

ORDER FOR SUPPLIES OR SERVICES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER 10/01/2009	2. CONTRACT NO. (If any) DTOS59-09-D-00467	6. SHIP TO: Howard Weiner		
3. ORDER NO. DTMA1F09215	4. REQUISITION/REFERENCE NO.	a. NAME OF CONSIGNEE U.S. MERCHANT MARINE ACADEMY		
5. ISSUING OFFICE (Address correspondence to) DOT/Maritime Administration, MAR-380 1200 New Jersey Ave SE, MAR380 W26-429		b. STREET ADDRESS Department of Information Technology (DOIT)		
Washington	DC	20590	c. CITY Kings Point	d. STATE NY
		e. ZIP CODE 11024-1699		

7. TO:	f. SHIP VIA
a. NAME OF CONTRACTOR	8. TYPE OF ORDER

b. COMPANY NAME ActioNet Inc	<input checked="" type="checkbox"/> a. PURCHASE	<input type="checkbox"/>
c. STREET ADDRESS 2600 Park Tower Drive ,Suite 1000	REFERENCE YOUR: See DTOS59-09-D-00467	b. DELIVERY - Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.
d. CITY Vienna	e. STATE VA	f. ZIP CODE 22180-7370
Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.		

9. ACCOUNTING AND APPROPRIATION DATA - 2010 - 701017 - 5000 - 1P - 1PDA - 00 - 000000000 - 12700 - - 26080 - - 6100 - 6600	10. REQUISITIONING OFFICE DOT/Maritime Administration, MAR-380
---	---

11. BUSINESS CLASSIFICATION (Check appropriate box(es))	12. F.O.B. POINT
<input type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input checked="" type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> g. SERVICE-DISABLED VETERAN-OWNED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. EMERGING SMALL BUSINESS	Destination

13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS
a. INSPECTION US Merchant Marine Academy	b. ACCEPTANCE US Merchant Marine Academy			

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	SEE LINE ITEM DETAIL					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.		17(h) TOT. (Cont. pages)
	21. MAIL INVOICE TO: Christy Remington				
	a. NAME DOT/ Enterprise Services Center (ESC) OFO/FAA, Oklahoma City				\$359,788.54
	b. STREET ADDRESS (or P.O. Box) MARAD A/P Branch, AMZ-150 PO Box 25710				
c. CITY Oklahoma City		d. STATE OK	e. ZIP CODE 73125		17(i) GRAND TOTAL

22. UNITED STATES OF AMERICA BY (Signature)	23. NAME (Typed) John Desch TITLE: CONTRACTING/ORDERING OFFICER
---	---

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO.
3 of 32

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER 10/01/2009	CONTRACT NO. DTOS59-09-D-00467	ORDER NO. DTMA1F09215
-----------------------------	-----------------------------------	--------------------------

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001	<p><i>The Contractor's proposal offered prices that were rounded down in terms of cents, a function that this contracting writing system will not support. Therefore, the actual not to exceed price of \$367,968.16 is slightly higher than the proposed price of \$367,967.</i></p> <p>Continuation of Information Technology Infrastructure Services</p> <p>Pursuant to the terms and conditions contained within Contract DTOS59-09-D-00467, issued by the Department of Transportation, the Contractor shall provide continued services from 1 October 2009 to 31 December 2009, as required in Section F Period of Performance, to support the information technology infrastructure of the US Merchant Marine Academy in accordance with the Performance Work Statement in Section B.</p> <p align="center"> <i>Start Date End Date</i> 10/01/2009 12/31/2009 </p>	0.00		0.000	0.00	
0001AA	<p>Help Desk Specialist</p> <p>This CLIN provides support for four specialists.</p>	1,984.00	HR	48.930	97,077.12	
0001AB	Data Security Specialist	496.00	HR	70.450	34,943.20	
0001AC	Communications Network Manager	496.00	HR	99.200	49,203.20	
0001AD	Senior Application Engineer	496.00	HR	112.460	55,780.16	
0001AE	Quality Assurance Manager	496.00	HR	102.740	50,959.04	
0001AF	Local Area Network Support Technician	496.00	HR	58.230	28,882.08	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17i) ⇒ \$316,844.80

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO.
4 of 32

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER 10/01/2009	CONTRACT NO. DTOS59-09-D-00467	ORDER NO. DTMA1F09215
-----------------------------	-----------------------------------	--------------------------

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001AG	Local Area Network Manager	496.00	HR	82.910	41,123.36	
0001AH	Travel This is a Not to Exceed amount to be reimbursed in accordance with the Federal Travel Regulation.	1.00	NTE	10,000.000	10,000.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17i) ➔ \$51,123.36

Line Item Detail	Title	Document Number	Page
Address Information F.O.B. Destination Additional Markings:	USMMA Continuation of Services	DTMA1F09215	6 of 32

Line Item Detail	Title USMMA Continuation of Services	Document Number DTMA1F09215	Page 7 of 32
-------------------------	--	---------------------------------------	------------------------

Detail

Line Item Number	Description	Ship Code	Invoice Code	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Disc)
------------------	-------------	-----------	--------------	----------	---------------	------------	----------------------------

0001AA	Help Desk Specialist			1,984.00	HR	\$48.930	\$ 97,077.12
--------	----------------------	--	--	----------	----	----------	--------------

Contract Type: Other (Awards - None other apply) **Line Type:** Priced
Delivery Date: **Period Type:** Base Period
Period of Performance: **Product/Service Code:** D307
Extended Description: **SIC Code:** 7376
This CLIN provides support for four specialists. **NAICS Code:** 541513

Description

Company:	Model Number:	Inspection/Acceptance
Prod./Cat. Number:	NSN:	Location:
Drawing Number:	Recycled Product:	Level:
Spec. Number:	Color:	
Serial Number:	Size:	
Piece Number:		

Pricing

		Estimates					
Base Fee:	.000	Min. Profit Fee:	.000	Quantity:	.000	Est. Cost:	.000
Award Fee:	.000	Max. Profit Fee:	.000	Min. Quantity:	.000	Est. Cost - Low:	.000
Fixed Fee:	.000	Target Profit Fee:	.000	Max. Quantity:	.000	Est. Cost - High:	.000
Ceiling:	.000	Taxes:	.000	Variation in Quantity:	.000	Target Cost:	.000
						Target Price:	.000

Address Information

F.O.B. Destination
Additional Markings:

Line Item Detail	Title USMMA Continuation of Services	Document Number DTMA1F09215	Page 8 of 32
-------------------------	--	---------------------------------------	------------------------

Detail

Line Item Number	Description	Ship Code	Invoice Code	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Disc)
------------------	-------------	-----------	--------------	----------	---------------	------------	----------------------------

0001AB	Data Security Specialist			496.00	HR	\$70.450	\$ 34,943.20
--------	--------------------------	--	--	--------	----	----------	--------------

Contract Type: Other (Awards - None other apply)	Line Type: Priced
Delivery Date:	Period Type: Base Period
Period of Performance:	Product/Service Code: D307
Extended Description:	SIC Code: 7376
	NAICS Code: 541513

Description

Company:	Model Number:	Inspection/Acceptance
Prod./Cat. Number:	NSN:	Location:
Drawing Number:	Recycled Product:	Level:
Spec. Number:	Color:	
Serial Number:	Size:	
Piece Number:		

Pricing

		Estimates					
Base Fee:	.000	Min. Profit Fee:	.000	Quantity:	.000	Est. Cost:	.000
Award Fee:	.000	Max. Profit Fee:	.000	Min. Quantity:	.000	Est. Cost - Low:	.000
Fixed Fee:	.000	Target Profit Fee:	.000	Max. Quantity:	.000	Est. Cost - High:	.000
Ceiling:	.000	Taxes:	.000	Variation in Quantity:	.000	Target Cost:	.000
						Target Price:	.000

Address Information

F.O.B. Destination

Additional Markings:

Line Item Detail	Title USMMA Continuation of Services	Document Number DTMA1F09215	Page 9 of 32
-------------------------	--	---------------------------------------	------------------------

Detail

Line Item Number	Description	Ship Code	Invoice Code	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Disc)
0001AC	Communications Network Manager			496.00	HR	\$99.200	\$ 49,203.20

Contract Type: Other (Awards - None other apply)

Delivery Date:

Period of Performance:

Extended Description:

Line Type: Priced

Period Type: Base Period

Product/Service Code: D307

SIC Code: 7376

NAICS Code: 541513

Description

Company:

Prod./Cat. Number:

Drawing Number:

Spec. Number:

Serial Number:

Piece Number:

Model Number:

NSN:

Recycled Product:

Color:

Size:

Inspection/Acceptance

Location:

Level:

Pricing

Estimates

Base Fee:	.000	Min. Profit Fee:	.000	Quantity:	.000	Est. Cost:	.000
Award Fee:	.000	Max. Profit Fee:	.000	Min. Quantity:	.000	Est. Cost - Low:	.000
Fixed Fee:	.000	Target Profit Fee:	.000	Max. Quantity:	.000	Est. Cost - High:	.000
Ceiling:	.000	Taxes:	.000	Variation in Quantity:	.000	Target Cost:	.000
						Target Price:	.000

Address Information

F.O.B. Destination

Additional Markings:

Line Item Detail	Title USMMA Continuation of Services	Document Number DTMA1F09215	Page 10 of 32
-------------------------	--	---------------------------------------	-------------------------

Detail

Line Item Number	Description	Ship Code	Invoice Code	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Disc)
0001AD	Senior Application Engineer			496.00	HR	\$112.460	\$ 55,780.16

Contract Type: Other (Awards - None other apply)

Delivery Date:

Period of Performance:

Extended Description:

Line Type: Priced

Period Type: Base Period

Product/Service Code: D307

SIC Code: 7376

NAICS Code: 541513

Description

Company:

Prod./Cat. Number:

Drawing Number:

Spec. Number:

Serial Number:

Piece Number:

Model Number:

NSN:

Recycled Product:

Color:

Size:

Inspection/Acceptance

Location:

Level:

Pricing

Estimates

Base Fee:	.000	Min. Profit Fee:	.000	Quantity:	.000	Est. Cost:	.000
Award Fee:	.000	Max. Profit Fee:	.000	Min. Quantity:	.000	Est. Cost - Low:	.000
Fixed Fee:	.000	Target Profit Fee:	.000	Max. Quantity:	.000	Est. Cost - High:	.000
Ceiling:	.000	Taxes:	.000	Variation in Quantity:	.000	Target Cost:	.000
						Target Price:	.000

Address Information

F.O.B. Destination

Additional Markings:

Line Item Detail	Title USMMA Continuation of Services	Document Number DTMA1F09215	Page 11 of 32
-------------------------	--	---------------------------------------	-------------------------

Detail

Line Item Number	Description	Ship Code	Invoice Code	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Disc)
0001AE	Quality Assurance Manager			496.00	HR	\$102.740	\$ 50,959.04

Contract Type: Other (Awards - None other apply)

Delivery Date:

Period of Performance:

Extended Description:

Line Type: Priced

Period Type: Base Period

Product/Service Code: D307

SIC Code: 7376

NAICS Code: 541513

Description

Company:

Prod./Cat. Number:

Drawing Number:

Spec. Number:

Serial Number:

Piece Number:

Model Number:

NSN:

Recycled Product:

Color:

Size:

Inspection/Acceptance

Location:

Level:

Pricing

Estimates

Base Fee:	.000	Min. Profit Fee:	.000	Quantity:	.000	Est. Cost:	.000
Award Fee:	.000	Max. Profit Fee:	.000	Min. Quantity:	.000	Est. Cost - Low:	.000
Fixed Fee:	.000	Target Profit Fee:	.000	Max. Quantity:	.000	Est. Cost - High:	.000
Ceiling:	.000	Taxes:	.000	Variation in Quantity:	.000	Target Cost:	.000
						Target Price:	.000

Address Information

F.O.B. Destination

Additional Markings:

Line Item Detail	Title USMMA Continuation of Services	Document Number DTMA1F09215	Page 12 of 32
-------------------------	--	---------------------------------------	-------------------------

Detail

Line Item Number	Description	Ship Code	Invoice Code	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Disc)
0001AF	Local Area Network Support Technician			496.00	HR	\$58.230	\$ 28,882.08

Contract Type: Other (Awards - None other apply)	Line Type: Priced
Delivery Date:	Period Type: Base Period
Period of Performance:	Product/Service Code: D307
Extended Description:	SIC Code: 7376
	NAICS Code: 541513

Description

Company:	Model Number:	Inspection/Acceptance
Prod./Cat. Number:	NSN:	Location:
Drawing Number:	Recycled Product:	Level:
Spec. Number:	Color:	
Serial Number:	Size:	
Piece Number:		

Pricing

		Estimates					
Base Fee:	.000	Min. Profit Fee:	.000	Quantity:	.000	Est. Cost:	.000
Award Fee:	.000	Max. Profit Fee:	.000	Min. Quantity:	.000	Est. Cost - Low:	.000
Fixed Fee:	.000	Target Profit Fee:	.000	Max. Quantity:	.000	Est. Cost - High:	.000
Ceiling:	.000	Taxes:	.000	Variation in Quantity:	.000	Target Cost:	.000
						Target Price:	.000

Address Information

F.O.B. Destination

Additional Markings:

Line Item Detail	Title USMMA Continuation of Services	Document Number DTMA1F09215	Page 13 of 32
-------------------------	--	---------------------------------------	-------------------------

Detail

Line Item Number	Description	Ship Code	Invoice Code	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Disc)
------------------	-------------	-----------	--------------	----------	---------------	------------	----------------------------

0001AG	Local Area Network Manager			496.00	HR	\$82.910	\$ 41,123.36
--------	----------------------------	--	--	--------	----	----------	--------------

Contract Type: Other (Awards - None other apply)	Line Type: Priced
Delivery Date:	Period Type: Base Period
Period of Performance:	Product/Service Code: D307
Extended Description:	SIC Code: 7376
	NAICS Code: 541513

Description

Company:	Model Number:	Inspection/Acceptance
Prod./Cat. Number:	NSN:	Location:
Drawing Number:	Recycled Product:	Level:
Spec. Number:	Color:	
Serial Number:	Size:	
Piece Number:		

Pricing

		Estimates					
Base Fee:	.000	Min. Profit Fee:	.000	Quantity:	.000	Est. Cost:	.000
Award Fee:	.000	Max. Profit Fee:	.000	Min. Quantity:	.000	Est. Cost - Low:	.000
Fixed Fee:	.000	Target Profit Fee:	.000	Max. Quantity:	.000	Est. Cost - High:	.000
Ceiling:	.000	Taxes:	.000	Variation in Quantity:	.000	Target Cost:	.000
						Target Price:	.000

Address Information

F.O.B. Destination

Additional Markings:

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 15 of 15
--	------------------------------------	---	---------------

TABLE OF CONTENTS

COMMERCIAL CLAUSES	16
1 Authorization to Contract	16
2 Contracting Officer's Technical Representative	16
SECTION C -- Descriptions and Specifications	17
C.1 Performance Work Statement	17
SECTION F -- Deliveries or Performance	32
F.1 Period of Performance	32

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 16 of 16
--	------------------------------------	---	---------------

COMMERCIAL CLAUSES

1 AUTHORIZATION TO CONTRACT

The authorization to place this order is contained within Contract DTOS59-09-D-00467, as issued by the Department of Transportation in July 2009. This order is subject to the terms and conditions contained therein.

2 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE

The Contracting Officer's Technical Representative for this order is Mr. Howard Weiner, US Merchant Marine Academy.

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 17 of 17
--	------------------------------------	---	---------------

SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

C.1 PERFORMANCE WORK STATEMENT

C.1 Element B: USMMA

C.1.1 Specific Tasks (Technical Requirements)

Except for Task 5 - Help Desk Support (C.3.1.5), which is mandatory, all tasks and subtasks under Element B are optional during the first of the two base years, pending the availability of funding.

C.1.1.1 Task 1 - Network Infrastructure Support

- a. In support of the Academy's mission, this task maintains the operation of the Academy's network infrastructure, connections to the networks operated by DOT and/or MARAD, and the Academy's future Disaster Recovery (DR) and Continuation of Operations (COOP) site.
- b. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry practices and the requirements imposed by the DOT, MARAD, and the Academy CIO, when requested to do so by the CIO, in support of all phases of the following subtasks:

C.1.1.1.1 Subtask 1.1 - Campus Network Switching, Access, and Monitoring Infrastructure

This Subtask provides support to manage all phases of the hardware and software life cycle of the campus network consisting of one or more switches in each building, all wireless access points, all metropolitan mesh wireless access points, all intrusion detection/ protection monitoring and control devices, switched access to the Internet Service Provider (ISP), and all cable modems which provide an alternative route to the Internet.

C.1.1.1.2 Subtask 1.2 - Connections to DOT and/or MARAD Networks

This Subtask provides support to manage all connections between the Academy network and networks operated by and for the U.S. DOT or the MARAD.

C.1.1.1.3 Subtask 1.3 - Future DR/COOP Site Network

This Subtask provides support to manage all connections between the Academy network and the future network and site location identified to serve the Disaster Recovery (DR) and Continuation of Operations (COOP) requirements of the Academy.

C.1.1.2 Task 2 - Server and Appliance Support

- a. In support of the education, administrative, and quality of life needs of the Academy's administrators, faculty, staff, contractors, and midshipmen, this task maintains the operation of the Academy's server and appliance investment located at Kings Point as well as the future Disaster Recovery (DR) and Continuation of Operations (COOP) site.
- b. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry practices and the requirements imposed by the DOT, MARAD, and the Academy CIO, when requested to do so by the CIO, in support of all phases of the task.

C.1.1.2.1 Subtask 2.1 - Blade Servers at Kings Point

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 18 of 18
--	------------------------------------	---	---------------

This Subtask provides support to manage all phases of the hardware and software life cycle of the one or more campus blade center deployments.

C.1.1.2.2 Subtask 2.2 - Conventional Rack Servers at Kings Point

This Subtask provides support to manage all phases of the hardware and software life cycle of the one or more deployments of conventional rack servers.

C.1.1.2.3 Subtask 2.3 - Information Assurance and Compliance Appliances

This Subtask provides support to manage all phases of the hardware and software life cycle of the deployed information assurance and compliance (i.e., firewall; intrusion detection/protection; virtual private networking, instant messaging gateway for user authentication, archival, anti-virus, and anti-SPAM; email gateway for anti-virus and spam; and email archival and retrieval) appliances supporting the Academy network.

C.1.1.2.4 Subtask 2.4 - Configuration Management and Compliance Servers and Appliances

This Subtask provides support to manage all phases of the hardware and software life cycle of the deployed configuration management and compliance servers (i.e., K-Box by Kace, Microsoft Systems Management Server, and Microsoft Server Update Services) serving the Academy network.

C.1.1.2.5 Subtask 2.5 - Storage Area Network

This Subtask provides support to manage all phases of the hardware and software life cycle of the one or more storage area network devices and related stores deployed in support of the Academy network.

C.1.1.2.6 Subtask 2.6 - Load Balancing Appliance

This Subtask provides support to manage all phases of the hardware and software life cycle of the one or more load balancing appliances deployed in support of the Academy network. The Academy has adopted a strategy of managed levels of redundancy-multiple instances of mission critical application system components, each in its own virtual server partition-to ensure continuity of availability. The load balancing appliances route incoming requests for these services (e.g., web, application) to the appropriate virtual server.

C.1.1.3 Task 3 - Periodic Renewal of Personal Computer Technology

- a. In support of the education, administrative, and quality of life needs of the Academy's administrators, faculty, staff, contractors, and midshipmen, this task specifies the requirements for the activities associated with the periodic renewal of personal computer technology.
- b. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry practices and the requirements imposed by the DOT, the MARAD, and the Academy CIO, when requested to do so by the CIO, in support of all phases of the task.

C.1.1.3.1 Subtask 3.1 - Laptop Personal Computers for Faculty, Staff, and Contractors

This Subtask provides support to manage all phases of tracking and monthly reporting of the location, assignment, and warranty status of laptop personal computers assigned to faculty, staff, and contractors. Academy policy requires the replacement of government furnished laptop personal computers at the expiration of the hardware vendor's warranty service period-typically three years from the date of purchase.

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 19 of 19
--	------------------------------------	---	---------------

C.1.1.3.2 Subtask 3.2 - Desktop Personal Computers for Staff and Contractors

This Subtask provides support to manage all phases of tracking and monthly reporting of the location, assignment, and warranty status of desktop personal computers assigned to staff and contractors. Academy policy requires the replacement of government furnished desktop personal computers at the expiration of the hardware vendor's warranty service period-typically four years from the date of purchase.

C.1.1.3.3 Subtask 3.3 - Desktop Personal Computers for Laboratories, Specialized Functions, and General Use

This Subtask provides support to manage all phases of tracking and monthly reporting of the location, assignment, and warranty status of desktop personal computers assigned to instructional laboratories (i.e., the Departments of Math and Science, Marine Engineering, and Marine Transportation), all 33 electronic classrooms, specialized use applications (i.e., Bland Library Circulation Desk), general use (i.e., Bland Library Patron areas), and large auditorium venues (i.e., Ackerman Hall, Samuels Hall). Academy policy requires the replacement of government furnished desktop personal computers at the expiration of the hardware vendor's warranty service period-typically four years from the date of purchase for desktop personal computers and three years from the date of purchase for laptop personal computers.

C.1.1.3.4 Subtask 3.4 - Laptop Personal Computers for Midshipmen

- a. This Subtask provides support to manage all phases of distribution, delivery, tracking and monthly reporting of the identity (i.e., name) of the midshipmen and warranty status of laptop personal computers purchased by and assigned to each midshipman.
- b. Academy policy requires each midshipman to keep his/her laptop in good working order for a minimum of three years. At the sole discretion of the Academy, a midshipman may be required to purchase a new laptop prior to the outset of any academic year beyond the midshipman's third year. Upon occasion, lost or damaged laptops must be replaced at the midshipman's personal cost.

C.1.1.3.5 Subtask 3.5 - Loaner Laptop Pool

- a. This Subtask provides support to manage all phases of tracking and monthly reporting of the location, assignment, and warranty status of laptop personal computers assigned to the loaner laptop pool operated for the benefit of faculty, staff, contractors, and midshipmen. Academy policy requires the replacement of government furnished laptop personal computers at the expiration of the hardware vendor's warranty service period-typically three years from the date of purchase.
- b. The Academy loaner pool currently holds approximately 120 laptops. The Academy reserves the right to adjust the number of laptop personal computers in the loaner pool to reflect increases/decreases in the size of the midshipmen, faculty, staff, and contractor populations.

C.1.1.4 Task 4 - End-User Training and Skill Enhancement

- a. In support of the education, administrative, and quality of life needs of the Academy's administrators, faculty, staff, contractors, and midshipmen, this task specifies the requirements for the activities associated with user training of a basic suite of software products reflecting the needs of each user group: Midshipmen, faculty, staff, and contractors.
- b. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry and pedagogical practices when requested to do so by the CIO, in support of all phases of the task.

C.1.1.4.1 Subtask 4.1 - Laptop Familiarization for Plebes

This Subtask provides support to insure that entering members of the then Plebe Class possess a minimal set of desktop navigation skills for either the Windows XP Professional or Windows 7 operating system, as appropriate, the latest version of the Microsoft Internet Explorer web browser, and Microsoft Outlook 2007.

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 20 of 20
--	------------------------------------	---	---------------

C.1.1.4.2 Subtask 4.2 - Microsoft Windows XP Professional (SP3) and Windows 7 Navigation and Use

This Subtask provides support to insure that faculty, staff, and contractors possess a minimal set of desktop navigation skills for either the Windows XP Professional or Windows 7 operating system, as appropriate, the most recent version of the Microsoft Internet Explorer web browser, and Microsoft Outlook 2007.

C.1.1.4.3 Subtask 4.3 - Microsoft Office 2007 Navigation and Use

This Subtask provides support to insure that faculty, staff, and contractors possess a minimal set of desktop navigation skills for the most recent version of Microsoft Office 2007.

C.1.1.5 Task 5 - Help Desk Support

a. In support of the education, administrative, and quality of life needs of the Academy's administrators, faculty, staff, contractors, and midshipmen, this task specifies the requirements for the activities associated with the periodic requests for assistance to mitigate personal computer hardware and/or software failures, and other anomalies (e.g., network access issues, lapsed network credentials), reported by faculty, staff, contractors, and midshipmen.

b. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry practices and the requirements imposed by the DOT, MARAD, and the Academy CIO, when requested to do so by the CIO, in support of all phases of the task.

C.1.1.5.1 Subtask 5.1 - Documentation of Service Requests and Fulfillment Status of Service Requests

This Subtask requires the contractor to document all interactions with faculty, staff, contractors, and midshipmen relating to repairs, requests to appropriate hardware vendors for warranty repair services, certification of hardware vendor warranty repairs, assignment and collection of loaner laptops, hosted or performed by contractor's staff in the Academy's designated problem management and reporting system.

C.1.1.5.2 Subtask 5.2 - Walk-In Services

a. This Subtask provides support to faculty, staff, contractors, and midshipmen who bring their assigned personal computer to the Service Center located on the zero deck of the CAORF Building for problem diagnosis and mitigation support.

b. Walk-In Services shall be available to faculty, staff, contractors, and midshipmen Monday through Friday between 0700 and 2000 hours, except federal holidays when services will be unavailable.

c. Walk-In Services shall also be available to midshipmen on the Saturday and Sunday immediately prior to the first day of classes for each academic term between 1000 and 1600 hours. The annual schedule for each academic year is available from the Office of the Registrar, U.S. Merchant Marine Academy, 300 Steamboat Rd, Kings Point, NY 11024-1699.

C.1.1.5.3 Subtask 5.3 - Telephone Services

This Subtask provides telephone support to faculty, staff, and contractors who call to request assistance when their Academy assigned personal computer fails to operate as expected, or experiences difficulty in gaining access to a network supported service (e.g., file and print services, email server access, web site access).

C.1.1.5.4 Subtask 5.4 - Field Services, Assigned personal computers

This Subtask provides field service support, restricted to the Academy campus, for the benefit of faculty, staff, and contractors who require assistance at their assigned duty station, when their Academy assigned personal computer fails to operate as expected.

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 21 of 21
--	------------------------------------	---	---------------

C.1.1.5.5 Subtask 5.5 - Field Services, Dedicated Purpose personal computers

This Subtask provides field service support, restricted to the Academy campus, for the personal computers serving patrons in the Library, electronic classrooms, simulation laboratories, and large auditorium venues that fail to operate as expected, and where requests for assistance are reported by faculty, staff, or contractors.

C.1.1.5.6 Subtask 5.6 - Support of the Sea Year, Internship, and Setback Programs

This Subtask provides for shipping and receiving failed laptops owned by midshipmen, covered under the manufacturer's warranty, to and from the Academy for repair and a substitution laptop from the loaner pool. Help Desk staff arrange for laptop repairs. Following repair, the midshipman's laptop is exchanged for the loaner laptop which is returned to the loaner pool.

C.1.1.5.7 Subtask 5.7 - Repairs of Laptops and Desktop Personal Computers

This Subtask provides for problem diagnosis and mitigation of software and configuration issues that prevent acceptable levels of personal computer performance, arranging for manufacturer's warranty repair service for hardware repairs, certification of repairs, and the return of repaired units.

C.1.1.6 Task 6 - Software Configuration Management and Support

a. In support of the Academy network and its accredited faculty, staff, contractors, and midshipmen, the contractor shall be responsible for the test, evaluation, and certification of the licensed software products. The contractor shall certify through pre-deployment testing that new software releases will cause no harm or disruption to Academy operations in administrative, educational, and sanctioned recreational activities involving Information Technology products and services. The method and responsibility for the installation of new, upgraded, or enhanced software products varies by purpose and type of computing device.

b. The contractor shall establish, maintain, and publish by email and web site to all faculty, staff, contractors, and midshipmen a working calendar enumerating the dates and times of software installations, upgrades, and enhancements, and any anticipated network, network service, or other anticipated outage associated with these activities. Email notices and reminders to all faculty, staff, contractors, and midshipmen shall be published not less than one hour prior to any outage. Email notices to all faculty, staff, contractors, and midshipmen shall be published announcing the end of any service outage and return of services within 15 minutes of the end of any service disruption.

c. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry practices and the requirements imposed by the DOT, MARAD, and the Academy CIO, when requested to do so by the CIO, in support of all phases of the task.

C.1.1.6.1 Subtask 6.1 - Hypervisors and Server Operating Systems

This Subtask requires the contractor to monitor the general availability reports of all Academy software vendors for the latest version, release, and special distributions of hypervisor and server operating system software products. The contractor shall obtain, test, certify, install, and report the status of deployment of server software products.

C.1.1.6.2 Subtask 6.2 - Server Middleware Products

This Subtask requires the contractor to monitor the general availability reports of all Academy software vendors for the latest version, release, and special distributions of middleware server software products, like email servers, web servers, application servers, and database servers. The contractor shall obtain, test, certify, install, and report the status of deployment of server software products.

C.1.1.6.3 Subtask 6.3 - Appliance and Compliance Servers

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 22 of 22
--	------------------------------------	---	---------------

This Subtask requires the contractor to monitor the general availability reports of all Academy appliance and software vendors for the latest version, release, and special distributions of appliance server software products, like malware appliances (i.e., firewall, intrusion protection, VPN), email gateways, email archivers, instant messaging gateways and archivers, load balancing devices, and anti-virus/anti-SPAM software servers. The contractor shall obtain, test, certify, install, and report the status of deployment of appliance server software products.

C.1.1.6.4 Subtask 6.4 - Personal Computer Software Products

This Subtask requires the contractor to monitor the general availability reports of all Academy software vendors for the latest version, release, and special distributions of personal computer operating systems, productivity software, web browser software, and malware protection software products. The contractor shall obtain, test, certify, install, and report the status of deployment of personal computer software products.

C.1.1.7 Task 7 - Instructional Technology Support

a. As an institution of higher education, the Academy's academic programs are vested heavily in the use of instructional technologies and electronic classrooms. The contractor shall be required to provide system administration support for the use of the Blackboard and Moodle learning management systems. This includes training and supporting faculty in the preparation of class/ course materials that will be presented on demand to midshipmen and graduate students using these systems.

b. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry practices and the requirements imposed by the Department of Transportation, Maritime Administration, and the Academy CIO, when requested to do so by the CIO, in support of all phases of the task.

C.1.1.7.1 Subtask 7.1 - Supporting Blackboard and Moodle

The Subtask requires the contractor to maintain the Blackboard and Moodle learning management systems, relational database software, and reporting software up-to-date.

C.1.1.7.2 Subtask 7.2 - Supporting the Database Environment for Learning Management Systems

The Subtask requires the contractor to maintain the learning management system relational database management systems in good operational condition as well as the ability to restore a specific relational database to a prior state.

C.1.1.7.3 Subtask 7.3 - Supporting Query and Reporting Needs

The Subtask requires the contractor to construct and run queries and reports from the Blackboard and Moodle relational databases upon request of the Academy CIO.

C.1.1.7.4 Subtask 7.4 - Faculty Support in the Use of Blackboard and Moodle

The Subtask requires the contractor to train and support faculty in the use and operation of Blackboard and Moodle for use in undergraduate and graduate courses (e.g., Master of Science in Marine Engineering Program).

C.1.1.8 Task 8 - O&M Support of the Legacy Progress ERP Systems

a. In support of the Academy's mission, the Academy has developed systems serving the processes of recruiting and admissions, processes supporting the Office of the Registrar for academic and student records, processes supporting the Office of the Commandant in the professional training and development of the midshipmen, and the processes of the Fiscal Control Office necessary to invoice, collect, and account for the payment of fees due from midshipmen. These systems were developed over a period of 10-15 years, possess minimal user documentation, no technical documentation, and are based on the relational database management system and integrated software development environment of Progress Software.

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 23 of 23
--	------------------------------------	---	---------------

b. These systems must continue to operate and function, until they are replaced by the CAMS Enterprise System from Three Rivers Systems. The contractor will be expected to perform those maintenance activities required to keep these processes operational.

c. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry practices and the requirements imposed by the DOT, MARAD, and the Academy CIO, when requested to do so by the CIO, in support of all phases of the task.

C.1.1.8.1 Subtask 8.1 - Supporting the Progress Software Environment

This Subtask requires the contractor to maintain the Progress software authoring system, relational database software, and reporting software up-to-date.

C.1.1.8.2 Subtask 8.2 - Supporting the Progress Database Environment

This Subtask requires the contractor to maintain the Progress relational database management systems in good operational condition as well as the ability to restore a specific relational database to a prior state.

C.1.1.8.3 Subtask 8.3 - Supporting Query and Reporting Needs

This Subtask requires the contractor to construct and run queries and reports from the Progress relational databases upon request of the Academy CIO.

C.1.1.8.4 Subtask 8.4 - Supporting Export Needs for System Conversion

This Subtask requires the contractor to extract data from the Progress relational databases required to support a conversion to the CAMS Enterprise System from Three Rivers Systems.

C.1.1.9 Task 9 - SirsiDynix Automated Library Management System Support

a. As an accredited institution of higher education, the Academy must establish and maintain a library whose holdings are judged sufficient to support its undergraduate and graduate degree programs. The Bland Library also serves as an official federal depository location for a substantial array of federal publications and reports.

b. The Academy purchased the SirsiDynix Enterprise automated system to manage the entire life cycle of all of its holdings, patrons, and patron activities. Annual software maintenance for the SirsiDynix system is purchased by the Academy. Periodic software upgrades and enhances are distributed by SirsiDynix which must be installed on the servers supporting the SirsiDynix Enterprise system.

c. The contractor shall provide timely formal, written, relevant suggestions, comments, observations representing best industry practices and the requirements imposed by the Department of Transportation, Maritime Administration, and the Academy CIO, when requested to do so by the CIO, in support of all phases of the task.

C.1.1.10 Task 10 - DoIT IT Management Services Support

The contractor shall provide DoIT with management support in the specific technical areas of Information Technology Investment Control, data requests and related tasks required by the U.S. Department of Transportation and the Maritime Administration.

C.1.1.10.1 Subtask 10.1 - Data Requests Support

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 24 of 24
--	------------------------------------	---	---------------

a. The contractor shall provide support to ensure the Academy fulfills its responsibility implementing Administration's initiatives to include Information Assurance and Privacy. This includes the timely collection and reporting of assessment and performance data required by offices of the Maritime Administration, the U.S. Department of Transportation, and the Office of Management and Budget.

b. The contractor shall attend meetings scheduled by the Maritime Administration and the U.S. Department of Transportation, and shall upon occasion, be the sole representative of the Academy at such meetings.

c. Coordinating with the Academy CIO, the contractor shall assist the Academy in completing IT investment-related data submission (e.g., OMB-300, OMB-53, Earned Value Management reports, security, etc) of the tasks in this task order; as part of the OMB budget process.

C.1.1.10.2 Subtask 10.2 -Task Order Management

C.1.1.10.2.1 Task Order Project/Program Management

a. The contractor shall provide a Program Manager or a Project Manager who shall be designated as "key personnel," and shall be responsible for ensuring all work is performed as required under this Task Order, and shall be responsible for the overall task order performance.

b. The Program Manager shall act as the central point of contact with the Contracting Officer's Technical Representative (COTR) and the Academy CIO, and have the full authority to act and make decisions on behalf of the contractor.

c. The program manager shall ensure the contractor's employees are aware of, understand, and comply with the policies, regulations, security practices, and applicable privacy practices established by the Maritime Administration, the U.S. Department of Transportation, the U.S. Department of Education (i.e. the Family Educational Rights and Privacy Act), and the U.S. Coast Guard, and shall have full authority to act on matters pertaining to the performance of services under this Task Order.

C.1.1.10.2.2 Change Control

a. The contractor shall provide a Change Control Manager who shall be designated as "key personnel," and shall be responsible for ensuring all work is performed as required under this Task Order meets or exceeds Service Level Agreements with no adverse impact on the day-to-day operation of the Academy's Information Technology program and activities.

b. The Change Control Manager shall be responsible for documenting and producing successful outcomes for all requests for change or service under the terms of section C.3.2 of this Performance Work Statement.

C.1.1.10.2.3 Task/Subtask Project Management

a. The contractor shall provide task/subtask level technical and analytical guidance to project team and oversee contractors Project Management resources (matrix or direct) of each task.

b. The contractor shall lead and manage a variety of Information Technology projects focused on delivering web-enabled business solutions.

c. The contractor shall manage all aspects of full project life cycle and take ownership for the delivery of quality products and services to the customer on time and within budget.

C.1.1.10.2.4 Key Personnel

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 25 of 25
--	------------------------------------	---	---------------

a. All professional level personnel as proposed and assigned to this Task Order by the contractor are considered Key Personnel. The contractor shall not on its own willfully remove or replace any personnel designated as "key personnel" for either the task order or any subsequent task orders without written concurrence of the Contracting Officer or the Contracting Officer Representative/Contracting Officer Technical Representative (COR/COTR).

b. Prior to using employees other than those specified, the contractor shall notify the Government no later than ten (10) business days in advance of any proposed substitution and shall include justification and resume(s) in sufficient detail to permit evaluation. MARAD will review resumes of contractor personnel proposed to be assigned or replaced and will determine the acceptability of the assigned or replaced contractor personnel

C.1.1.10.2.5 General Personnel Provision

a. The contractor shall provide qualified personnel to perform all requirements specified within this Task Order and specific procurement action identified by the Contracting Officer (CO). If the CO or his/her designee questions the qualifications or competence of any person performing under the Task Order, the burden of proof to sustain that the person is qualified as prescribed herein shall be upon the contractor.

b. All contractor employees shall be able to read, write, speak and understand English fluently, and shall be a citizen or legal resident of the United States. Additionally, assigned personnel shall first complete the following items prior to commencement of work:

- (1) SF85P, Questionnaire for Public Trust Positions
- (2) U.S. Department of Transportation's Information System Responsibilities and Rules of Behavior for Users, Account Administrators, and System Operators
- (3) U.S. Merchant Marine Academy's Superintendent's Instruction 2006-04
- (4) Evidence of completion of Security Awareness Training (Web based) for all employees assigned to the Task Order.

c. In addition, the following requirements shall be complied with under this Task Order within all tasks and sub-tasks.

- (1) Replacement Personnel: The Program/Project Manager shall ensure that replacement personnel possess the same or superior skill sets, and where applicable, certifications, as those replaced.
- (2) Removal of Employees: The Government may, at its sole discretion, direct the contractor to remove any contractor employee from Academy, Maritime Administration, or U.S. Department of Transportation facilities for misconduct, security violation, privacy violation, or found to represent a threat to the safety of government records, government employees, midshipmen, or other contractor employees. Such removal does not relieve the contractor of the responsibility to provide qualified replacement personnel for adequate and timely fulfillment of contractor's obligations under this Task Order. The Contracting Officer will provide the contractor with an immediate written rationale for removal of the employee.
- (3) Government Installations: Contractor employees visiting Government Installations shall wear a Government issued identification badge. Visiting contractor employees shall comply with all Government escort rules and requirements.
- (4) Employee Identification: All contractor employees shall identify themselves as contractors when their status is not readily apparent and display all identification and visitor badges in plain view at all times. Contractor shall assume all costs associated with the application for, issuance of, and (de)activation of their identification badges.
- (5) Kickoff Meeting: The contractor shall be prepared to attend a Kickoff Meeting with its key personnel at the time scheduled by the Contracting Officer. The Government intends to schedule a Kickoff Meeting within two weeks of issuing Notice to Proceed (NTP).

C.1.1.10.2.6 Subcontractor

Subcontractor employees of any tier shall comply with the requirements set forth within this Task Order.

C.1.1.10.3 Subtask 10.3 - Transition/Continuity of Services

C.1.1.10.3.1 Transition Plan

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 26 of 26
--	------------------------------------	---	---------------

A. The contractor shall develop a transition plan outlining procedures and documents needed to ensure continuity of the Academy's Information Technology operations and services, as may be required in a specific task order.

B. The transition plan shall include all Academy Information Technology equipment, applications, systems, and related components required to support the Academy network, accredited users, personal computers, and electronic classrooms.

a. Phase-In Period

Beginning on the award date of this task order, the contractor shall work with the current contractors during an overlap period to ensure an uneventful transition without disruption to ongoing Academy operations. The overlap period shall not exceed sixty (60) days. Specific activities shall include, but are not limited to:

(1) Knowledge Transfer: The contractor shall obtain information about existing Academy CIO processes and procedures, including current, ongoing, and future activities and milestones; FY 2009/FY 2010 Program Plan; Key Contacts within the Academy, Maritime Administration, and the U.S. Department of Transportation; and the Academy's meeting schedule and project management procedures.

(2) Assumption of Operational Responsibilities: The contractor shall assume responsibility for preparation and submission of weekly status reports within three (3) weeks of Notice to Proceed (NTP).

(3) Receiving all documentation and equipment from the incumbent contractor.

b. Task/Subtask Close-Out

During the task order performance period, the contractor shall perform task/subtask close-out training when a task/subtask is completed or terminated. The close-out training shall include delivery of a lessons learned report, and all deliverables shall be delivered to the COTR.

c. Phase-Out Period

During the final sixty (60) days of this task order, the contractor shall perform similar transition in and out activities as required in C.3.1.10.3.1.a and C.3.1.10.3.1.b above, if required by the Contracting Officer, to ensure an uneventful transition without disruption to ongoing Academy operations. The contractor shall collaborate and coordinate transition activities with any successor contractor by preparing the successor contractor to assume responsibility for performing the duties of the Academy's Information Technology Support Program.

C.1.2 Element B Deliverables and Delivery Schedules

a. Due date for each deliverable item is a calendar date or next business day date unless otherwise specified. Documents will be delivered in the file format as mutually agreed upon with the COTR. Mode of delivery to the COTR is by email, unless stated otherwise.

b. The delivery schedule for this task order will be determined per Government approval of the contractor's project plan.

C.1.2.1 Recurring Deliverables for Element B Tasks/Subtasks

Subtask(s)	Deliverables Description	Deliverables Due Date
All	Monthly Status Reports	15th day following the month in which work is performed

Table 1, Recurring Deliverables for All Tasks

C.1.2.2 Task 1 Deliverables - Network Infrastructure Support

Tasks: Subtask(s)	Deliverables Description	Deliverables Due Date
1:All	Updated Network Diagrams	As Mutually Agreed Upon with COTR
1:All	Help Desk Issues, Outages, and Resolution Report	Every Wednesday
1:All	Network Performance Report: Device Utilization Rates, Packet Counts by Type	As Mutually Agreed Upon with COTR

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 27 of 27
--	------------------------------------	---	---------------

1:All Change Management Report: Status of Implementation and Change Requests As Mutually Agreed Upon with COTR

1: 1.3 Updated COOP Standard Operating Procedure As Mutually Agreed Upon with COTR

Table 2, Task 1 Deliverables - Network Infrastructure Support

C.1.2.3 Task 2 Deliverables - Server and Appliance Support

Tasks: Subtask(s) Deliverables Description Deliverables Due Date
 2:All Updated Server-Appliance Diagrams As Mutually Agreed Upon with COTR
 2:All Help Desk Issues, Outages, and Resolution Report Every Wednesday
 2:2.1-2.2 Host/Virtual Server Report: Host and Partition Availability and Utilization As Mutually Agreed Upon with COTR
 2: 2.3-2.4 Appliance Report: Availability and Utilization As Mutually Agreed Upon with COTR
 2: 2.5 Storage Area Network Report: Availability and Storage Utilization As Mutually Agreed Upon with COTR
 2:All Change Management Report: Status of Implementation and Change Requests As Mutually Agreed Upon with COTR
 2:All Updated COOP Standard Operating Procedure As Mutually Agreed Upon with COTR

Table 3, Task 2 Deliverables - Server and Appliance Support

C.1.2.4 Task 3 Deliverables - Periodic Renewal of Personal Computer Technology

Tasks: Subtask(s) Deliverables Description Deliverables Due Date
 3:All Updated List of Accredited Network Users Every Wednesday
 3:All Help Desk Issues, Outages, and Resolution Report Every Wednesday
 3:3.1,3.4-3.5 Expired Warranty Schedule of Laptop PCs Every Wednesday
 3:3.2-3.3 Expired Warranty Schedule of Desktop PCs Every Wednesday
 Table 4, Task 3 Deliverables - Periodic Renewal of Personal Computer Technology

C.1.2.5 Task 4 Deliverables - End User Training and Skill Enhancement

Tasks: Subtask(s) Deliverables Description Deliverables Due Date
 4:All Registration and Attendance Records: Training Sessions Every Wednesday
 Table 5, Task 4 Deliverables - End User Training and Skill Enhancement

C.1.2.6 Task 5 Deliverables - Help Desk Support

Tasks: Subtask(s) Deliverables Description Deliverables Due Date
 5:All Reported Issues, Unresolved, Carried Over from Prior Week Every Wednesday
 5:All Reported Issues, Resolved from Prior Week Every Wednesday
 5:All Reported Issues, Unresolved, Carried Over to Next Week Every Wednesday
 Table 6, Task 5 Deliverables - Help Desk Support

C.1.2.7 Task 6 Deliverables - Software Configuration Management and Support

Tasks: Subtask(s) Deliverables Description Deliverables Due Date
 6:All Updated Server-Appliance Diagrams As Mutually Agreed Upon with COTR
 6:All Help Desk Issues, Outages, and Resolution Report Every Wednesday
 6:2.1-2.2 Host/Virtual Server Report: Host and Partition Availability and Utilization As Mutually Agreed Upon with COTR
 6: 2.3-2.4 Appliance Report: Availability and Utilization As Mutually Agreed Upon with COTR
 6: 2.5 Storage Area Network Report: Availability and Storage Utilization As Mutually Agreed Upon with COTR

- 6:All Change Management Report: Status of Implementation and Change Requests As Mutually Agreed Upon with COTR
- 6:All Updated COOP Standard Operating Procedure As Mutually Agreed Upon with COTR

Table 7, Task 6 Deliverables - Software Configuration Management and Support

C.1.2.8 Task 7 Deliverables - Instructional Technology Support

- Tasks: Subtask(s) Deliverables Description Deliverables Due Date
- 7:All Help Desk Issues, Outages, and Resolution Report Every Wednesday
 - 7:7.1 Change Management Report: Status of Implementation and Change Requests As Mutually Agreed Upon with COTR
 - 7:7.2-7.3 Learning Management System Availability Report Every Wednesday
 - 7:7.1-7.3 Project Plan As Mutually Agreed Upon with COTR
 - 7:All Faculty Engagement Report Every Wednesday

Table 8, Task 7 Deliverables - Instructional Technology Support

C.1.2.9 Task 8 Deliverables - Support of the Legacy Progress Systems

- Tasks: Subtask(s) Deliverables Description Deliverables Due Date
- 8:All Help Desk Issues, Outages, and Resolution Report Every Wednesday
 - 8:All Project Plan As Mutually Agreed Upon with COTR
 - 8:All Monthly EVM Metric Report, includes: Work Breakdown Structure, Work Breakdown Dictionary, Program Plan (Gantt Chart), Monthly Cost Performance Report-Levels 1 and 5 Monthly; 15th day following the month in which work is performed

Table 9, Task 8 Deliverables - Support of the Legacy Progress Systems

C.1.2.10 Task 9 Deliverables - SIRIDynix Automated Library Management System Support

- Tasks: Subtask(s) Deliverables Description Deliverables Due Date
- 9:All Help Desk Issues, Outages, and Resolution Report Every Wednesday
 - 9:All Change Management Report: Status of Implementation and Change Requests As Mutually Agreed Upon with COTR
 - 9:All Library Management System Availability Report Every Wednesday
 - 9:All Project Plan As Mutually Agreed Upon with COTR

Table 10, Task 9 Deliverables - SirsiDynix Automated Library Management System Support

C.1.2.11 Task 10 Deliverables - DoIT Management Services Support

- Tasks: Subtask(s) Deliverables Description Deliverables Due Date
- 10:10.1 Initial/Annual OMB-300 and/or OMB-53 As Mutually Agreed Upon with COTR
 - 10:10.1 Initial/Updated Academy Project Management Guidelines As Mutually Agreed Upon with COTR
 - 10:10.1 Monthly EVM Metric Report, includes: Work Breakdown Structure, Work Breakdown Dictionary, Program Plan (Gantt Chart), Monthly Cost Performance Report-Levels 1 and 5 Monthly; 15th day following the month in which work is performed
 - 10:10.1 Delivery of Data Requested by Academy Management, Maritime Administration, Dept of Transportation, and/or OMB in Electronic File Format to Be Specified As Defined Case By Case
 - 10:10.2 Project Plan As Mutually Agreed Upon with COTR

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 29 of 29
--	------------------------------------	---	---------------

10:10.2 Change Management Report: Status of Implementation and Change Requests As Mutually Agreed Upon with COTR

10:10.3 Transition Plan As Mutually Agreed Upon with COTR

Table 11, Task 10 Deliverables - DoIT Management Services Support

C.1.3 Other Applicable Task Order Provisions for Element B Tasks/Subtasks

C.1.3.1 Travel

The contractor shall not charge local travel costs in the New York City metropolitan area or Long Island to the Government. The contractor shall submit long distance travel costs as Other Direct Costs (ODC). Travel cost shall be reimbursed in accordance with Federal Travel Regulation (FTR) and FAR part 31. The contractor shall submit travel requests to the COTR for approval, via email, at least one (1) week in advance of each travel event. Reimbursement will not be approved for unauthorized travel.

C.1.3.2 Places of Performance

In addition to the on-site support staff specified in each task, the contractor shall propose the number of staff and whether the work will be performed at the contractor's site or the U.S. Merchant Marine Academy in Kings Point, NY 11024-1699. Meetings, presentations, and project planning activities will be performed at Government site locations at the U.S. Merchant Marine Academy in Kings Point, NY 11024-1699, or the Maritime Administration headquarters in Washington, DC.

C.1.3.3 Period of Performance

The project start date shall be within ten (10) days after Task Order award, or per Government approval of the contractor's project plan, whichever is later. The period of performance for this task order is a base of twenty-one (21) months with an award for good performance of a third year, and two one-year options, if exercised. The Government reserves the right to exercise, or not exercise, any and all options contained in this task order in accordance with the terms contained in paragraph "Options to Extend the Terms of the Task Order".

C.1.3.4 Hours of Work

Services shall be performed on site between Monday through Friday during the core business hours of 0700 through 2000 hours local time, except for Federal Holidays. Additional Walk-In Services are also to be available on the days and times as specified in C.3.1.5.2. Use of overtime is not applicable.

C.1.3.5 Security Requirements

C.1.3.5.1 Security Regulation and Policy

a. When delivering Information Technology products, the contractor shall comply with the National Checklist Program (NCP) by NIST, which provides guidance on setting the security configuration of operating systems and applications, and is stated in FAR, Subpart 39.1, Sections 39.101(d).

b. The contractor shall comply with "Computer Security within the U.S. Department of Transportation" (<http://www.oig.dot.gov/StreamFile?file=/data/pdfdocs/cc2000359.pdf>), and computer Security Act of 1987 (<http://epic.org/crypto/csa/csa.html>).

C.1.3.5.2 Commitment to Protect Sensitive Information

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 30 of 30
--	------------------------------------	---	---------------

a. The contractor shall protect the security and confidentiality of sensitive Government information while performing work at contractor facilities, the U.S. Merchant Marine Academy, the Maritime Administration, the U.S. Department of Transportation, and other performance sites as designated by the Academy.

b. All contractor personnel who may have access to sensitive information under this task order shall complete the "Contractor Employee Non-Disclosure Agreement" available from the COTR. The contractor employee shall follow the guideline of Privacy or Security Safeguards prescribed in FAR 52.239-1.

C.1.3.5.3 Personnel Security Clearance

a. The Academy is an institution of higher education with the obligation to protect and safeguard the physical and mental health of its midshipmen. Contractor's employees and agents shall not be permitted access to the Academy, until a sensitive background investigation has been completed and there is no evidence of risk of unacceptable or inappropriate behavior in the employee's or agent's past.

b. The Academy shall not initiate requests for appropriate investigations on behalf of the contractor's employees or agents. The cost incurred to conduct appropriate background investigations shall be borne by the contractor.

c. The contractor shall not begin performance of substantive work under this task order until a sufficient number of its personnel have presented evidence that they have the required investigation which has been approved by the Academy. The contractor further agrees to include this provision in any subcontract awarded pursuant to this Task Order.

C.1.3.5.4 Initial and Annual Security and Privacy Training Requirements

All contractor employees are required to successfully complete the designated U.S. Department of Transportation courses on topics involving security and privacy within 30 days of their first assignment under this Task Order. Thereafter, all designated courses must be successfully completed at one year intervals, if option years are exercised. Copies of all training certificates must be provided to the COTR not later than 15 days following successful completion of any designated training course.

C.1.3.6 Rights of Egress and Ingress

During the life of this task order, the rights of ingress to and egress from any designated facility for the Contractor's representatives shall be made available as required. During all operations on Government premises, the Contractor's personnel shall comply with the rules and regulations governing the conduct of personnel and the operation of the facility. The Government reserves the right to require Contractor personnel to "sign-in" upon entry and "sign-out" upon departure from any designated facility.

Contractor employees and agents shall allow sufficient time to satisfy the security procedures to enter and exit buildings designated under this Task Order. Contractor agrees to indemnify the Academy for all costs incurred, when Contractor's employees or agents are unable to perform any task, assignment, project, presentation, or other duty, under this Task Order at the days and times expected, because sufficient time for building ingress and/ or egress has failed to occur.

Passes and/or electronic passkeys are the property of the U.S. Government and subject to periodic review by the Contractor's Supervisor, and may be verified against the employee's personal identification. The Contractor's employees shall present themselves for the issuance of renewed passes when required by the Government as scheduled by the COTR or his/her designee. The Contractor shall notify the COTR when employee passes are lost, and must immediately apply for reissue of a replacement pass.

The Contractor shall submit a properly executed and signed identification card/credential application form, as designated by the COTR, to obtain a badge for each employee assigned to perform duties under this Task Order. It is the Contractor's responsibility to return to the COTR or his/her designee building or room passes, and any other electronic credential or card, issued to the Contractor by the Government, when a Contractor employee is dismissed, terminated or assigned to duties not within the scope of this task order. The Contractor shall submit a Contractor Security Report each time contractor personnel

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 31 of 31
--	------------------------------------	---	---------------

changes occur during the period of performance of the task order. The Contractor Security Report format shall be obtained from the COTR.

C.1.3.7 Data and Property Rights

a. The U.S. Merchant Marine Academy shall retain all rights and privileges, including those of patent and copyrights to all Government furnished data. The Contractor shall neither retain nor reproduce for private or commercial use any information or other materials furnished or produced under this task order. All property rights, including publication rights, in the information and materials produced by the Contractor in connection with this task order shall belong to U.S. Merchant Marine Academy.

b. The contractor shall not embed its company name or logos or claim copyright for any deliverable submitted under this task order. The Contractor agrees not to assert any rights at common law or in equity or establish any claim to statutory copyright in such data. These rights are not exclusive and are in addition to any other rights and remedies to which U.S. Merchant Marine Academy is otherwise entitled elsewhere in this task order.

c. Delivery by the Contractor to the Government of certain technical data and other data in digital form rather than as hard copy, it is agreed that, the Government will be licensed to use that digital-form data with exactly the same right and limitations as if the data had been delivered as hard copy.

d. All Data and Property Rights clauses described in Paragraph I.2 of the Contract No. DTOS59-09-d-00467 are also binding.

	Document No. DTMA1F09215	Document Title USMMA Continuation of Services	Page 32 of 32
--	------------------------------------	---	---------------

SECTION F -- DELIVERIES OR PERFORMANCE

F.1 PERIOD OF PERFORMANCE

The period of performance for this order begins 1 October 2009 and ends 31 December 2009.