

**Performance Based Statement of Work  
NPS San Diego IT 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. Additionally NPS provides significant research capabilities to the Department of Defense. The Information Technology and Communication Services (ITACS) Organization at NPS provides information technology support to the entire school, in addition to the NPS Outreach Offices including equipping the facilities and associated personnel with the networking, computing, and communication equipment necessary to perform all IT functions. Addition requirements include facilitating the installation, operation, and maintenance of all the circuits and IT equipment, as well as equipment lifecycle.

**2.0 Scope:** The contractor shall perform scheduled preventive maintenance on IT equipment and associated circuits, analyze and resolve issues, develop software solutions, provide maintenance, backups, and updates on servers, and monitor internet and firewall service. Additionally, the contractor will deliver desktop, laptop, printer, scanner, Wi-Fi, Software, VPN, VMWare, and VTC Support. NPS San Diego has six laptops, five desktop computers, two servers, three Wi-Fi routers, four VTC units and associated monitors, one network switch, one Polycom teleconference phone system, Smartboards, two printers/copiers, and a scanner & fax machine. The contractor will liaison with circuit providers, NPS San Diego POC's, as well as NPS Monterey IT Specialists when performing preventive maintenance. The contractor will technically document all IT information and provide status reports upon conclusion of scheduled maintenance.

**3.0 Tasks:** The following tasks are to be completed as part of this SOW

The contractor shall perform the following task(s) as follows:

**3.1 Preventive Maintenance:**

- 3.1.1 Perform virus scans, software upgrades, updates, and patches on six laptops and five desktop PC's
- 3.1.2 Perform support, maintenance, backups, review logs, and updates on two servers
- 3.1.3 Provide support for two printer/copiers and one scanner and fax machine
- 3.1.4 Conduct bandwidth speed tests and monitor internet & Wi-Fi Service on three Wi-Fi routers and one network switch
- 3.1.5 Monitor status of Firewall and Network Switches
- 3.1.6 Perform maintenance on four Classroom VTC's systems, monitors and Smartboards

3.2 Liaison with circuit providers, currently AT&T, who provide 2 bonded T1's for internet connectivity, NPS San Diego POC's, as well as NPS Monterey IT Specialists when performing preventive maintenance.

3.3 Technically document all IT information, provide status reports upon conclusion of scheduled maintenance.

**4.0 Deliverables:** The contractor shall be responsible for providing the following deliverables:

Task	Deliverable that will be inspected	Acceptable Quality Level (AQL)	Method	Frequency
3.1.1-3.1.6	Preventive Maintenance	IT systems are operational 99% of the time	Normal IT operation verified by NPS San Diego personnel	Once per week; five hours per visit
3.3	Documentation	Accurate IT data, status, and debrief reports	Deliverables will be in the form of reports including current versions of OS', system and PC upgrades, Antivirus information.	A monthly report pertaining to previous months preventive maintenance will be emailed to NPS POC's within five business days from 1 <sup>st</sup> of each month.

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 Period of Performance:** One year starting on the date of award with two option years.

**6.0 Minimum Technical Requirements:** 5 years of experience in the following:

- Network Administration
- Installation, operation and maintenance of computers
- Maintaining file server & backup drives to include required software and virus updates
- Maintaining 3COM Baseline Switch network switches to include wiring to ports and Netgear Dual Speed Hubs
- Maintaining network printers and scanners
- Maintaining Wireless Access Points used
- Operating and maintaining VTC systems and related plasma/projection screens, microphones, monitors, speakers to include Installation of VTC systems
- Express familiarity of NPS San Diego's IT infrastructure and configuration.
- Maintaining Tone Commander Phones and Polycom Sound Stations
- Experience coordinating and working with NCTS San Diego and NPS ITACS, to include knowledge of their procedures and processes

**7.0 Place of Performance:** The Naval Postgraduate School, 3975 Norman Scott Road, NBSD Bldg. 3280 (C Wing), San Diego, CA 92136-5588.

**8.0 Government Furnished Property:** The contractor does not require any government hardware, tools, or equipment. All software, patches, fixes, Antivirus, and Cybersecurity measures will be provided by NPS Monterey. Information and documentation provided by the COR will be considered property of the Naval Postgraduate School.

**9.0 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 an emergency service request dictates otherwise. Exceptions can be permitted by the COR and authorized NPS representatives upon request and at the COR's discretion.

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

- 10.0 Travel:** Contractor is obligated to provide transportation to place of performance at own expense and will not be reimbursed by the government.
- 11.0 Security Requirements:** Sensitive Unclassified. Security clearance is not required. U.S. citizenship is required.
- 12.0 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”).”
- 13.0 Identification of Contractor Employees:** 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. Contractor personnel will be required to obtain and wear badges or other visible identification for meetings with Government personnel to provide a clear distinction between service contractor employees and Government personnel. In addition, contractor personnel shall appropriately identify themselves as contractor employees in telephone conversations and in formal and informal written correspondence. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.
- 14.0 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.