

Statement of Work

Requested Additional Task Orders

Task 1

Contractor will provide additional tasks to support the COOP project that will enhance COOP functionality for MARAD. These tasks provide further guidelines for long-term maintenance and support to the COOP project, assisting in the integration to overall MARAD IT strategy and daily feasibility.

- a. Contractor will provide support for scenario-based exercises within the guidelines of 3 COOP events. (Notification, Network/Security Failure, Building Failure)
- b. Contractor will provide support for COOP management, including the management of the new functionality delivered as part of this proposal. This management will include assistance for incorporating additional MARAD applications into the environment. Applications will be transitioned to the COOP as they are identified, based on the time required to perform a proper Business Impact Analysis, incorporate the application into the COOP change management program, and develop maintenance parameters for the application. Contractor must adequately support the transition of 2 applications into the COOP environment per 20 business days.
- c. The Contractor will provide ongoing security support constrained to the COOP environment through monitoring the existing logging and access control capabilities inherent in the COOP.
- d. The contractor will continue to provide support in preparation for and during a COOP activation event.
- e. Consulting support for the expansion of the COOP to the regional offices. This will provide evaluation and recommendations for the expansion of the COOP program from MARAD headquarters into the regional offices.
- f. Expanded IT COOP functionality to include VSAT connectivity, Instant Messenger capability, and Environmental-monitoring capabilities.

MARAD has requested the following areas be expanded as additional new requirements under in the contract extension:

- a. Creation of a COOP Command plan. This document will provide compliance with the non-IT related aspects of COOP regulatory guidelines, including personnel, governance, roles and responsibilities.
- b. Manageable IT infrastructure documentation for COOP environment to include Inventory, Operational Parameters, Troubleshooting Procedures, Maintenance Plans, and 3rd party Support documentation.

Project deliverable and timelines

Extended Project Timeline and Deliverables
Assumption of Start Date of August 1, 2004

WBS Item	Deliverable	Delivery Timeframe
1	Phase 1: Ongoing COOP Support	
1.1	COOP Scenario Exercise support	Ongoing
1.1.1	Updated COOP Scenario training presentation	As needed
1.1.2	COOP Scenario training exercise	Quarterly training exercise
1.2	COOP Management Support	Ongoing
1.2.1	<ul style="list-style-type: none"> • Maintain and update laptop images (within 30 days) • Support data-replication efforts • Application assessment and migration for additional COOP applications • COOP system support and maintenance • COOP IT environment Configuration Management 	<ul style="list-style-type: none"> • Monthly Status Report • Monthly Updated Laptop Image • Monthly Application report • Expected 1 application transition per 20 business days
1.2.2	Maintain COOP plan documentation with changes	As needed
1.3	COOP Security Support	Ongoing
1.3.1	Report of COOP security events	<ul style="list-style-type: none"> • On escalated event • Monthly report
1.3.2	COOP Security log maintenance	<ul style="list-style-type: none"> • Monthly report
1.4	COOP Activation Support	Ongoing
1.4.1	Availability of COOP personnel for a COOP activation event	Ongoing
1.4.2	Activation of additional COOP resources for COOP activation event	As needed
1.5	Expanded IT COOP Functionality	
1.5.1	Satellite Internet connectivity	
1.5.2	Secure Instant Messenger capability	
1.5.3	Environmental Monitoring capabilities	
1.5.4	Increased (54Mb) wireless capabilities	
1.5.5	COOP Staff Office cabling	
2	Phase 2: Extended COOP Deliverables	
2.1	COOP Command Plan	
2.1.1	Creation of a COOP Command Plan	Within 60 Days following Award
2.1.2	Incorporating COOP Command plan with existing COOP Operational Plan	15 days following Command Plan acceptance
2.2	COOP IT Infrastructure Documentation	
2.2.1	Update COOP Infrastructure documentation to include the following items <ul style="list-style-type: none"> ○ IT device Inventory ○ Device operational parameters ○ Troubleshooting procedures ○ Device maintenance plans ○ 3rd party support documentation 	30 days following award
2.2.2	Documented and defined change management procedures for COOP environment	45 days following award