

**Statement of Work  
DRMI IT Service Support  
ITACS  
Naval Postgraduate School**

**1.0 Background/Introduction**

The Naval Postgraduate School (NPS), located in Monterey, California supports the U.S. Navy, other military branches, and foreign military services with postgraduate education for personnel. NPS provides significant research capabilities to the Department of Defense. The Information Technology and Communications Services (ITACS) is responsible for the operation of the IT assets at the Naval Postgraduate School (NPS) main campus and support of the various educational activities of NPS including the Defense Resources Management Institute (DRMI).

Established in 1965 as an educational institution by the Secretary of Defense (OSD), DRMI conducts professional education programs in analytical decision-making and resources management for military officers of all services, and senior civilian officials of the United States and 162 other countries. Many of the resident courses can be from four to eleven weeks long and are predominantly attended by International students. DRMI is funded by OSD and executed by NPS faculty and staff under the guidance of the NPS Graduate School of Business and Public Policy. Because the students are short-term residents and do not require access to NPS Enterprise Services, these students' access to information technology is limited to DRMI assets that will be managed by services through this statement of work.

**2.0 Scope**

The contractor shall be skilled in applying customer service and customer support principles and shall resolve customer questions or problems concerning DRMI Information Technology systems, mobile computing systems, software, and/or hardware, passwords, and communications systems within agreed SLA levels and business priorities to handle incidents and service requests, as well as providing an interface to users for other IT activities.

The contractor shall be responsible for the implementation and operations of an integrated system of hardware and software applications designed to support DRMI's mission of presenting short courses in resources management at both the Naval Postgraduate School as well as international locations. Specifically, the contractor will install, operate, and maintain a total of approximately:

- 43 Windows-based desktop computers and 8 Apple OS-based desktops for individual use by faculty and staff.
- 28 Windows-based laptop computers and 8 Apple OS-based laptops for individual use by faculty and staff.

- 46 Windows-based MS Surface computers for faculty and for temporary use by resident course participants. After each short course the Surfaces have to have to be cleared of any course-specific material and prepared for the next course.
- 32 direct connect, individual printers and three shared printers.
- Nine ceiling-mounted Panasonic PT-FW100NT projectors.
- Two Windows file servers.

Additionally, the contractor shall:

- Operate and maintain the CD/DVD replicating system used specifically for DRMI course material distribution to DRMI students. A member of the course materials staff accomplishes the actual duplication of the CD/DVDs.
- Troubleshoot all of the above systems on a continuous basis, either through direct interaction or remote connection.
- Develop guides and instructions for participants on the IT resources available during their residency, and how to connect their personal laptops, smartphones, etc. to the NPS and visitor's quarters wireless networks. These are required since the DRMI students will not have access to NPS Enterprise Services and will not be able to access NPS guides themselves.

Work is primarily sedentary, but the contractor must be able to lift at least forty pounds without assistance.

### **3.0 Tasks**

The contractor shall perform the following tasks as follows:

#### **3.1 DRMI Service Support Level 1**

- 3.1.1 Answer incoming technical trouble calls via phone, face-to-face, and email from DRMI faculty, staff and students.
- 3.1.2 Determine the nature of problems (e.g., routine, non-routine, user error, faulty data lines, equipment malfunctions, software malfunctions, etc.), by quickly gathering data and providing users with solutions to problems by utilizing knowledge of software and troubleshooting and repair skills.
- 3.1.3 If the problem is related to an NPS Enterprise-related issue, enter the information collected into the NPS Enterprise automated trouble ticket system and submit it to appropriate NPS ITACS team for prompt resolution.
- 3.1.4 Make an initial assessment of requests, attempt to resolve, or refer to someone who can.
- 3.1.5 Keep customers informed on request status and progress.
- 3.1.6 Participate in the delivery of a full range of customer support services to the organization: installing, configuring, upgrading, and troubleshooting any hardware and software components.

- 3.1.7 Present formal and informal information technology training and assistance to customers.
- 3.1.8 Seek information from guidelines and manuals in order to research system problems and provide assistance to customers.
- 3.1.9 Maintain DRMI webpage and update on a regular basis.
- 3.1.10 Operate and maintain DRMI computer lab.
- 3.1.11 Set up DRMI student computers as required.
- 3.1.12 Assist with enforcing security and privacy requirements on user software and DRMI network environments.

### **3.2 DRMI Service Support Level 2**

- 3.2.1 Supports technologies including computer hardware and software, computer assisted information retrieval, data communication networks, local area networks and technology interfaces.
- 3.2.2 Determines if equipment is covered by warranty or maintenance contract and processes accordingly.
- 3.2.3 Remove and replace defective hardware components.
- 3.2.4 Performs all upgrade of hardware to include memory, fixed storage, and installation of network interface cards (NIC).
- 3.2.5 Troubleshoots and corrects complex software problems to include resolving conflicts between applications, hardware and/or device conflicts, and operating system faults.
- 3.2.6 Keeps customers informed on request status and progress.
- 3.2.7 Performs trend analysis on common and recurring issues.
- 3.2.8 Ensures the integrity and availability of all DRMI computer and mobile computing systems by patching and updating DRMI network connected systems.
- 3.2.9 Monitors, maintains and services DRMI LAN and ensures access to LAN by DRMI faculty and staff.
- 3.2.10 Update and maintain Operating System and application software at least monthly and whenever critical security updates are available.

3.3 Attend periodic meetings in ITACS. This includes the quarterly one hour ITACS All Hands meeting, the quarterly one hour Lab Managers' meeting, and the weekly two hour ITACS Technology Assistance Center meeting.

### **4.0 Deliverables**

The contractor shall be responsible for preparing deliverables in support of the tasks identified in this SOW.

Task	What will be inspected	Acceptable Quality Level (AQL)	Method	Frequency
3.1 and 3.2	<p>All calls will be assigned a priority level of urgent, high, medium, or low:</p> <ul style="list-style-type: none"> <li>• Urgent – any outage resulting in inability to perform mission for a class or group of people.</li> <li>• High – any outage resulting in inability to perform mission for one person.</li> <li>• Medium – any issue resulting in degraded ability to perform mission.</li> <li>• Low – any issue not resulting in degraded state.</li> </ul>	<ul style="list-style-type: none"> <li>• Urgent calls will be responded to in less than one (1) business hour and be resolved within four (4) business hours 90% of the time.</li> <li>• High priority calls will be responded to within one (1) business hour and resolved within eight (8) business hours 90% of the time.</li> <li>• Medium priority calls will be responded to within one (1) business hour and resolved within two (2) business days 80% of the time.</li> <li>• Low priority calls will be responded to within one (1) business hour and resolved within four (4) business days 80% of the time.</li> </ul>	Review of ticketing system and time of creation to resolution.	Continuously.
3.3	Attendance at meetings.	<ul style="list-style-type: none"> <li>• 100% attendance or validated excuse from attendance.</li> </ul>	Observation	Quarterly and weekly.

The surveillance method for the deliverables listed above will be personal observation at NPS. If performance falls below the AQL defined above, the Contracting Officer's Representative (COR) shall document the instance(s), coordinate with the Contracting Officer and advise the Contractor. The Contractor will be requested to review the documentation and provide a written response on how performance will be corrected in the future. Re-performance of any work for failure to perform in accordance with the specified AQL or task requirement shall be completed at the Contractor's own expense and at no additional cost to the Government.

## **5.0 Minimum Technical Requirements**

**5.1** See FAR Part 39 attached.

## **6.0 Period of Performance**

12 months from date of award.

## **7.0 Place of Performance**

The contractor shall provide IT support to DRMI faculty, staff and students exclusively and shall be located in an office in the same building as DRMI.

## **8.0 Work Week and Hours of Operation:**

The Contractor shall provide services during normal working hours excluding federal holidays. Normal working hours are 0730-1630, Monday through Friday, unless requirements dictate otherwise. Exceptions can be permitted by the COR upon request and at the COR's discretion.

Work required on-site at NPS shall be performed by the Contractor, as required.

Following is a list of holidays observed by the Government.

<u>Name of Holiday</u>	<u>Time of Observance</u>
New Year's Day	1 January
Martin Luther King Jr. Day	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	11 November
Thanksgiving Day	Fourth Thursday in November
Christmas Day	25 December

If any of the above holidays occur on a Saturday or a Sunday, then such holiday shall be observed by the Contractor in accordance with the practice as observed by the assigned Government employees at the using activity

## **9.0 Government Furnished Property**

The government shall provide appropriate office space, supplies and equipment to perform tasks at NPS. Any Government-provided property and information shall be used for official Government business only. Any applicable documents that are authorized for use in performance of these services shall be provided, in accordance with security and contract terms and conditions.

#### **10.0 Travel**

No travel is anticipated at this time, but there may be circumstances where travel may be required. If travel is determined to be necessary, travel will be conducted in accordance with the Joint Travel Regulations (JTR) and will be reimbursed by the government on an as-incurred basis.

**11.0 Classification:** All work will be unclassified.

#### **11.1 Privacy Act Statement**

“Pursuant to Title 5 United States Code 552a(m)(1), the contractor and all employees of the contractor working under this contract are required to comply with the requirements of 5 U.S.C. 552a (“The Privacy Act of 1974”).”

#### **11.2 Contractor Identification**

In accordance with DFAR 211.106, there shall be a clear distinction between Government employees and service contractor employees. Service contractor employees shall identify themselves as contractor personnel by introducing themselves or being introduced as contractor personnel and displaying distinguishing badges or other visible identification for meetings with Government personnel. In addition, contractor personnel shall appropriately identify themselves as contractor employees in telephone conversations and in formal and informal written correspondence.

#### **12.0 Non-Personal Services Statement**

Contractor employees performing services under this order will be controlled, directed, and supervised at all times by management personnel of the contractor. Contractor management will insure that employees properly comply with the performance work standards outlined in the SOW. Contractor employees will perform their duties independent of, and without the supervision of, any Government official or other Defense Contractor. The tasks, duties, and responsibilities set forth in the task order may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

### 13.0 Invoice Schedule

#### **Contractor may invoice monthly in arrears.**

Invoices shall be submitted once a month for services rendered and travel performed during the previous month. All invoices need to be submitted electronically via WAWF. Hard copy invoices cannot be accepted. Only one invoice may be submitted per month. Invoices must identify the invoicing period. If charges against more than one line item have occurred during the invoicing period, all charges must be combined into one invoice. If invoicing against travel, the invoice must contain a summary detailing the charges as well as an attachment of supporting documentation. The contractor's failure to include the necessary information or a more frequent invoice submission than authorized will result in invoices being rejected.

#### WAWF

#### **SUP 5252.232-9402 INVOICING AND PAYMENT (WAWF) INSTRUCTIONS (April 2008).**

(a) Invoices for goods received or services rendered under this contract shall be submitted electronically through Wide Area Work Flow -- Receipt and Acceptance (WAWF):

(1) The vendor shall have their cage code activated by calling 866-618-5988. Once activated, the vendor shall self-register at the web site <https://wawf.eb.mil>. Vendor training is available on the Internet at <http://www.wawftraining.com>. Additional support can be obtained by calling the NAVY WAWF Assistance Line: 1-866-618-5988.

(2) WAWF Vendor "Quick Reference" Guides are located at the following web site: <http://www.acquisition.navy.mil/navyaos/content/view/full/3521>.

(3) Select the invoice type within WAWF as specified below. Back up documentation (such as timesheets, receiving reports etc.) can be included and attached to the invoice in WAWF. Attachments created in any Microsoft Office product are attachable to the invoice in WAWF. Total limit for each file is not to exceed 2MB. Multiple attachments are allowed.

(b) The following information, regarding invoice routing DODAAC's, must be entered for completion of the invoice in WAWF: (see next page for WAWF table)

<b>WAWF Invoice Type:</b>	<b>2 in 1</b>
Contract Number	Leave blank
Task Order Number	Leave blank
Issuing Office DODAAC	N62271
Admin Office DODAAC:	N62271
Inspector DODAAC (usually only used when Inspector & Acceptor are different people):	NA

Service/Supply Acceptor DoDAAC (for Combo), Service Acceptor DODAAC (for 2 in 1), Service Approver DODAAC (Cost voucher)	Leave blank	
Acceptance At Other	N62271	
Ship to /Extension	N62271	
Local Processing Office (Certifier)	N62271	
DCAA Office DODAAC (Used on Cost Voucher's only):	NA	
Paying Office DODAAC:	N68732	
Acceptor/COR Email Address	Contracts_Invoices@nps.edu	
<b>Send additional emails notifications to:</b>		
For each invoice / cost voucher submitted for payment, the contractor shall also email the WAWF automated invoice notice directly to the following points of contact):		
<b>Email</b>	<b>Phone</b>	<b>Role</b>
Enter your name here (TBD)	Enter phone number here	Technical Point of Contact
rcgandia@nps.edu	(831) 656-3458	LPO Certifier
cvida@nps.edu	(831) 656-3676	Accepting Official
<a href="mailto:pmhirsch@nps.edu">pmhirsch@nps.edu</a>	(831) 656-2179	NPS Contract Specialist

(c) Contractors approved by DCAA for direct billing will not process vouchers through DCAA, but may submit directly to DFAS. Vendors **MUST** still provide a copy of the invoice and any applicable documentation that supports payment to the Acceptor/Contracting Officer's Representative (COR) if applicable. Additionally, a copy of the invoice(s) and attachment(s) at time of submission in WAWF must also be provided to each point of contact identified in section (d) of this clause by email. If the invoice and/or receiving report are delivered in the email as an attachment it must be provided as a .PDF, Microsoft Office product or other mutually agreed upon form between the Contracting Officer and vendor.

**NPS Technical POC:** TBD

**NPS POC for Acceptance of Deliverables:** Same as TPOC.

**NPS Financial POC:** Dee Morais

**NPS Contracting POC:** (to be filled out by NPS Contracting Office)