice of any action or suit filed and prompt notice of any claim made against the Contractor by any subcontractor or vendor that, in the opinion of the Contractor, may result in litigation related in any way to this contract, with respect to which the Contractor may be entitled to reimbursement from the Government.

(i) The Government reserves the right to review the Contractor's purchasing system as set forth in FAR Subpart 44.3.

(j) Paragraphs (c) and (e) of this clause do not apply to the following subcontracts, which were evaluated during negotiations:

5.9. CEILING PRICE

The ceiling price of this contract is _____. The Contractor shall not make expenditures or incur obligations in the performance of this contract which exceed the ceiling

price specified herein, except at the Contractor's own risk.

5.10. EMPLOYMENT ELIGIBILITY VERIFICATION FAR 52.222-54 (JAN2009)

(a) Definitions. As used in this clause—

"Commercially available off-the-shelf (COTS) item"—

(1) Means any item of supply that is—

(i) A commercial item (as defined in paragraph (1) of the definition at 2.101);

(ii) Sold in substantial quantities in the commercial marketplace; and

(iii) Offered to the Government, without modification, in the same form in which it is sold in the commercial marketplace; and

(2) Does not include bulk cargo, as defined in section 3 of the Shipping Act of 1984 (46 U.S.C. App. 1702), such as agricultural products and petroleum products. Per 46 CFR 525.1 (c)(2), "bulk cargo" means cargo that is loaded and carried in bulk onboard ship without mark or count, in a loose unpackaged form, having homogenous characteristics. Bulk cargo loaded into intermodal equipment, except LASH or Seabee barges, is subject to mark and count and, therefore, ceases to be bulk cargo.

"Employee assigned to the contract" means an employee who was hired after November 6, 1986, who is directly performing work, in the United States, under a contract that is required to include the clause prescribed at 22.1803. An employee is not considered to be directly performing work under a contract if the employee—

(1) Normally performs support work, such as indirect or overhead functions; and
(2) Does not perform any substantial duties applicable to the contract.

"Subcontract" means any contract, as defined in 2.101, entered into by a subcontractor to furnish
supplies or services for performance of a prime contract or a subcontract. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

"Subcontractor" means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime Contractor or another subcontractor.

"United States", as defined in 8 U.S.C. 1101(a)(38), means the 50 States, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

(b) Enrollment and verification requirements.

(1) If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall—

(i) Enroll. Enroll as a Federal Contractor in the E-Verify program within 30 calendar days of contract award;

(ii) Verify all new employees. Within 90 calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); and

(iii) Verify employees assigned to the contract. For each employee assigned to the contract, initiate verification within 90 calendar days after date of enrollment or within 30 calendar days of the employee's assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(2) If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of—

(i) All new employees.

(A) Enrolled 90 calendar days or more. The Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(B) Enrolled less than 90 calendar days. Within 90 calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(ii) Employees assigned to the contract. For each employee assigned to the contract, the Contractor shall initiate verification within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(3) If the Contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe; or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond, the Contractor may choose to verify only employees assigned to the contract, whether existing employees or new hires. The Contractor shall follow the applicable verification requirements at (b)(1) or (b)(2) respectively, except that any requirement for verification of new

employees applies only to new employees assigned to the contract.

(4) Option to verify employment eligibility of all employees. The Contractor may elect to verify all existing employees hired after November 6, 1986, rather than just those employees assigned to the contract. The Contractor shall initiate verification for each existing employee working in the United States who was hired after November 6, 1986, within 180 calendar days of—

(i) Enrollment in the E-Verify program; or

(ii) Notification to E-Verify Operations of the Contractor's decision to exercise this option, using the contact information provided in the E-Verify program Memorandum of Understanding (MOU).

(5) The Contractor shall comply, for the period of performance of this contract, with the requirements of the E-Verify program MOU.

(i) The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the Contractor's MOU and deny access to the E-Verify system in accordance with the terms of the MOU. In such case, the Contractor will be referred to a suspension or debarment official.

(ii) During the period between termination of the MOU and a decision by the suspension or debarment official whether to suspend or debar, the Contractor is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Contractor, then the Contractor must reenroll in E-Verify.

(c) Web site. Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site: http://www.dhs.gov/E-Verify.

(d) Individuals previously verified. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee—

(1) Whose employment eligibility was previously verified by the Contractor through the EVerify program;

(2) Who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or

(3) Who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12, Policy for a Common Identification Standard for Federal Employees and Contractors.

(e) Subcontracts. The Contractor shall include the requirements of this clause, including this paragraph (e) (appropriately modified for identification of the parties), in each subcontract that—

(1) Is for—

(i) Commercial or noncommercial services (except for commercial services that are part of the purchase of a COTS item (or an item that would be a COTS item, but for minor modifications), performed by the COTS provider, and are normally provided for that COTS item); or

(ii) Construction;

(2) Has a value of more than $3,000; and

(3) Includes work performed in the United States.

6. TASK ORDER PROVISIONS

6.1 TECHNICAL QUESTIONS (EP 52.215 110) (APR 1984)

Offerors must submit all technical questions concerning this solicitation in writing to the contract specialist. EPA must receive the questions no later than ten (10) calendar days after the date of this solicitation. EPA will answer questions which may affect offers in an amendment to the solicitation. EPA will not reference the source of the questions.

6.2 TIME-AND-MATERIALS/LABOR-HOUR PROPOSAL REQUIREMNETSCOMMERCIAL ITEM ACQUISITION 52.216-31

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;

(2) Subcontractors; and/or
(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

6.3 ORGANIZATIONAL CONFLICT OF INTEREST NOTIFICATION (EPAAR 1552.209-70) (APR 1984)

(a) The prospective Contractor certifies, to the best of its knowledge and belief, that it is not

aware of any information bearing on the existence of any potential organizational conflict of interest. If the prospective Contractor cannot so certify, it shall provide a disclosure statement in its proposal which describes all relevant information concerning any past, present, or planned interests bearing on whether it (including its chief executives and directors, or any proposed consultant or subcontractor) may have a potential organizational conflict of interest.

(b) Prospective Contractors should refer to FAR Subpart 9.5 and EPAAR Part 1509 for policies and procedures for avoiding, neutralizing, or mitigating organizational conflicts of interest.

(c) If the Contracting Officer determines that a potential conflict exists, the prospective Contractor shall not receive an award unless the conflict can be avoided or otherwise resolved through the inclusion of a special contract clause or other appropriate means. The terms of any special clause are subject to negotiation.

6.4. ORGANIZATIONAL CONFLICT OF INTEREST CERTIFICATION (EPAAR 1552.209-72) (APR 1984)

The offeror [ ] is [ ] is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the offeror is aware of information bearing on whether a potential conflict may exist, the offeror shall provide a disclosure statement describing this information.

6.5 PROPOSED CONTRACT START DATE

For proposal preparation purposes, offerors may assume a contract award date of October 15, 2010 and a contract effective date of November 1, 2010.

ATTACHMENT 1: Client Authorization Letter

[Addressee]

Dear "Client":

We are currently responding to the Environmental Protection Agency's RFQ No.ITS-EPA-II-RFQ-10-0014 the procurement of "Network and Security Operations." The EPA is placing increased emphasis in their acquisitions on past performance as a source selection factor.

EPA has asked the contractor to send Past Performance Questionnaires to customers to complete and send to the Contracting Officer. Please complete the attached Past Performance Questionnaire and mail to U.S. EPA, Attn: Laconda Cannady, E105-02, RTP, NC 27711 or cannady.laconda@epa.gov, within five (5) days of receipt of this letter.

If you are contacted by EPA for information on work we have performed under contract for your company, you are hereby authorized to respond to EPA inquiries.

Your cooperation is appreciated. Any questions may be directed to _____.

Sincerely,

ATTACHMENT 2: PAST PERFORMANCE QUESTIONAIRRE

S O U R C E S E L E C T I O N S E N S I T I V E I N F O R M A T I O N

(TO BE COMPLETED BY CONTRACTOR PRIOR TO MAILING TO REFERENCE)

Name of Contractor:
Contract Number:
Contract Title:
Contract Value:
Type of Contract:
Period of Performance:

The remainder of this form is to be completed by the reference and returned to EPA as instructed in the Client Authorization Letter.

Performance Elements	Totally Deficient 0	Poor 1	Inadequate 2	Adequate 3	Good 4	Superior 5
1. Quality of Product or Service						
2. Timeliness of Performance						
3. Effectiveness of Management(including subcontractors)						
4. Initiative in Meeting Requirements						
5. Response to Technical Direction						
6. Responsiveness to Performance Problems						
7. Compliance with Cost Estimates						
8. Customer Satisfaction						
9. Overall Performance						

10. Remarks on outstanding performance:

(Provide data supporting this observation; you may continue on a separate sheet if needed.)

11. Remarks on unsatisfactory performance:

(Provide data supporting this observation; you may continue on separate sheet if needed.)

12. Please identify any corporate affiliations with the contractor.

13. Would you do business with this firm again?

14. Information provided by:

Agency/Firm:

Name:

Title:

Mailing Address (Street and P.O. Box):

City, State and Zip Code:

Telephone Numbers:

Fax Number:

Date and Time of Call:

ATTACHMENT 3: CERTIFICATION TO RECEIVE EPA SENSITIVE INFORMATION

Agency sensitive information, further identified as:

_____

_____

_____

was requested _[Date]_____by ___[Name]_____, an authorized representative of the __[EPA Office or Contracting Co. Name]_ **in order to** _____.
___[Name}_____ agrees with the EPA terms and conditions regarding the secure handling and appropriate usage of this information. Specifically, by signing Attachment 1, you agree to treat this information as sensitive and keep it secure while it is in your possession and in a locked cabinet when not in use. Once you no longer need this information, sign Attachment 2 certifying that you have destroyed or returned all of this information in your possession.

Date: _____

Certifying Official: _____
John Gibson

Title: Operations Security Manager

Received By: _____

Title: _____

ATTACHMENT 4: CERTIFICATION OF DISPOSITION OF EPA SENSITIVE INFORMATION

Agency sensitive information, further identified as: _____

along with all reproductions, was destroyed/returned to EPA on

___[date returned/destroyed]_____

by _____[Name]_____, an authorized

representative of _____[EPA Office/Company Name]_____.

Date: _____

Certifying Official: _____

Title: _____

ATTACHMENT 5: GLOSSARY

ASSERT	An internal EPA system providing Automated Security Self Evaluation and Remediation Tracking.
BIAC	Business Intelligence and Analytics Center
BPA	Blanket Purchase Agreement
CAB	Change Advisory Board
CBI	Confidential Business Information
CCIE	Cisco Certified Internetwork Expert
CCNP	Cisco Certified Network Professional
CCSP	Cisco Certified Security Professional
CISSP	Certified Information Systems Security Professional
CO	Contracting Officer
COOP/DR	Continuity of Operations/Disaster Recovery
CSIRC	Computer Security Incident Response Center
DB	Database
DMZ	Demilitarized zone
DSS	Distributed System Support
EPA	Environmental Protection Agency
FAR	Federal Acquisition Regulations
FIFRA	Federal Insecticide, Fungicide, and Rodenticide Act
FISMA	Federal Information Security Management Act
FRR	Firewall Rule Request
ftp	a standard network protocol used to copy a file from one host to another over a TCP/IP based network, such as the Internet.
GFP	Government Furnished Property
GSA	General Services Administration
GSS	General Support System
GUI	Graphical User Interface
HPOV	Hewlett Packard Openview
HQ	Headquarters
IDS	Intrusion Detection System
IGCE	Independent Government Cost Estimate
IPS	Intrusion Prevention System
IPSEC	Internet Protocol Security
ISO	Information Security Officer
ITIL	Information Technology Infrastructure Library
ITS EPA II	Information Technology Services Environmental Protection Agency II contract
LAN	Local Area Network
MA	Major Application

MOU	Memorandum of Understanding
MS	Microsoft
MTIPS	Managed Trusted Internet Protocol Services
NCC	National Computer Center
NCF	Network Control Facility
NIST	National Institute of Standards and Technology
NOSC	Network Operations Security Center
nslookup	a command line administrative tool for testing and troubleshooting DNS servers
NTS	Network Telecommuncations Services
ODC	Other Direct Costs
OMB	Office of Management and Budget
OS	Operating System
ping	a computer network administration utility used to test whether a particular host is reachable across an IP network.
PIR	Post Implementation Review
POA&M	Plans of Action and Milestones
POP	Period of Performance
PWS	Performance Work Statement
QTS	Quality Technology Subcommittee
RCRA	Resource Conservation Recovery Act
RFC	Request For Change
RFQ	Request For Quotation
RTP	Research Triangle Park
SA	System Administrator
SCD	Standard Configuration Document
SCRUTINIZER	Network flow measuring and monitoring software
SIEM	Security Incident and Event Management
SLA	Service Level Agreement
SOW	Statement of Work
T&M	Time and Material
TACACS+	Terminal Access Controller Access Control System Plus
TAVVE	Network Management Software
TCP/IP	Transmission Control Protocol/Internet Protocol
telnet	a network protocol used on the Internet or local area networks to provide a bidirectional interactive text oriented communications facility via a virtual terminal connection
TISS	Technology and Information Security Staff
TO	Task Order
TOCOR	Task Order Contracting Officer's Representative
TORFQ	Task Order Request For Quotation
traceroute	a computer network tool used to show the route taken by packets

	across an IP network.
TSCA	Toxic Substances Control Act
TSR	Telecommunications Service Request
TVA	Technical Vulnerability Assessment
TVAL	TISS/Technical Vulnerability Assessment Lab
VM	Vulnerability Management
VPN	Virtual Private Network
WAN	Wide Area Network
WCF	Working Capital Fund